

US Army Garrison, Redstone
Redstone Arsenal, Alabama 35898

17 NOV 2020

GARRISON SOP
No. 215-2

REDSTONE ARSENAL EMERGENCY FAMILY ASSISTANCE CENTER (EFAC)
STANDARD OPERATING PROCEDURE (SOP)

	Paragraph
Purpose.....	1
Scope.....	2
Policy.....	3
Procedures.....	4
Responsibilities.....	5
References.....	6

1. Purpose. To establish procedures and guidelines, roles and responsibilities for supporting agencies involved in standing up an EFAC.
2. Scope. This SOP is applicable to all Garrison support agencies and staff on Redstone Arsenal, as the proponent agency for providing an assistance center in support of the Redstone Community in response to an emergency situation. Members will include but are not limited to Army Community Service (ACS), Religious Support Services, Child and Youth Services (CYS), Directorate of Operations (DO), Staff Judge Advocate (SJA), Fox Army Health Center (FAHC)/Behavioral Health, Public Affairs Office (PAO), American Red Cross (ARC), Defense Military Pay Office, and the Directorate of Human Resources (DHR).
3. Policy.
- a. The EFAC is the central point for coordinating a humanitarian response to all hazard incidents and to provide a one-stop site where Department of Defense (DoD) personnel and their Families can receive continuous, authoritative, and accurate information in a sensitive, timely, and effective manner and will promote short-term recovery, long-term recovery, and the return to stable environment and mission ready status following all-hazard incidents.
- b. The EFAC Command and Control will be located in the Pershing Welcome Center, ACS Conference Room, Building 3443, Aerobee Road, Redstone Arsenal, Alabama. The phone number to contact the EFAC Center is 256-876-2859 or DSN 746-2859. ACS will provide telephone lines, internet access, computers, and fax machines. The EFAC Command and Control Center will stand up at an appropriate alternate location deemed at the time.

GARRISON SOP
No. 215-2

4. Procedures. This SOP will be implemented on the order of the Garrison Commander in the event of mass casualty, evacuation, and/or natural disaster operations and to ensure that minimum essential services are readily available to Active Duty, Reserve Component, DoD Civilians, and the entire Redstone Arsenal community and their Families. Support services will also be provided to Families of Active Component, Reserve Component/National Guard forces as well as emergency-essential Civilians in support of military operations – deployment and mass casualties, evacuations, and natural disasters. Upon activation of the EFAC, the Installation Family Assistance Team (IFAT) will proceed to the location of the EFAC, if able.

ASSUMPTIONS: During the EFAC activation preparation, agencies should consider the following:

- a. There may be minimum warning time for implementing this SOP. The EFAC may be required to activate with little or no prior notice.
- b. Access to the installation may be severely restricted. Non-resident Family members may be denied entrance to the installation because of increased security requirements and large troop concentrations.
- c. Use of installation facilities such as the Exchange, Commissary, medical clinics, ID card section, and Family and Morale, Welfare and Recreation (FMWR) facilities may be limited as well.
- d. Family support services and programs normally available through ACS may be curtailed or severely limited response to EFAC support requirements.
- e. Coordination may be required with local civilian agencies for emergency food, shelter, medical support, transportation, and financial assistance for large numbers of Family members.
- f. Public/commercial transportation and lodging may be limited in the Redstone Arsenal area.
- g. Electricity may be unavailable at times. In preparation, all agencies will be capable of keeping written records of services rendered.
- h. The EFAC develops in the following phases:
 - (1) **PHASE I.** The IFAT is put on alert and must be prepared to expand into phases II and III within 24 hours if needed. A 24-hour emergency telephone number is activated. A trained EFAC representative will be on call. Support agencies will be notified that expanded services may become necessary and point of contacts (POCs) must be immediately available.
 - (2) **PHASE II.** As customer volume or conditions warrant, the EFAC becomes operational and remains functional up to 12 hours each day. A trained EFAC representative will be on call and immediately available the remaining hours of each day. If a particular agency is frequently called, that agency will move into the EFAC to help staff the hours of operation.

GARRISON SOP
No. 215-2

(3) **PHASE III.** The FAC becomes a 24-hour operation. All support agencies will move to the EFAC location. All agencies will help staff the increase in hours. To ensure a support structure is in place for Family members during the most stressful times of an incident, the Garrison Commander may place the EFAC on 24-hour operation for 72 hours or more. Termination will be made by the Garrison Commander based on the recommendation of the ACS Division Chief.

5. RESPONSIBILITIES.

a. The ACS Division Chief will:

- (1) Assume responsibility of the overall function of the EFAC.
- (2) Notify the supporting agencies within two hours of the Garrison Commander's order to activate the EFAC.
- (3) Execute the procedures in the SOP.
- (4) Act as the EFAC Coordinator.
- (5) Coordinate/arrange for assistance from outside support agencies.
- (6) Prepare the EFAC after action report.

b. The ACS Staff will:

- (1) Attend EFAC related training.
- (2) Assess each unique case/client and make appropriate referrals as appropriate.
- (3) Notify the EFAC Coordinator of issues affecting the assistance center.
- (4) Gather and maintain statistical data regarding EFAC clients.

c. Army Emergency Relief (AER) staff will assist clients by providing emergency financial assistance per Army Regulation 930-4, Army Emergency Relief, 5 May 2019.

d. The Religious Support Services Office will:

- (1) Direct religious support as needed prioritizing cases based on the magnitude of the emergency and relocation operations affecting the availability of Chaplains.
- (2) Make crisis referrals as appropriate.

e. The Defense Military Pay Office will provide services pertaining to finances of the military member.

GARRISON SOP
No. 215-2

f. The DO will:

(1) Assist the EFAC in developing an acceptable and feasible course of action or provide assets when requested.

(2) Serve as the after-duty point of contact from the Law Enforcement Desk.

g. The PAO will:

(1) Serve as the central clearinghouse for media inquiries.

(2) Provide media briefings as needed.

(3) Ensure that the community is kept abreast of current information and/or events.

h. The SJA will provide guidance to the EFAC on matters of legal prudence.

i. The FAHC/Behavioral Medicine will:

(1) Provide crisis intervention, treatment, and referrals, as appropriate.

(2) Provide supportive counseling to the affected Families when desired.

j. The DHR will:

(1) Ensure that the Defense Enrollment Eligibility Reporting System (DEERS) is available for enrollment opportunities and issue/re-issue Identification cards, as needed.

(2) In the event of an electricity black-out, temporary identification cards will be made available for installation access only.

(3) Provide assistance to the Civilian workforce, if required.

k. The CYS will:

(1) Provide child care, age appropriate activities, accountability, and a safe environment for disaster victims, volunteers, and aid workers.

(2) In the event of a disaster or emergency during normal operating hours, 0530-1800, Monday through Friday, the Child Development Center (CDC) will remain open indefinitely.

l. The ARC will focus on the health, morale, and welfare of those needing assistance.

GARRISON SOP
No. 215-2

m. The Redstone Arsenal Housing Office will provide housing staff representative to relocate or assign displaced military personnel and their Families to temporary or permanent housing an identify available housing for immediate occupation.

6. REFERENCES.

- a. Army Regulation 608-1, Army Community Service, 19 October 2017.
- b. Army Regulation 930-4, Army Emergency Relief, 5 May 2019.



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Commanding