

FAMILY REUNIFICATION CENTER FUNCTIONAL EXERCISE EVALUATION GUIDE (EEG)

Exercise Name: Family Reunification Center (FRC) Functional Exercise

Exercise Date: Thursday, July 24, 2025

Organization/Jurisdiction: Los Angeles County EMS Agency / HPP Grant Program

Venue: CHA Hollywood Presbyterian Medical Center

Exercise Objectives:

- Activate the FIC/FRC plan within 15-minutes of notification.
- Identify an area in-or-near the facility to use for family reunification within 15-minutes of plan activation.
- Clearly define roles and responsibilities of staff assigned to the FIC/FRC area during the incident.
- Develop and/or implement processes to ensure the FRC application is utilized during the activation of the FIC/FRC plan for conducting reunification efforts.

Capability 1: Foundation for Health Care and Medical Readiness

The community's health care organizations and other stakeholders—coordinated through a sustainable HCC—have strong relationships, identify hazards and risks, and prioritize and address gaps through planning, training, exercising, and managing resources.

Capability 2. Health Care and Medical Response Coordination

Health care organizations, the HCC, their jurisdiction(s), and the ESF-8 lead agency plan and collaborate to share and analyze information, manage and share resources, and coordinate strategies to deliver medical care to all populations during emergencies and planned events.

Capability 3. Continuity of Health Care Service Delivery

Health care organizations, with support from the HCC and the ESF-8 lead agency, provide uninterrupted, optimal medical care to all populations in the face of damaged or disabled health care infrastructure. Health care workers are well-trained, well-educated, and well-equipped to care for patients during emergencies. Simultaneous response and recovery operations result in a return to normal or, ideally, improved operations.

Capability 4. Medical Surge

Health care organizations—including hospitals, EMS, and out-of-hospital providers—deliver timely and efficient care to their patients even when the demand for health care services exceeds available supply. The HCC, in collaboration with the ESF-8 lead agency, coordinates information and available resources for its members to maintain conventional surge response. When an emergency overwhelms the HCC's collective resources, the HCC supports the health care delivery system's transition to contingency and crisis surge response and promotes a timely return to conventional standards of care as soon as possible.

Exercise Objective: *Activate the FIC/FRC plan within 15-minutes of notification.*

Organizational Capability: *Foundation for Health Care and Medical Readiness (FEMA: Operational Coordination: Public Health, Healthcare, and Emergency Medical Services)*

Capability Target: According to hospital notification procedures, inform the person(s) at your hospital who is authorized to activate the FIC/FRC plan of the activation message received from the LA County EMS Agency and activate the plan.

Critical Task: Received ReddiNet message from the LA County EMS Agency to activate FIC/FRC plan.

Critical Task: The authorized person(s) ordered the activation of the FIC/FRC plan.

Critical Task: The FIC/FRC plan was activated within 15-minutes of receiving notification.

Critical Task:

Critical Task:

Critical Task:

Source(s): [Insert name of plan, policy, procedure, or reference]

Exercise Objective: *Identify an area in-or-near the facility to use for family reunification within 15-minutes of plan activation.*

Organizational Capability: *Foundation for Health Care and Medical Readiness (FEMA: Operational Coordination: Public Health, Healthcare, and Emergency Medical Services)*

Capability Target: According to hospital procedure, the authorized person(s) (HCC, IMT, other) will identify the area that will be used for Family Reunification.

Critical Task: An area in-or-near the facility to conduct family reunification efforts was identified with 15-minutes of plan activation.

Critical Task: Notification message sent to staff with FIC/FRC roles to report to designated area.

Critical Task: When a FAC is activated, add the actual location of the FIC/FRC (e.g. 2nd floor cafeteria, rear parking lot, etc.) and the direct telephone number to the FIC/FRC location.

Critical Task:

Critical Task:

Source(s): Family Reunification Center plan / Family Information Center plan

Exercise Objective: *Clearly define roles and responsibilities of staff assigned to the FIC/FRC area during the incident.*

Organizational Capability: *Foundation for Health Care and Medical Readiness (FEMA: Operational Coordination: Public Health, Healthcare, and Emergency Medical Services)*

Capability Target: According to hospital procedures, staff are assigned their designated FIC/FRC role and responsibility.

Critical Task: Staff was assigned their FIC/FRC role and responsibility.

Critical Task: Staff with assigned FIC/FRC roles were familiar with processes or were given job action sheets, or just-in-time training to ensure tasks could be performed.

Critical Task:

Critical Task:

Critical Task:

Source(s): Family Reunification Center plan / Family Information Center plan

Exercise Objective: *Develop and/or implement processes to ensure the FRC application is utilized during the activation of the FIC/FRC plan for conducting reunification efforts.*

Organizational Capability: *Foundation for Health Care and Medical Readiness (FEMA: Operational Coordination: Public Health, Healthcare, and Emergency Medical Services)*

Capability Target: Each participating hospital logs into the FRC application and conducts reunification efforts.

Critical Task: FRC end-user successfully logged into the FRC application.

Critical Task: FRC end-user conducted reunification efforts.

Critical Task: FRC end-user or designee contacted the facility with the missing person (patient) to confirm the person is at that location and verified no release of information restrictions.

Critical Task:

Critical Task:

Critical Task:

Source(s): Family Reunification Center plan / Family Information Center plan

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
Foundation for Health Care and Medical Readiness	Activated the FIC/FRC plan within 15-minutes of notification.		
Foundation for Health Care and Medical Readiness	Identified an area in-or-near the facility to use for family reunification within 15-minutes of plan activation.		
Foundation for Health Care and Medical Readiness	FRC end-user added the actual location and telephone number of the FIC/FRC into the FRC application.		
Foundation for Health Care and Medical Readiness	Clearly defined roles and responsibilities of staff assigned to the FIC/FRC area during the incident.		
Foundation for Health Care and Medical Readiness	Developed and/or implemented processes to ensure the FRC application was utilized during the activation of the FIC/FRC plan and conducted reunification efforts.		

Final Core Capability Rating: []

Evaluator Information
Evaluator Name:
Evaluator Email:
Evaluator Phone:

Ratings Key
P: Performed without challenges
S: Performed with some challenges
M: Performed with major challenges
U: Unable to be performed

Ratings Definitions

Performed without Challenges (P)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Performed with Some Challenges (S)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.
Performed with Major Challenges (M)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Unable to be Performed (U)	The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).