

## BEST PRACTICE AREAS TTA Overview:

- ✓ Family Assistance Center (FAC) Plan
- ✓ Victim Identification and Notification Protocols
- ✓ Family & Friends Reception/Reunification (RFC) Plan
- ✓ Community Resiliency Planning

Improving Community Preparedness to Assist Victims of Mass Violence & Domestic Terrorism:  
Training & Technical Assistance (ICP TTA)

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## ICPTTA & NOVA

- ICPTTA works to augment existing emergency response plans to include comprehensive and realistic victim care in response to mass violence and domestic terrorism.
- As the leading training organization for victim advocates in the country and a partner in the ICPTTA program, NOVA has adapted trainings that focus on certain response areas and how they fit into the larger overall planning and response.

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## ICPTTA BEST PRACTICE AREAS

1. Incident Command	7. Volunteer Management Protocol	12. First Responder Support
2. Committee Identification & Engagement	8. Family/Friends Assistance Center (FAC) Plan	13. Planning & Preparedness Grants and Emergency Funding Assistance
3. Up-To-Date Contact List	9. Financial Donation Management Protocol	14. Community Resilience Planning
4. Family & Friends Reception/Notification Center (FRC)	10. Memorial & Special Event Management Protocols	15. Criminal Justice System--Victim Support
5. Victim Identification & Notification Protocol	11. Community Behavioral Health Response	16. Training and Exercise
6. Public Information & Crisis Communications Protocol		

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### Family Assistance Center (FAC) Plan



Does your plan include a detailed plan to open and operate a FAC for 0-9 days?  
 Does your FAC plan identify and incorporate victim service providers to meet short-term immediate needs?  
 Does your plan include management of the temporary memorial site?  
 (care, maintenance, handling and curating of artifacts)  
 Does your plan include protocols for event/security management for special dignitary visits, community memorials/signs?

- Is a FAC needed? (Resource: Office for Victims of Crime (OVC) "Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery and Resources")
- Who are the potential lead agencies for the FAC?
- Staffing & organizations necessary to run the FAC
- Locations for FAC Services (including NOVA Companioning - NOVA Community Crisis Response Team Training Manual™, Chapter 4 - Crisis Intervention)
- Temporary memorial sites
- Protocols for events/security management
- Plan the first draft of your FAC protocol with assignments & review

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### Victim Identification Protocol



Does your plan include identifying & verifying victims and family members in coordination with Medical Examiner or Coroner, Law Enforcement agencies and impacted organizations?  
 Does your plan include managing information about the Missing Persons Operation and Hospital admissions?  
 Does your plan include non-medical case management for victims?

- For those utilized to provide identification efforts, train on the following:**
  - Physical, Emotional & Behavioral reactions to trauma (NOVA Community Crisis Response Team Training Manual™, Chapter 1 - Overview of Crisis Response and Intervention)
  - Basic crisis intervention skills (NOVA Community Crisis Response Team Training Manual™, Chapter 4 - Crisis Intervention)
    - "Safety & Security"
    - "Ventilation & Validation"
    - "Prediction & Preparation"

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### Notification Protocols



Do you have a coordinated Death/Injury/Missing Persons Notification plan with local law enforcement agencies, faith leaders and mental health support?  
 Does your plan identify how personal effects will be handled?

- Understanding and identifying who will provide notification with a community, cultural and demographic focus
- Introduce Comprehensive Death Notification protocols for Individuals and Groups (NOVA Community Crisis Response Team Training Manual™, Chapters 6 & 11, "We Regret to Inform You", PS/FBI Death Notification Protocol)
- Identify those agencies who will assist in personal effects return
- Plan your notification protocol
- Plan your property return protocol

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### Family & Friends Reception/Notification Center (FRC) Plan

*Does your plan include detailed plans for opening and operating an FRC for 24-48 hours?*

- Understanding the definition of an FRC
- Pre-planning - task force participants and/or agencies identified
- Logistics/Activation Process of an FRC – safe & private location with trained law enforcement & victim assistance involved for accurate & proper notification/identification (LE agency, church, community center, hotels as possible centers)
- Privacy within - with seating, phones, chargers, food/drinks, blankets
- Resource materials
- Case examples - Oklahoma City, Sept. 11<sup>th</sup>, Pulse nightclub, Marjory Stoneman HS, Dayton Oregon District
- Exercise: Build a skeletal plan for an FRC

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### Community Resiliency Planning

*Does your plan include how to transition from the FAC into a Community Resiliency program often called a Resiliency Center?  
Is there a plan to continue to provide services to victims, families, first responders and the community?  
Does your plan include facilitating the planning for a permanent memorial site?*

- Understanding the importance of transitioning from the FAC without a break in service to and the value of longer-term, support group services at the resiliency center
- Resources for possible funding include AEAP (Antiterrorism & Emergency Assistance Program accessed by direct application or through state VOCA Administrator) or Project SERV – Dept. of Education – [www2.ed.gov](http://www2.ed.gov)

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### Community Resiliency Planning (cont.)

- Self-care for those responders, caregivers and disaster services involved
- Training for staff and volunteers on types of services, group crisis intervention (*NOVA Community Crisis Response Team Training Manual™, Chapter 5 and 16*)

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### Accessing NOVA's ICPTTA Trainings

- To access the trainings discussed in this recording:

Please contact ICPTTA at  
[ICPTTA@icf.com](mailto:ICPTTA@icf.com)  
 703-934-3092

ICPTTA will work with NOVA to schedule trainings.

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### Sampling of Resources

a full list of resources will be provided during training

- National Organization for Victim Assistance: The Community Crisis Response Team Training Manual Edition 4.0™
- Office for Victims of Crime (OVC) "Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery and Resources"
- FBI Return of Personal Effects to Victims of Mass Violence (video)
- FBI Death Notification Training – <https://www.deathnotification.psu.edu>

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