

Department of the Army  
US Army Garrison Fort Belvoir  
9820 Flagler Road  
Fort Belvoir, Virginia 22060-5928  
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\*FB Regulation 608-1

## Emergency Preparedness

### FORT BELVOIR FAMILY ASSISTANCE CENTER

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**Summary.** This is a revised regulation. It establishes procedures and provides guidance for the Fort Belvoir Family Assistance Center (FAC) Program.

**Applicability.** This regulation applies to Soldiers and Families of the active Army, Title 10 Army National Guard (ARNG), and the US Army Reserve (USAR). Prevention services apply to civilians who may receive prevention education and referral to other helping agencies.

**Supplementation.** Supplementation of the regulation is prohibited without prior approval from the Directorate of Family and Morale, Welfare and Recreation, US Army Garrison Fort Belvoir, Virginia 22060-5937.

**Suggested Improvements.** The proponent of this regulation is the Directorate of Family and Morale, Welfare and Recreation, US Army Garrison Fort Belvoir. Users are invited to send comments and suggested improvements on DA Form 2028, (Recommended Changes to Publications and Blank forms) directly to Army Community Service, (IMNE-BEL-MWA), 9800 Belvoir Road, Building 200, Fort Belvoir, Virginia 22060-5943.

**Distribution.** This regulation is distributed solely through Fort Belvoir's Homepage at [http://www.nec.belvoir.army.mil/pubs/Belvoir/Reg/PDF\\_TableofContentsRegs1.html](http://www.nec.belvoir.army.mil/pubs/Belvoir/Reg/PDF_TableofContentsRegs1.html)

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\*This regulation supersedes FB Regulation 608-1, dated 5 February 2007.

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## **Chapter 1 Overview**

### **1-1. Purpose**

This regulation prescribes policies and procedures for establishment of the Fort Belvoir Family Assistance Center (FAC) in support of service members and Families during a mass deployment, mobilization, crisis, or act of terrorism.

### **1-2. References**

- a. AR 340-21, The Army Privacy Program, 5 July 1985
- b. AR 608-1, Army Community Service Center, 19 September 2007, (RAR 001, 21 December 2010)
- c. DA Pam 608-17, Army Community Service Accreditation Standards, 15 January 2008, 41000.1 and 41000.3

### **1-3. Mission**

The FAC will be activated as a multi-disciplinary humanitarian response to major events on the installation. The events can include natural or man-made disasters, or preparation for a large deployment. A FAC offers persons affected by an event, one place to receive reliable search and recovery information, crisis/grief support, and benefits information. A FAC is modular and scalable, incorporating disciplinary cells deemed necessary to support victims, Families, or affected persons. A FAC is established within the first 12 hours of an emergency. The primary location on Fort Belvoir is Army Community Service (ACS), 9800 Belvoir Road, Building 200, Fort Belvoir, VA 22060. The alternate site is Graves Fitness Center, 2116 Abbott Road, Fort Belvoir, VA 22060.

### **1-4. Abbreviations and Terms**

Those used in this regulation are explained in the glossary.

## **Chapter 2 Responsibilities**

### **2-1. Garrison Commander will -**

- a. Determine the need and give the order to activate the FAC through the Director of Family and Morale, Welfare, and Recreation (DFMWR) to the ACS Director.
- b. Determine the FAC hours of operation and level of FAC service required.
- c. Appoint the ACS Director on orders as the FAC Director.
- d. Direct the DFMWR point of contact (POC) to be located in the Installation Operations Center (IOC).
- e. When appropriate, provide twice-daily information briefings to Families using the FAC.

f. Authorize expenditure of funds for emergency essential items such as food, water, and transportation as contingency funds and expenditure authority become available.

**2-2.** Within two hours of the Garrison Commander's call to activate the FAC, the **FAC Director** will -

a. Appoint on orders, the Mobilization/Deployment Program Manager as the FAC Coordinator to maintain day-to-day operations of the FAC.

b. Notify the ACS Information & Referral Program Manager who will contact the ACS staff and the ACS Relocation Readiness Program Manager who will notify the other participating agencies of the FAC activation.

c. Coordinate with the Network Enterprise Center Fort Belvoir (NEC-FB) to activate a phone line with up to 10 random rollovers installed in the FAC.

d. If the FAC will operate on post, ensure that the ACS, Building 200, is converted to the FAC floor plan shown in Appendix A. Alternate site is Graves Fitness Center using the floor plan shown in Appendix B.

e. If the FAC is to be set up as a deployment support FAC, be prepared to brief the Garrison Commander and his staff, and commanders and their Family Readiness Group (FRG) Leaders on the FAC purpose, procedures, and services.

f. Assess equipment needs and procure required items to include office equipment and supplies.

g. Coordinate with the local Child Development Center (CDC) and Child, Youth & School Services (CYSS) to provide childcare as needed.

h. Place all FAC staff members on orders.

i. Coordinate Family services after FAC closure.

j. Gather FAC staff and volunteer evaluations and prepare an After Action Report.

**2-3. FAC Coordinator** will -

a. Coordinate FAC staffing within ACS and among the participating agencies.

b. Coordinate through the DFMWR IOC to arrange for food and snacks for Families and staff for the duration of the FAC.

c. Serve as the primary FAC POC for the DFMWR representative in the Fort Belvoir IOC and be accessible by phone 24 hours a day.

d. Contact the DFMWR IOC representative to coordinate transportation needs and vehicle support, if necessary, through the DPTMS IOC.

e. Coordinate continual information dissemination to the agencies in the FAC.

- f. Organize, store, and move when activated, basic FAC set-up kits to the FAC site.
- g. Assist agencies with work area set-up, supplies procurement, and orientation.
- h. Ensure proper signage is placed both outside and inside the facility.
- i. If provided, monitor security staff and report security issues to the FAC Director. Report any issues or violations to the IOC.
- j. Coordinate badge identification system with the IOC.
- k. Maintain shift/daily reports from log books and Behavioral Science staff intake data on each walk-in client or telephone request for FAC assistance.
- l. Provide phone numbers to the Directorate of Plans, Training, Mobilization, and Security (DPTMS) POC.
- m. Ensure the FAC maintains communications with the IOC through DFMWR IOC representatives.
- n. Oversee the set-up of the Call Center phones and perform a test to ensure that the lines are operational. Contact the Public Affairs Officer (PAO) with 1-800 numbers to be published for outside calls. Ensure that staff and volunteers are trained on how to answer the phones correctly and secure information from the callers.

**2-4. ACS staff will -**

- a. Assist in the conversion of the Sosa Center or alternate site to the FAC floor plan.
- b. Assist in set-up of the FAC by assembling workstations. These stations consist of basic office supplies, in/out boxes, identification signs, forms and instruction on use of forms, workstation job descriptions, and necessary equipment.
- c. Work hours required to man all workstations according to Phase I – IV (see page 8, para 3-2, a-d) as well as doing any job regardless of staff position in ACS.
- d. Inform the FAC Coordinator of any needs or problems regarding the FAC.
- e. Check all rosters and contents of the Smart Book for accuracy.
- f. Assist commanders in preparing their Soldiers for deployment and emergencies.
- g. Provide assistance and support to the FRGs.
- h. Identify incoming Families with social or economic problems and refer them to the appropriate agencies.
- i. Provide information and referral services.
- j. Provide financial assistance, including emergency services such as Army Emergency Relief.

**2-5. NEC-FB will -**

- a. Activate the phone lines installed at the FAC.
- b. Ensure that the copier identified for use has a maintenance contract in place (if applicable).

**2-6. CYSS Chief will -**

- a. Activate the CYSS mobilization and contingency plan which provides continued service until the last child is picked up during duty day FPCON DELTA events and Family Child Care (FCC) services for mission essential only during afterhours FPCON DELTA events. Mission essential Families are to coordinate FCC provider care assignments in advance through the CYSS Central Registration Office, Building 950.
- b. Situations preventing prior coordination for child care will be referred to the Family Child Care Director for assistance.
- c. After a FPCON DELTA threat has been lifted, provide childcare services at the FAC site as needed. All other CYSS services will operate normal hours of operation. Mission essential Family needs will continue to be serviced through the FCC.
- d. Provide off-post child care support as necessary to both on and off-post providers.

**2-7. Staff Chaplain Directorate will -**

- a. Provide spiritual literature and pastoral support for Family members, FAC Staff, and community personnel.
- b. Provide training, briefings, and assistance as needed in such areas as grief, bereavement, and Family reunion.

**2-8. Directorate of Human Resources (DHR)** will provide personnel to give Identification (ID) card assistance, DEERS enrollment, casualty assistance, and emergency leave assistance to the FAC.

**2-9. Staff Judge Advocate (SJA)** will provide personnel for legal services required for Family members as needed. Services may include issuing a power of attorney, writing wills, providing legal counsel, and procedural advice on filing claims with the government.

**2-10. Civilian Personnel Advisory Center (CPAC)** will locate into the FAC if civilians are a part of the deployment or suspected casualties during a disaster. The Director, CPAC will

- a. Advise Families on benefits and entitlements.
- b. Assist Families in locating records.
- c. Refer and assist Families with the Army Benefits Center for benefits counseling.

**2-11. Chief, Department of Behavioral Health, DeWitt Community Health Network,** will –

- a. Provide crisis intervention to walk-in clients.
- b. Provide support in the 1-800 phone areas for emergency/crisis calls.
- c. Assist in debrief and follow-up support for FAC staff.
- d. Provide direct coordination with the Casualty Assistance Center (CAC).
- e. Provide social work coordination for Families as required.

**2-12. DPTMS** will establish an IOC, which when activated will -

- a. Coordinate the response and support of internal and external resources.
- b. Coordinate FAC security requirements with the DFMWR and DES IOCs.
- c. Initiate installation wide notification process.
- d. Inform the Fort Belvoir police when there is client traffic expected at the FAC.

**2-13. PAO** will keep the community abreast of current events. The PAO will provide guidance to the FAC staff on releasable information.

**2-14. FAC staff** (including ACS staff) will -

- a. Perform specific site set-up according to the FAC Floor Plan to include minimal furniture, equipment, paperwork, and supplies.
- b. Keep commanders and FRG Leaders informed of problems affecting Families in their area for Deployment FACs.
- c. Support the FAC on call or on location within four hours of activation.
- d. Attend FAC training and all briefings upon activation of the FAC. All ACS staff will attend ACS FAC trainings when offered throughout the calendar year.
- e. Provide information, referrals, and follow-up to walk-in and telephone customers.
- f. Read and become familiar with all standing operating procedures pertaining to FAC operations.
- g. Ensure that during shift changes, incoming personnel are back-briefed on rumors and open cases.
- h. Compile FAC statistics as required.
- i. Keep FAC Coordinator informed of changes, rumors, and FAC needs.
- j. Maintain confidentiality of cases at all times.

## **Chapter 3**

### **FAC**

#### **3.1 Establishment**

The DFMWR and ACS will lead in the establishment and management of the FAC. However, several staff elements in the Fort Belvoir Community (e.g., Behavioral Science, Human Resources, Staff Judge Advocate, Chaplain, etc.), as well as possible outside agencies' support, are requested in the FAC. If required, logistical support will be provided from the DOL and the NEC-FB. The PAO will assist with drafting public messages. The CAC will be co-located with the FAC for coordination.

#### **3.2. Service Phases**

a. Phase I. The FAC is put on alert and is prepared to expand into any phase within 24 hours. The FAC Coordinator is placed on call on a 24-hour basis. Two 1- 800 number lines are activated. All FAC staff elements are notified that expanded services may become necessary and POCs are required to be immediately available. Information papers and POC rosters are validated and placed in a Smart Book for reference. The Family Assistance Plan is reviewed and validated; equipment is assigned to the FAC; and transportation is provided for Family members to community agencies as required. Hours of operation: Monday-Friday, 0730-1600.

b. Phase II. As customer volume or conditions warrant, hours of operation will increase up to 12 hours per day with an ACS staff person on call and immediately available the remaining 12 hours. If particular agencies are being frequently called upon for support, those agencies will be required to move hours of operation to Monday-Friday, 0730-2030.

c. Phase III. As volume peaks or conditions warrant, the FAC hours of operation will increase up to 18 hours per day, with an ACS staff person on call and immediately available the remaining 6 hours. The need to increase the number of agencies into the FAC is determined. All supporting agency personnel will help to staff the increase in hours. Hours of operation: Monday-Friday, 0730-0200.

d. Phase IV. The FAC is required to become a 24-hour operation on an on-going basis. All support agencies are required to move into the FAC. All agency personnel will help to staff the increase in hours.

#### **3-3. Facility Requirements**

a. Fort Belvoir's ACS, Building 200, is designated as the on-post FAC. The alternate site is Graves Fitness Center. Should the precipitating incident require that the FAC operate off post, procedures for set-up and operation will follow plans from the National Capital Region Joint Family Center Committee.

b. The FAC will have meeting/briefing rooms, a phone room, private offices for individual interviews, a reception area, waiting area, child care room, area for refreshments, workstations for supporting agency representatives, copier equipment, laptop with LCD projector, fax machine, personal computer with modem, telephone with access to commercial lines, cable television with video recorder/DVD, and vehicle support.

c. Each agency will provide one phone line, computer, printer, and basic office supplies. A copier and fax machine will be available on site.

### **3-4. Data Collection and Reporting**

a. Visitors to the FAC will be greeted by staff at the intake desk and queried about the reason for their visit. They will be asked to fill in Form FB81 (Family Member Information), triaged, and escorted to the appropriate assistance area. The forms may be automated on laptops or office computers.

b. Call-in clients will be asked for the same information by phone in the Call Center.

c. The FAC Coordinator will collect intake forms from the reception desk and Call Center room at least once per shift. Higher frequency will be dictated by the volume of client services, the timing of report requirements, or safeguarding requirements. The FAC Coordinator will prepare a report for the IOC at least twice daily, or more frequently if required, noting numbers served, types of clients served, services, and issues that arose during the reporting period. They will serve as final sign-off on client tracking; i.e., if a client was referred to SJA, check that SJA did provide a service. The intake sheets will be the basis for other reports as required. Intake sheets will be secured in a locked file cabinet in the ACS administrative office.

### **3-5. Communications**

a. Two 1-800 numbers will be made available for outside calls into a Call Center from clients seeking information and resources and inside calls to locate other agencies, resources, etc., to assist with the FAC and to aid clients. The phone in each office used for the FAC will be taken over for use by the FAC staff.

b. The FAC Director and FAC Coordinator will both be available by phone and email 24/7 to the Garrison Commander, DFMWR Director, DFMWR IOC Representative, PAO, and each other.

c. Within the FAC, if there is no power or working phones, key staff will carry walkie-talkies to communicate throughout the building.

FOR THE COMMANDER:

JOHN J. STRYCULA  
Colonel, USA  
Commanding

OFFICIAL:



JOSEPH PANTELOGLOUS  
Director of Human Resources

**Appendices A and B  
Floor Plans**

A – Sosa Floor Plan

B – Graves Gym Floor Plan





## **Appendix C Glossary of Acronyms**

ACS	Army Community Service
AER	Army Emergency Relief
ARNG	Army National Guard
CAC	Casualty Assistance Center
CDC	Child Development Center
CPAC	Civilian Personnel Advisory Center
CYSS	Child, Youth & School Services
DEERS	Defense Enrollment Eligibility Reporting System
DES	Directorate of Emergency Services
DFMWR	Directorate of Family and Morale, Welfare and Recreation
DHR	Directorate of Human Resources
DOL	Directorate of Logistics
DPTMS	Directorate of Plans, Training, Mobilization, and Security
IOC	Installation Operations Center
FAC	Family Assistance Center
FPCON DELTA	Force Protection Condition Delta
FRG	Family Readiness Group
ID	Identification
MP	Military Police
NEC-FB	Network Enterprise Center - Fort Belvoir
PAO	Public Affairs Officer
POA	Power of Attorney
POC	Point of Contact
SJA	Staff Judge Advocate
USAR	US Army Reserves