
Unit 8: Family Support Planning

Objectives

At the end of this unit, you should be able to:

1. Describe the need for a family support plan.
 2. Identify key family support planning issues.
 3. Recognize the need for family support services at the continuity site.
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Scope

- Unit Overview and Objectives
 - Preincident Family Support Planning
 - Communicating During Continuity Operations
 - Special Family Considerations
 - Summary and Transition
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Time Plan

The suggested time plan for this unit is shown below.

Topic	Time
Unit Overview and Objectives	5 minutes
Preincident Family Support Planning	25 minutes
Communicating During Continuity Operations	5 minutes
Special Family Considerations	55 minutes
Summary and Transition	5 minutes
Total Time	1 hour 35 minutes

A rectangular box containing the title 'Unit 8: Family Support Planning' in a bold, black, sans-serif font. At the bottom left of the box is the FEMA logo, which consists of a circular seal with an eagle and the text 'FEDERAL EMERGENCY MANAGEMENT AGENCY' around the perimeter, followed by the word 'FEMA' in a bold, sans-serif font.

Unit 8: Family Support Planning

During a continuity situation, employees will need to focus on maintaining essential functions. Their focus will be disrupted if the employees are also concerned about their families' safety and security. The topics covered in Unit 8 are:

- Preincident family support planning.
- Communicating during continuity operations.
- Special Family Considerations.

Unit Objectives

- Describe the need for a family support plan.
- Identify key family support planning issues.
- Establish family support services at the continuity site.



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Preincident Family Support Planning

Employees should be encouraged to prepare and practice a family support plan before an incident occurs.

A family support plan:

- Reduces the number of decisions that need to be made when stress levels are high.
- Ensures that family members are safe and secure during an emergency.
- Helps continuity personnel focus on their jobs.



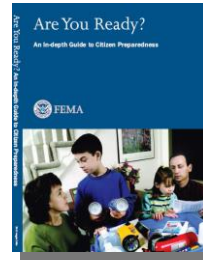
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Preparing Your Family

Web sites with practical guidance and checklists to help with family support planning:

- FEMA—Community and Family Preparedness
- FEMA—Are You Ready?
- Ready America
- The American Red Cross
- CDC—Emergency Preparedness
- CNIC—Operation Prepare
- HHS—Pandemic Influenza Planning
- NOAA—Hurricane Preparedness



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Community and Family Preparedness Program Websites

FEMA Community and Family Preparedness Program	http://www.fema.gov/about/community.shtm
FEMA—Are You Ready?	http://www.fema.gov/areyouready/
Ready America	http://www.ready.gov
The American Red Cross—Get Prepared	http://www.redcross.org/services/prepare/0,1082,0_239_00.html
Centers for Disease Control and Prevention (CDC)—Emergency Preparedness	http://www.bt.cdc.gov/preparedness
Commander Navy Installation Command (CNIC)—Operation Prepare	http://www.cnic.navy.mil/CNIC_HQ_Site/OpPrepare
Department of Health and Human Services (HHS)—Pandemic Influenza Planning	http://www.pandemicflu.gov/plan/pdf/guide.pdf
National Oceanic and Atmospheric Administration (NOAA)—Hurricane Preparedness	http://www.nhc.noaa.gov/HAW2/english/disaster_prevention.shtml

Developing a Personal Go Kit

Some essential provisions of a go kit include:

- Personal items and necessities.
- Cash.
- Financial and legal documents that cannot be replaced easily.
- An out-of-area point of contact, because telephone calls in the local area may be restricted during a widescale emergency.



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Personal Go Kit Items

What items should everyone include in their personal go kits?



Personal Go Kit Items

- 3-day supply of nonperishable food
- 3-day supply of water (one gallon per person per day)
- Portable, battery-powered radio with extra batteries
- First aid kit and manual
- Sanitation and hygiene items
- Matches and waterproof container



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Personal Go Kit Items

- Whistle
- Extra clothing
- Cooking utensils and can opener
- Photocopies of credit and identification cards
- Cash
- Special needs items (e.g., prescriptions)
- Items for infants



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Family Support Measures

Activate an emergency information call-in number to:

- Provide information about organization operations, pay and benefits, and other items of interest.
- Put employees at ease about work-related issues.
- Reassure employees regarding family safety.
- Allow employees to focus on continuity tasks.



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Family Support Measures

Other steps to support families include:

- Developing an accounting system for all employees. Develop an employee contact list, and keep it in the office go kit.
- Providing guidance and assistance to employees and their families. Anticipate questions and respond to issues so that ERG members can focus on their work.



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Communicating During Continuity Operations

Develop a communications plan for all employees that:

- Incorporates regular communications to employees.
- Updates information, as necessary, and as soon as possible during an emergency.



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Special Family Support Considerations

Situations arise during an emergency that require special consideration. For example:

- Notifying next of kin.
- Arranging for dependent care.
- Ensuring the physical and mental health of employees and their families.



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Notifying Next of Kin

The agency must prepare for the possibility that employees may die, and have procedures in place for notifying the next of kin. Consider:

- Who will make the notification.
- What information to provide.

Document the procedures during the planning process.



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Notifying Next of Kin

Family members may have questions that cannot be answered immediately. The agency should assure the family that it will do its best to get the information that they need and to keep them updated.



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Dependent Care

Employees with responsibilities for dependents need to develop backup care plans.

Be sure that employees realize that they are responsible for planning and paying for their dependent care.



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Health and Well-Being

To facilitate employee health and well-being:

- Make health support services available.
- Ensure that work stations are safe and free of potential hazards.
- Encourage employees to take health and wellness classes on their own time.
- Promote stress-relieving activities.
- Provide medical care near the site.



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Promote Family Support Planning

The agency's ability to respond to a continuity situation depends on the personal readiness of its employees.

A family support plan, prepared in advance, reduces the number of decisions that need to be made during the emergency.



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Activity: Planning Family Communications

Purpose: The purpose of this activity is to give you an opportunity to consider the elements of a family communications plan.

Instructions: Follow the steps below to complete this activity.

1. Work individually to complete this activity.
 2. Using the space below, develop a communications plan for your family.
 3. You will have 20 minutes to complete this activity.
 4. Be prepared to present and discuss your family communications plan with the class, as well as the need to plan and test continuity communications.
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Summary and Transition

This unit:

- Addressed family support planning.

Unit 9:

- Will identify outreach programs that are available to assist program managers with continuity planning.



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