

# FIC LOCATION ASSESSMENT CRITERIA

Identification of a FIC location is a key component of pre-event planning efforts. Use the checklist included here to identify a location for the FIC and its call center. Be creative regarding the use of space; candidate sites may involve repurposing conference rooms or utilization of sites adjacent to the main facility. Identify alternate FIC and call center locations as possible. Include a diagram of the FIC and call center in the FIC Plan.

## Ideal Location Checklist

#	<input checked="" type="checkbox"/>	Location Criteria
1.		<b>Size of FIC</b> Considerations: <ul style="list-style-type: none"> <li>• Large enough to accommodate multiple families</li> <li>• Provides space for seating</li> <li>• Provides space for a minimum of one table</li> </ul>
2.		<b>Size of Call Center</b> Considerations: <ul style="list-style-type: none"> <li>• Large enough to accommodate one common table and two chairs</li> </ul>
3.		<b>Distance of FIC and call center from the Emergency Department or treatment area</b> Considerations: <ul style="list-style-type: none"> <li>• Select an area(s) that is far enough from the Emergency Department that families will not congregate in medical treatment areas, but may be close enough to receive timely notification from staff</li> </ul>
4.		<b>Security area near entrance and exit of FIC</b> Considerations: <ul style="list-style-type: none"> <li>• Limited access to FIC and call center</li> <li>• Number of security staff required</li> <li>• Security equipment required</li> <li>• Description of how access is limited</li> <li>• Description of special parking arrangements for families using the FIC</li> </ul>
5.		<b>Reception area with capacity to meet families</b> Considerations: <ul style="list-style-type: none"> <li>• Number of staff required</li> <li>• Large enough to accommodate multiple families</li> </ul>
6.		<b>Waiting/briefing area</b> Considerations: <ul style="list-style-type: none"> <li>• Large enough to accommodate multiple families</li> <li>• Availability of comfortable furniture and television(s)</li> <li>• Description of who will monitor the area</li> </ul>
7.		<b>Safe, enclosed area for minors</b> Considerations: <ul style="list-style-type: none"> <li>• Description of child safety measures and how your facility has accomplished them, to include a) secure windows; b) area clear of stairwells and elevators; c) area clear of hazardous materials, cleanings supplies, medical supplies, sharp containers, choking hazards, electrical cords, supply carts, and electrical outlets; d) safe fans and heaters; and e) area to safely nap without risk of falling</li> <li>• Designated area for diapering with hand washing facilities nearby as well as supplies for diaper changes (wipes, diapers, and cover for floor/bed)</li> <li>• Separate areas for various age groups, if needed</li> </ul>
8.		<b>An area that is accessible to disabled populations and others who may need extra support</b> Considerations: <ul style="list-style-type: none"> <li>• Description of accessibility challenges in the room(s) you selected and how your facility plans to overcome them</li> </ul>

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9.		<b>Limited or no access by media</b> Considerations: <ul style="list-style-type: none"> <li>Interested families could meet with the press in another location</li> </ul>
10.		<b>Side rooms (or partition to allow privacy) that can be used by medical, social services, or spiritual care to counsel and/or notify families in private</b>
11.		<b>Staff work and break areas near the FIC</b>
12.		<b>Easy access to restrooms</b> Considerations: <ul style="list-style-type: none"> <li>Number of women's restrooms</li> <li>Number of men's restrooms</li> <li>Number of handicapped accessible restrooms</li> </ul>
13.		<b>Telephone lines for the FIC</b> Considerations: <ul style="list-style-type: none"> <li>A minimum of two incoming lines</li> <li>A minimum of two outgoing lines</li> </ul>
14.		<b>Telephone lines for the call center</b> Considerations: <ul style="list-style-type: none"> <li>Capability of receiving calls transferred from the operator</li> </ul>
15.		<b>Computer connection with internet access</b> Considerations: <ul style="list-style-type: none"> <li>Ability of staff to access ReddiNet</li> <li>Ability of family members to access online reunification systems such as Red Cross Safe and Well</li> <li>Number of laptops/computers available</li> <li>Number of internet ports available</li> </ul>
16.		<b>Outside garden space and/or chapel</b>
17.		<b>Refreshment (snacks, drinks) area</b>