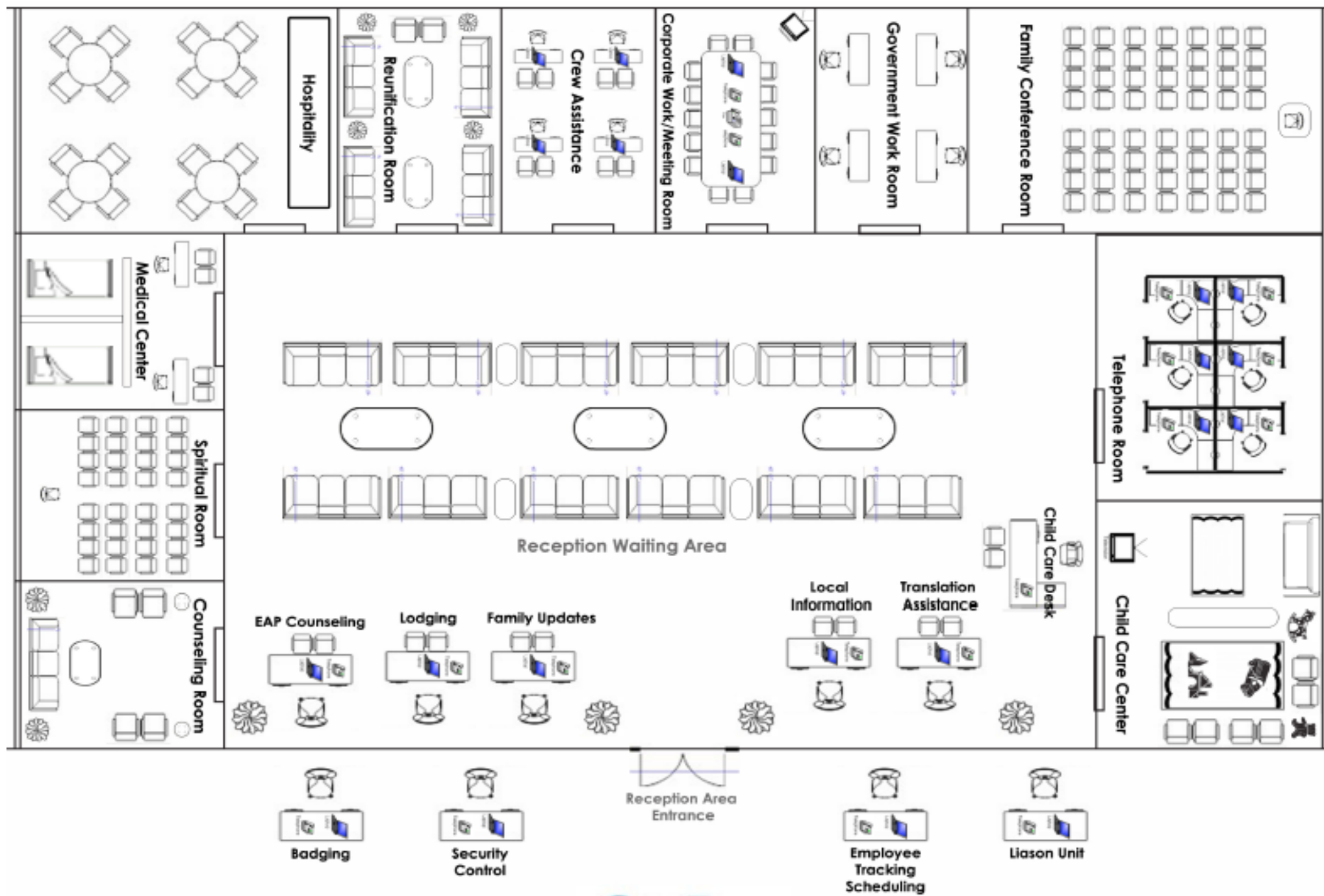


Mass Rescue Operations Family Reception Centers

Establishing Supportive and
Secure Environments for
Families During and After a
MRO





Fundamental Concerns: Notification & Resources

Notification of Involvement

- Initial notification processes
- Immediate dissemination of information

Access to Resources

- Disaster mental health and spiritual care
- Financial, logistical, and legal rights
- Information regarding the investigation



Fundamental Concerns: Accounting & Effects

Victim Accounting

- Search, rescue, hospitalization, and release
- Recovery of fatally injured victims
- Identification, death certification, and repatriation

Personal Effects

- Processing of personal effects
- Returning items to families
- Handling associated and unassociated items



Center Functions: Support & Information

Safe & Secure Environment

- Meet immediate and short-term family needs
- Provide a safe and secure gathering place

Communication & Counseling

- Offer crisis and grief counseling
- Act as a source of factual information
- Conduct official briefings for families



Center Functions: Specialized Services

Care & Coordination

- Childcare services
- Spiritual care services
- Collection of ante mortem information

Critical Notifications

- Death notifications when necessary
- Other critical services as determined



Coordinating Personnel: Core Agencies

Carrier & Response Groups

- Air/Cruise carrier support teams
- Red Cross and Red Crescent

Law Enforcement & Medical

- Local law enforcement and immigration
- Medical Examiner and ante mortem teams



Coordinating Personnel: Specialized Roles

Direct Family Support

- Counselors and Clergy
- Personnel for dedicated family briefings

Operational Management

- Personal effects management coordinator
- Funeral coordinator and local support personnel



Key Considerations & Media Management

Security & Basics

- Overall security of facility and families
- Food, water, badging, and identification

Space & Media

- Balancing available space needed
- Accommodating families who do not travel
- Managing media presence



Logistics & Essential Equipment

Presentation & Communication

- Podium and audio system (microphones/speakers)
- Speaker phones and conference bridges
- Whiteboards, easels, and magic markers

Comfort & Supplies

- Chairs and tables for supplies
- Notepads and pens for family members
- Newsprint or poster paper



Site Organization & Layout

Reception Flow

- Integration with Ferry Ship Operations
- Customs and Border Protection (CBP) coordination

Support Infrastructure

- Ground transportation parking areas
- Mobile hospital deployment areas



Summary – Family Reception Centers

Critical Functions

- Provide a secure, central hub for affected families
- Facilitates information flow and crucial resource access

Importance of the Center

- Addresses immediate emotional, logistical, and spiritual needs
- Ensures dignified victim accounting and coordinated agency response

