

**BY ORDER OF THE COMMANDER
YOKOTA AIR BASE**

**YOKOTA AIR BASE INSTRUCTION
36-3009**



22 NOVEMBER 2024

Personnel

**EMERGENCY FAMILY
ASSISTANCE CENTER (EFAC)**

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This instruction implements Department Air Force Policy Directive (DAFPD) 36-30, *Military Entitlements*. This instruction outlines procedures for operation of the Emergency Family Assistance Center (EFAC). The EFAC is a facility staffed with disaster-response trained professionals and volunteers who provide community assistance in crisis situations which involve (or potentially involve) a large number of casualties. The EFAC serves as a focal point for victim and family assistance services. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) AFI 33-322, *Records Management and Information Governance Program*, and disposed of IAW the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847 from the field through the appropriate functional's chain of command.

SUMMARY OF CHANGES

This document has been substantially revised and must be completely reviewed. Major changes include: Name of Instruction was changed from "Emergency Family Assistance Control Center (E-FACC)" to "Emergency Family Assistance Center (EFAC)" (IAW DAFI 36-3009, *Military and Family Readiness Centers*). Almost all other changes reflected squadron/unit name changes. Responsibilities and duties outlined for the most part stayed the same.

1. Office of Primary Responsibility (OPR). The 374th Force Support Squadron Military and Family Readiness Center (M&FRC) (374 FSS/FSH), has responsibility for oversight of EFAC operations, including development of operating instructions and ensuring appointment and training of EFAC members.

2. General. In mass casualty situations, the 374th Airlift Wing Commander (374 AW/CC) or Battle Staff Director (BSD) will determine whether existing base agencies are able to accommodate the expected number of family and community members needing assistance and information. In the event that base agencies become (or have the potential to become) overwhelmed, activation of the EFAC is an option for leadership. In those situations in which the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention, the EFAC may be activated. Crises involving a relatively small number of casualties (e.g., accidents involving two cars or the loss of a single-seat aircraft) can generally be handled in a rapid humanitarian manner through services provided by 374 AW Public Affairs Office (374 AW/PA), Chaplains (374 AW/HC), 374th Operational Medical Readiness Squadron (374 OMRS/SGXW) professionals and the American Red Cross (ARC). When crises involve large numbers of potential casualties (e.g., a report that a wide-body aircraft has been lost or that a school bus full of Department of Defense Education Activity [DoDEA] students was involved in a fatal accident), existing services may be quickly overwhelmed. The EFAC provides a consolidated facility through which the families of potential casualties can receive supportive services. These services will include:

2.1. Initial Response and Assistance. The EFAC will serve as a central gathering point for families awaiting information about the crisis. Families and community members will be directed to report to the EFAC for the most up-to-date information. EFAC staff will provide a supportive environment for individuals remaining at the M&FRC. Sign-in and sign-out logs will be maintained to keep track of the location of family members who may prefer to wait for information at their own homes or in alternate settings. Progress reports will be provided at the EFAC through appropriate senior leadership or representatives of the 374 AW/PA. The EFAC will establish a Volunteer Control Center to match volunteers with identified needs (e.g., manning phones, child care, and logistic support). Private facilities will be maintained for individuals in need of one-on-one support. The designated EFAC personnel will be on hand to provide supportive counseling services for those needing emotional support. Following receipt of confirmation of casualties, the EFAC can also serve as the centralized location for management of incoming calls from individuals seeking information on the crisis and from those offering assistance.

2.2. Long-Term Assistance. After initial arrangements are made for the affected families, the focus of the EFAC will shift to long-term assistance. This assistance will include continued grief counseling, assistance with funeral arrangements, entitlement briefings, financial assistance, and legal assistance. Counseling support for grieving family members, services to non-casualty families, survivors, "first responders," staff and volunteers will also be provided. Continued coordination of support services and completion of an after-action report will be accomplished.

3. Responsibilities. Once the EFAC is activated by Wing leadership, the M&FRC staff transitions to 24-hour operations and the Flight Chief, M&FRC assumes duties as the EFAC Director. The M&FRC Readiness NCO serves as the EFAC noncommissioned officer in charge (NCOIC). In addition to the M&FRC personnel, EFAC will be staffed with assigned representatives from 374 AW/PA, 374 AW/HC, Legal Office (374 AW/JA), Mental Health (374 MDOS/SGOW), and the American Red Cross (ARC). Augmentees and volunteers will provide additional support. Representatives from 374 FSS Manpower and Personnel Flight (374 FSS/FSM), the 374th Comptroller Squadron (374 CPTS), the 374th Logistics Readiness Squadron (374 LRS), and the 374th Medical Group (374 MDG) will provide services at the EFAC as required by the specific casualty situation. Responsibilities of the EFAC staff will include:

3.1. EFAC Director. The Director is responsible for the overall operation of the EFAC during the crisis. The Director ensures that rosters of personnel assigned to the EFAC are current and that recall procedures are in-place. The Director will ensure that EFAC staff are trained in disaster response and that EFAC operations are exercised at least annually. Included in the training will be rumor control techniques, role-playing, telephonic response and information retrieval techniques, and sensitivity training. Upon activation of the EFAC, the Director will ensure that EFAC staff members are recalled and that arrangements are made for coverage of shifts for a 24-hour operation. The Director will serve as a consultant to the Battle Staff Director regarding needs of the families and community. The Director will implement and coordinate appropriate community responses after consultation with Wing leadership.

3.2. EFAC NCOIC. The EFAC NCOIC will assist the EFAC Director and be responsible for coordinating logistical support for the EFAC. The NCOIC will ensure that adequate communication assets are available for EFAC operations, especially in the call center. Additionally, the NCOIC will ensure that adequate supplies are available to facilitate efficient operations and that details are coordinated to ensure the safety and comfort of EFAC staff and the family members seeking assistance and information.

3.3. 374 AW/PA. 374 AW/PA will be responsible for ensuring widespread dissemination of information regarding activation of the EFAC. 374 AW/PA representative to the EFAC will be responsible for clearance of all information released through the EFAC pertaining to the crisis. If 374 AW/PA cannot provide a representative to the EFAC location due to manning and mission requirements, 374 AW/PA will perform these responsibilities from their main office and send updates and information clearances by phone, email or PA courier as appropriate.

3.4. M&FRC. The M&FRC will train all staff in EFAC operations and detail them to the EFAC for the duration of EFAC operations. M&FRC personnel will be responsible for providing manpower to work check-in stations, coordinate task assignments of volunteers, provide Air Force Aid Society information assistance, and supervise details, as needed. M&FRC staff will augment other agencies in providing supportive and grief counseling, when appropriate. If long-term assistance is needed, M&FRC staff will assist 374 MDOS/SGOW providers in conducting Disaster Mental Health (DMH) interventions.

3.5. 374 AW/HC. At least one chapel representative will be assigned to EFAC to provide emotional and spiritual support to family members and affected community members.

3.6. 374 MDOS/SGOW. A representative from the Mental Health Clinic will be available to provide supportive services and to serve as a consultant in situations in which family members may require medical intervention. 374 MDOS/SGOW will have primary responsibility for organization of DMH services. The representative will request assistance from other helping agency personnel to accomplish this, as needed.

3.7. ARC. ARC will assist M&FRC in Disaster Response training and execution. An ARC station will be established to serve as a communication link between EFAC and family members who are not located in Japan. Financial assistance will be provided, as needed, as outlined in the ARC Disaster Relief financial assistance guidelines.

3.8. . 374 AW/JA staff will provide legal assistance to eligible affected families.

3.9. 374 CPTS. Representatives from 374 CPTS will be available to provide financial information and assistance.

3.10. 374 LRS. Representatives from 374 LRS will be available to assist family members with travel and relocation assistance.

3.11. 374 MDG. Representatives from 374 MDG will be available to address emotional and physical needs of families of potential DoD casualties and DoD personnel affected by the disaster.

3.12. The 374th Communications Squadron (374 CS). The EFAC will contact 374 CS to provide telecommunication support.

4. Procedures.

4.1. The 374 AW/CC, or Incident Commander directs the activation of EFAC.

4.2. The primary location of EFAC is the M&FRC, Bldg. 535. Alternative facilities will be used if the scope of the crisis is likely to exceed the capacity of M&FRC.

4.3. EFAC configuration includes a large space for informational briefings, a command and control area, a call center, a business center, private counseling rooms, private resting rooms, a child care area, and food service/eating areas.

4.4. The EFAC will be open 24 hours a day during the initial crisis response period.

4.5. 374 CS support will ensure the EFAC has the availability of internet connections, phone lines with 1-800 number support for the call center, and at least two unpublished phone lines for use by service provider staff, volunteers, and family members to ensure that outgoing lines remain open and available.

4.6. All service provider staff and volunteers should be clearly identified with a badge.

4.7. EFAC sign-in and sign-out logs will be utilized to capture such information as full names of service member and family members, relationship of waiting parties to potential casualty, and phone numbers and locations where family members may be reached.

4.8. All entrances and exits to the EFAC should be monitored to ensure the safety and privacy of all family members and friends.

4.9. In large scale disasters, the EFAC will ensure coordination of assistance to family members residing outside Japan who elect to come to Japan to assist with family needs.

4.10. EFAC personnel will release no information regarding the disaster without clearance from 374 AW/PA. No information will be released on the status of casualties until confirmation is received that next-of-kin have been notified by the Casualty Notification Officers and the names of casualties are released by 374 AW/PA.

4.11. The EFAC Director will advise the Battle Staff or 374 AW/CC when the need for specialized service provider augmentees from other installations is indicated.

ANDREW L. RODDAN, Colonel, USAF
Commander, 374th Airlift Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI33-322, *Records Management and Information Governance Program*, 23 March 2020

DAFI36-3009, *Military and Family Readiness Centers*, 4 November 2022

DAFPD36-30, *Military Entitlements*, 26 April 2023

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

M&FRC—Military and Family Readiness Center

ALARA—As Low As Reasonably Achievable

ARC—American Red Cross

BSD—Battle Staff Director

DMH—Disaster Mental Health

EFAC—Emergency Family Assistance Center