



## Attachment Descriptions

### A. Glossary/Acronyms/Appendix Descriptions

- **A-1 Glossary:** Glossary of terms used in the annex and supporting appendices.
- **A-2 Acronyms:** List of acronyms used in the annex and supporting appendices.
- **A-3 Appendix Descriptions:** Description of all of the appendices in the Annex and how they should be used.

### B. Activation Protocols/Tools

- **B-1 Activation Checklist:** This form should be used to aid in setting up a Family Assistance Center to establish an appropriate level and size Family Assistance Center, and outline all services that will be provided at the site.
- **B-2 Prospective Site Assessment Worksheet:** This document can be used in preplanning to establish possible FAC sites, or just in time to provide suggested guidelines and site assessment tools. This document outlines planning considerations when setting up a FAC including the type of facility, room specifications, all of the services that can be provided at the facility, and suggested specification for a FAC.
- **B-3 FAC org Chart:** This organization chart is an example of all of the possible units that may need to be activated for a Family Assistance Center Facility in a catastrophic event. Depending on the size and type of the event some functions may not need to be activated or can be combined. This example also does not include some units that may support a Family Assistance Center but may be located off site (e.g. at an Emergency Operations Center)
- **B-4 Staffing Overview:** This document lists all possible staffing positions and suggested numbers necessary to run a Family Assistance Center. Depending on the size and type of incident some positions may not be necessary or could be combined.
- **A-5 Equipment and Supplies:** This document outlines all of the necessary equipment to set up and run a Family Assistance Center. To calculate the equipment needs of a specific size facility, fill out the Resource Breakdown by Functional Area and the Staffing Overview chart and then complete the General/Scalable Guidelines for Supplies to total up the supplies.
- **B-6 Facility Floor Plan Set-up guidelines:** This document outlines some basic guidelines to follow when creating a floor plan for a Family Assistance Center Facility.
- **B-7 Sample FAC Floor Plan:** This floor plan is an example of a Family Assistance Center facility lay out for a catastrophic event. The floor plan is not drawn to scale or based on any specific facility space.

- **B-8 Site Scaling Guide:** This document gives a basic scaling guide for a Family Assistance Center site. To use the chart enter the number of casualties from the incident in the cell and press enter, all other cells will automatically populate giving you a suggested guideline for facility size.

## Operations Protocols/Tools

### C. Reception/Registration

- **C-1 Operations Overview:** At the end of each operational period this form should be filled out by the planning section and submitted to the FAC Director or Command Staff. The information can be used to inform planning and operations.
- **C-2 Family Registration/Check-in Protocol:** This protocol outlines all of the necessary steps, staff, and forms involved in family registration and check-in.
- **C-3 Family/Friend Daily Sign-in Sheet:** Each day every family member must sign in using this form at the registration desk to ensure that the appropriate people are at the Family Assistance Center
- **C-4 Family/Friend Registration Form:** This form is used at the reception desk for family members and friends that come to the Family Assistance Center seeking information about their family member. This form can be used in addition to an electronic sign in system and then entered/transcribed, or in place of an electronic sign in system.
- **C-5 Staff Daily Sign-in Sheet:** All staff must check in and out of the Family Assistance Center each day using this form.
- **C-6 Staff Confidentiality Agreement:** The staff confidentiality agreement should be signed by all staff working and visiting the Family Assistance Center to ensure the security of confidential information about the families and victims.
- **C-7 Family Resource Packet:** The family resource packet is designed to be given to the families during registration to provide them some key information about the Family Assistance Center. The family resource packet include information on what services are provided, general rules, information that they will be asked, and answers to frequently asked questions.
  - **Important Information for Families:** This document outlines some key information about the Family Assistance Center processes that families may need to know.
  - **Services Provided at the Family Assistance Center:** This document is meant to outline all services provided at the facility as well as any special considerations with those services, including hours of operations. This document must be updated with current information before a facility is opened.
  - **Map of the Family Assistance Center:** This will be a map of the actual Family Assistance Center facility. This document must be updated with a current map before a facility is opened.

- **Family Interview Information:** This document outlines the information that families will be asked to provide during a family interview. Families should be given access to telephones, computers, and other assistance to attempt to find the information necessary to answer interview questions.
- **How Identification is Made:** This document outlines the methods that the Medical Examiner/Coroner will use to make a scientific identification of the decedent.
- **Frequently Asked Questions When your Family Member is Missing:** This document answers many of the questions that families may have about the investigation process if their family member is missing. The Missing Persons Group may wish to address many of these question during the family briefings.
- **Frequently Asked Questions When you Family Member is Deceased:** This documents answers many of the questions that families may have for the medical examiner/coroner regarding the victim identification process. A representative from the ME/Coroner's office may wish to address many of these questions/concerns in the family briefings.
- **Notifying Government and Financial Agencies:** This is a guide for families to notify the appropriate agencies once the Medical Examiner/Coroner has scientifically identified their family member.
- **Credit Reporting Agency Notification:** This is an example notification letter that families can be filled out and sent to credit reporting agencies to notify them that their family member is deceased.
- **Resources/Contact Information:** This document provides contact information of some key resources for families. This document must be updated with current contact information for these agencies and any other necessary resources before a facility is opened.
- **Notes:** These pages are designed to give families a place to take notes during their time at the Family Assistance Center.

#### D. Family Briefing

- **D-1 Family Briefing Protocols:** This document outlines the necessary steps and staff required to set up and run family briefings.
- **D-2 Example Family Briefing Agenda:** This example agenda outlines some topics that should be covered at family briefings. Not all topics will be relevant to every briefing and more may need to be added depending on the incident.

#### E. Victim Identification

- **E-1 Information Flow through the Victim Information Branch:** This flow chart outlines how information will flow throughout the Victim Information Branch and to other operations. This chart shows the importance of information

sharing and communication within the Victim Information Branch and with the larger incident operations in finding and identifying missing persons.

- **E-2 Missing Persons Call intake form:** This document is meant to be used by missing persons call center staff when receiving calls from families/friends about missing persons. If an electronic call center intake form is available you can use this document and then enter/transcribe the information. If an electronic call center intake form is not available scan the form to keep an electronic copy and then file the form in the case file.
- **E-3 Missing Persons Protocol:** This protocol outlines the responsibilities and staff involved in the Missing Persons Group, the Patient Tracking Unit, the Shelter Unit, and the Web Search Unit. It also outlines how information will be shared and how partners will be contacted concerning missing persons.
- **E-4 Family Liaison Team Theory and Process:** Family Liaison Teams are created in larger event to provide families with a core group of people that will help them with the interview and notification processes. This document outlines the purpose, core concepts, and process for implementing family liaison teams for a Family Assistance Center.
- **E-5 Family Interview Protocol:** This document outlines the process, staff and forms involved in the family interview process. Family Interviewers should be trained individuals what have experience dealing with grieving families.
- **E-6 Antemortem Data Collection Forms:** The Chief Medical Examiner/Coroner will determine which method to use in collecting antemortem data from family members. Information can be collected using normal operating procedures, using the Missing Persons Form provided, or using DMORT's VIP form. The use of each method will depend highly on the type and magnitude of the incident.
  - **E-6.1 Missing Persons Form:** The Missing Persons Form is one method that could be used in collecting antemortem data from families. The form provides the information necessary for the Medical Examiner/Coroner to make a scientific identification and the Missing Persons Group to investigate a missing person. If an electronic records and tracking system is available the contents of the missing persons form should be entered or scanned into the system. If an electronic system is not available the forms should be scanned to keep an electronic copy and paper copies should be filed.
  - **E-6.2 DMORT VIP Form:** The VIP form is a form used by DMORT to collect antemortem data from families and friends about the suspected missing person at the Family Assistance Center. This form can be used if DMORT is assisting or if the Medical Examiner/Coroner deems necessary. If an electronic records and tracking system is available the contents of the VIP form should be entered or scanned into the system. If an electronic system is not available the forms should be scanned to keep an electronic copy and paper copies should be filed.

- **E-7 Dental Records and DNA Sample Release Form:** The Medical Examiner/Coroner is not required to attain written consent to access medical or dental Records for the purpose of identification, but if a person is missing and it is not known if they are deceased it is important to gain written consent from the family to access dental records and collect DNA sample to find their family member. This form is an example of a release form for family member to sign.
- **E-8 Medical/Dental Records Request Form:** This letter is an example of a request form that Medical Examiner/Coroner should use to request medical or dental records from healthcare providers for the purposes of identification.
- **E-9 Medical/Dental Records Protocol:** This document outlines the process, staff, and forms involved in requesting and receiving medical/dental records from healthcare providers for the Medical Examiner/Coroner.
- **E-10 DNA Protocol:** This document outlines the process and staff involved in collecting DNA samples from personal items or close family members.
- **E-11 Requested Records Log:** This form tracks all requests for records relating to an individual victim/missing person and should be kept with the victim's file.
- **E-12 Data Management Protocol:** This protocol outlines how all of the victim information documents should be handled and filed.
- **E-13 Case File Cover Sheet:** This cover sheet should go at the front of all victim case files to document all changes and additions made to the file as well as who accessed/viewed each file and when it was checked in and out. This document is very important in maintaining the integrity of information and confirming the chain of evidence.
- **E-14 Notification Protocol:** This protocol outlines all of the procedures, staff and forms required for making all of the different types of notification that may occur at the Family Assistance Center. This could include Hospital/Shelter notifications, Missing Persons notifications, Tentative notifications, and Death notifications. All notification staff should be trained and have experience working with grieving families.
- **E-15 Decedent Affairs Protocol:** This document outlines all the processes, staff and forms required for the decedent affairs unit. The decedent affairs staff will assist families with disposition arrangements and personal effects release.
- **E-16 Remains Release Authorization:** This form is used to release the remains of the decedent to the legal next of kin, and to the designated funeral home or mortuary services.
- **E-17 Personal Effect Release:** This form is used to release personal effects of the decedent to the legal next of kin. Descriptions of the personal effects should be complete and as detailed as possible.

#### F. Health Services

- **F-1 Behavioral Health Annex:** This annex outlines the main purpose and services of the behavioral health unit. It also provides an overview of job qualifications, required resources, and operating procedures.

- **F-2 PHRC Disaster Behavioral Health Response Team Qualifications:** This document is an example of the job qualifications necessary for staff that will work on the Disaster Behavioral Health Response Team.
- **F-3 Behavioral Health Services Referral Form:** This form is meant to be filled out by behavioral health providers to refer a client to behavioral health services not provided at the Family Assistance Center. This form is meant to be given to the family member with the contact information of the services recommended.

G. Demobilizations Protocols/Tools

- **G-1 Demobilization Checklist:** This checklist outlines items that should be considered when demobilizing a Family Assistance Center Facility, as well as action items that should be addressed when a Family Assistance Center is closing.

- H. **Position Matrix:** This matrix outlines the missions of all of the sections, groups, units and teams outlined in the org chart. In addition it gives suggestions on possible sources of staff for each of the functional areas.
- I. **Recommended Minimum Data Elements for Patient Tracking:** This chart outlines the minimum data elements required for patient tracking by various stakeholders as outlined by the Puget Sound RGPGP Region Patient Tracking Steering Committee.
- J. **Family Reunification Resources:** This is a compilation of some of the family reunification resources that should be used by families and Missing Persons Group staff for to locate missing family members during a disaster.
- K. **Family Reception Services Guidelines:** These are guidelines for hospitals on how to set-up, staff and operate a Family Reception Services area within the hospital, to support families seeking information about missing or injured family member, before a Family Assistance Center is established.
- L. **Example Family Assistance Center Plan:** This is an example of a local Family Assistance Center Plan