

## C-2. FAC Supply Guidelines

These Family Assistance Center (FAC) Supply Guidelines provide estimated quantities of supplies a jurisdiction will want to consider having available in the event that a FAC is activated. This list is not intended to be exhaustive but provides a basic list of supplies, equipment, and materials a jurisdiction will need to effectively operate a FAC. Additional supplies such as trash bins, garbage bags, and sanitary items will also be needed. Additional quantities may be needed based on the size of the incident. Jurisdictions should review this list and customize it for their needs.

**Table 1: Suggested FAC Supplies**

Area	Resource	Quantity
Reception Area: Family Registration and Badging	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips, markers, painters' tape and scotch tape, newsprint, easels)	As needed
	Badging equipment	Name tags, software (if electronic), 1 badging machine per 50 family members
	Clipboards	1 per family (if a line has formed)
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Family Assistance Center (FAC) forms	1 per family; forms in languages other than English as well as in Braille and large print, etc., should be provided as needed
	First aid stations	1 on or near reception tables
	Hand sanitizer	1 on each reception table
	Paper shredders	1 per 3 filled positions
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Communications boards and tools	For assistance with non-verbal communications
	Signage	Directional and security signage as needed; signage should be provided for people with disabilities or access and functional needs (AFN), to include a sign that states "Assistance available upon request"

Area	Resource	Quantity
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Staff contact lists (phone and email) for FAC staff and partner agencies	1 per staff member
	Wheelchairs	2 manual wheelchairs minimum; additional as needed
	Tissues	1 box per table as well as individual packs
Family Waiting Area	Tables	As resources allow
	Chairs for waiting area	As needed based on location and incident size
	Administrative supplies (pens, staplers, notepads, paper clips, markers)	As needed
	Microphones/speakers/speaker wire	1 microphone, 4 speakers, speaker wire as needed
	Signage	Directional signage as needed; signage with rolling text capability as resources allow
	Tissues	1 box per table as well as individual packs
Childcare Area	Tables	As resources allow
	Chairs	As needed based on table size
	Childcare-related supplies	Age-appropriate supplies (toys, puzzles, books, video games, video and audio programming), cribs, sleeping area equipment (cots, mats, mattresses), diapers, clothing, snacks, etc.; consult with social services group to determine quantities
	Signage	Directional signage as needed
	Family Resources and Social Services Room <ul style="list-style-type: none"> <li>• Mental health</li> <li>• Spiritual care</li> <li>• Public health</li> <li>• Social services</li> <li>• Language interpreters</li> </ul>	Tables
Chairs for tables		As needed based on table size
Administrative supplies (pens, staplers, notepads, paper clips)		As needed
Automated external defibrillators		1
Three-pronged extension cords		1 per 2 computers
Surge protectors		1 per 2 computers
First aid kits		1 or more as needed

Area	Resource	Quantity
	Folding screens/partition walls (for privacy between tables)	As requested
	Lockable safes	2 or more as needed (for medications and lost and found or other valuables)
	Refrigerators (small)	1 or more as needed
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled Team Leader or higher position; additional as requested (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones (conference call capable)	1 per filled Team Leader or higher position; additional as requested (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
Solitude Room	Tables	As resources allow
	Chairs	As needed based on table size
	Signage	Directional signage as needed
	Tissues	1 box per table as well as individual packs
Spiritual Care Area	Tables	1
	Chairs	6–10 chairs (more may be needed depending on number of family members)
	Signage	Directional signage as needed
	Tissues	1 box per table as well as individual packs
Mental Health Area	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled Team Leader or higher position; additional upon request (staff should bring

Area	Resource	Quantity
		their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones (conference call capable)	1 per filled Command staff or higher position; additional as requested. (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Religious texts of different faiths	1-2 per identified faith within jurisdiction
Family Computer Bank	Tables	1 table per 2 computers or as resources allow
	Chairs	1 per computer
	Computers with internet access	1 per 100 family members in the facility at any given time or as needed; determined at time of incident
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	1 sign per family station; directional signage as needed
Family Telephone Bank	Tables	1 table per 4 telephones or as resources allow
	Chairs	1 per telephone
	Communications capabilities (universal cell phone charging capabilities, cell phones available for family use, assistive communication technologies)	Ample supply of Android and iPhone cell chargers available to families; consider having cell phones on hand for those without phones; be prepared to address requests for assistive communication technologies for those with visual and hearing challenges
	Signage	1 sign per family station
	Telephones (including TTY/built-in adaptive software telephones for family members with disabilities or AFN)	1 per 100 family members in the facility at any given time or as needed; determined at time of incident
Family Television Room	Chairs or couches	As needed for individuals who want to watch news coverage
	Televisions	As needed for individuals who want to watch news coverage
Family Dining Area	Tables	1 per 2 family members receiving a meal (for rectangular tables) or 1 per 8 family members receiving a meal (for round tables) at any given time

Area	Resource	Quantity
	Chairs	2 per table (for rectangular tables) or 8 per table (for round tables)
	Hand sanitizer	1 bottle per table
	Janitorial supplies	Disinfecting wipes, paper towels
	Food	3 meals per day for duration of operation; special dietary items should be requested as needed; water, coffee, tea, and snacks should be made available
	Signage	Directional signage as needed
Family Briefing Room	Chairs for family briefing area	Number based on incident and whether facility has an auditorium; stationary chairs should be placed next to designated wheelchair locations
	Display screens (to enhance communications with family members, including those with speech challenges)	1 or more as needed
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Projectors/screens/remotes with supplemental batteries	1 projector, 2 screens, 1 remote, 1 set of supplemental batteries
	Signage	1 sign per family station; directional signage as needed
	Telephones	1 telephone with speakerphone and conference call capability
	Tissues	1 box per table as well as individual packs
FAC Staff Reception Area: Credentialing and Licensing	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips, markers, newsprint, easels)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Paper shredders	1 per 3 filled positions
	Signage	1 sign per station; directional signage as needed

Area	Resource	Quantity
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
FAC Staff Badging Area: Staff Assignment Station	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Badging equipment	Name tags, software (if electronic), 1 badging machine per 50 family members/staff
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Lockboxes to store FAC badges that are turned in after check-out	1 per 50 badges
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per filled position (staff should bring their own cellular telephones)
Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member	
Restricted: Security Branch	Tables	1 per 4 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed base on table size
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers

Area	Resource	Quantity
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Signage	Directional signage as needed
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
Restricted: Work Area	Tables	1 per 4 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips, markers, newsprint, easels, multi-color post-it notes)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Facsimile machines	1
	Paper (for printers/copiers)	1 box for each copier and each printer per week or as needed
	Paper shredders	1 per 3 filled positions
	Photocopiers and supplemental ink cartridges	1
	Printers and supplemental ink cartridges	1
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Signage	Directional signage as needed
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member

Area	Resource	Quantity
Restricted: Notification Group	Tables	1 per room
	Chairs for tables	Up to 4 per table for FAC staff
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	Directional signage as needed
	Staff computers	1 per filled position.(staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Tissues	1 box per table as well as individual packs
Restricted: Missing Persons Group	Tables	1 per room
	Chairs for tables	Up to 4 per table for FAC staff
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Restricted: Decedent Status Group	Tables
Chairs for tables		Up to 4 per table for FAC staff
Administrative supplies (pens, staplers, notepads, paper clips)		As needed
Three-pronged extension cords		1 per 2 computers
Surge protectors		1 per 2 computers



Area	Resource	Quantity
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
Restricted: Hospital Admission Group	Tables	1 per room
	Chairs for tables	Up to 4 per table for FAC staff
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	Directional signage as needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)
Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member	
Restricted: Private Family Consultation Rooms	Tables	1 per room
	Chairs for tables	1 for FAC staff member and at least 2 for family members
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones	1 per 3 filled positions (staff should bring their own cellular telephones)

Area	Resource	Quantity
	Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member
	Tissues	1 box per table as well as individual packs
FAC Command Center	Table	Long oval table (or equivalent) to seat all command staff and section chiefs
	Chairs	1 per each command staff member, section chief, and observer
	Administrative supplies (pens, staplers, notepads, paper clips, markers, newsprint, easels, multi-color post-it notes)	As needed
	Three-pronged extension cords	3
	Surge protectors	3
	Facsimile machines	1
	ICS forms	2 sets per operational period
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Paper (for printers/copiers)	1 box for each copier and each printer per week or as needed
	Photocopiers and supplemental ink cartridges	1
	Printers and supplemental ink cartridges	1
	Projectors/screens/remotes with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Radios (2-way) or other backup communication systems with chargers and supplemental batteries	1 for each member of the command staff and for each section chief, branch director, and group supervisor; additional radios for others as requested
	Staff computers	1 per staff member (activating entity should provide computers for command staff and chiefs to ensure compatibility)
	Signage	1
Telephones	2 (at least 1 must be conference call capable)	
Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member	

Area	Resource	Quantity
FAC Work Areas	Table	Long oval table (or equivalent)
	Chairs	1 per staff member
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	3
	Surge protectors	3
	Facsimile machines	1
	Microphones/speakers/speaker wire	2 microphones, 4 speakers, speaker wire as needed
	Paper (for printers/copiers)	1 box for each copier and each printer per week or as needed
	Paper shredders	1 per 3 filled positions
	Photocopiers and supplemental ink cartridges	1
	Printers and supplemental ink cartridges	1
	Projectors/screens/remotes with supplemental batteries	1 projector, 1 screen, 1 remote, 1 set of supplemental batteries
	Slot-top collection box (for paper to be shredded)	2 or more as needed
	Signage	1
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction will provide additional computers as needed)
	Telephones	2 (at least 1 must be conference call capable)
Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member	
Staff Break Room	Tables	1 per 4 staff receiving a meal (for rectangular tables) or 1 per 8 staff (for round tables) receiving a meal at any given time
	Chairs	4 per table (for rectangular tables) or 8 per table (for round tables)
	Food	3 meals per day for the duration of the operation
	Signage	1 sign per station; directional signage as needed
	Tissues	1 box per table as well as individual packs

Area	Resource	Quantity
Staff Conference Room	Tables	1 per 6 staff
	Chairs	6 per table
	Signage	Directional signage as needed
	Telephones	2, at least 1 must be conference call capable
Logistics/IT Area	Tables	1 per 2 staff
	Chairs	2 per table
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Three-pronged extension cords	3
	Surge protectors	1 per 2 computers
	Janitorial supplies	As needed
	Staff computers	1 per filled position (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Wireless internet service	1 secure network for FAC staff and 1 open network for family members
	Signage	1
	Vests with the International Symbol of Accessibility on back	1 per Disabilities and AFN staff member
	Radios (2-way) or other backup communication systems with charger and supplemental batteries	As needed
Public Health/First Aid Area	Tables	As resources allow
	Chairs	Up to 4 per table
	Automated external defibrillators	1
	First aid kits	2
	Signage	Directional signage as needed
Media Area (*Note: The media area should not be in the FAC, but these supplies will aid with setup at an external facility.)	Large open area for media vans	1