

# Family Assistance Center

Emergency Support Function # 8

Public Health Medical, Medical and Mortuary Services  
Spokane Comprehensive Emergency Management Plan

# Family Assistance Center

**After a mass casualty or mass facility incident**

- **Family/friends will seek assistance**
  - Either at the site or nearest hospital
- **Multi-agency coordination required**
  - Leadership
  - Collaboration
  - Commitment
  - Flexibility
  - Organization

# Family Assistance Center

## Reunification Systems

- **Social Media and Web resources**
- **Patient Tracking**
- **Family and Friends Reception Center**
- **Coordinated Call Center**
- **Family Assistance Center**
- **Resiliency Center**

# Family Assistance Center

## Activation

- **Greater Spokane Emergency Management**
  - Coordinate with lead agencies
    - Spokane Regional Health District
    - American Red Cross
    - Salvation Army

# Family Assistance Center

## Location and Support Services

- If a transportation incident: Red Cross/NTSB
- SRHD and Red Cross have agreements in place for locations
- Services and resources identified in plan
- Ability to request assistance from Statewide Strike Team

# Family Assistance Center

## Future Planning, Training, Exercising

- **Local plan needs review/tested**
  - Last tested in March 2015
  - March 2020 – seminar
  - June 2020 – tabletop exercise
  - Summer 2020 – plan revisions
  - October 2020 – GSEM full-scale exercise, including a reunification component

# Family Assistance Center

## Opportunities

- **Medical Reserve Corp volunteer**
- **Strike Team volunteer**
- **Critical Incident Stress Management**

# Contact Information

**Cindy Thompson**

**[cathompson@srhd.org](mailto:cathompson@srhd.org)**

**509.324.1466**



# About SRHD

## Mission

As a leader and partner in public health, we protect, improve and promote the health and well-being of our communities.

## Vision

Healthy Lives. Safe Environments. Thriving Communities.

## Values

Integrity  
Compassion  
Respect  
Equity  
Collaboration  
Innovation

