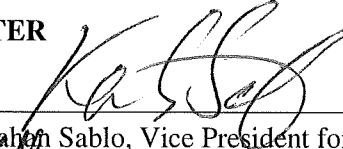


# EDINBORO UNIVERSITY OF PENNSYLVANIA

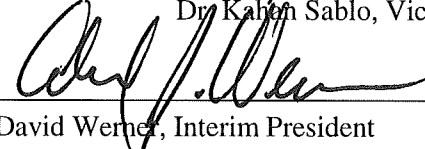
Policy: **FAMILY ASSISTANCE CENTER**

Policy No.: **A075**

Recommended for Approval by \_\_\_\_\_

  
Dr. Kahen Sablo, Vice President for Student Affairs

Approved by \_\_\_\_\_

  
Dr. David Werner, Interim President

on \_\_\_\_\_

6/7/16  
Effective Date

Review Date: As Required

## INTENT

The purpose of this policy is to provide guidance for the convening of a Family Assistance Center. When appropriate, Edinboro University will establish a Family Assistance Center (FAC) to provide emotional support to individuals who are in need of assistance during a University emergency. The University will respond compassionately in its attempts to provide a coordinated response to the immediate and extended family members of a member of the Edinboro University community who has experienced a traumatic event.

## POLICY

The FAC will be considered a recognized entity of the University's Emergency Response Team (ERT). As such, volunteers will be formally recognized and supervised by the Office of the Vice President for Student Affairs (or designee). Mandatory training will be provided to all individuals who volunteer and are approved to serve on the FAC team.

## PROCEDURES

1. The FAC will be activated by the Vice President for Student Affairs (or designee) in consultation with the ERT.
2. FAC volunteers will report at the designated time and location for a briefing on the incident and a discussion about clear and consistent messages to relay to family members. FAC volunteers will not make statements/or promises outside of the scope of their authority. Volunteers will be contacted by the Office of the Vice President for Student Affairs.
3. Once contact is made with a family member in crisis, FAC volunteer responsibilities will be limited to providing support to impacted individuals, assisting with administrative tasks (phone calls, assisting with arrangements for room access, etc.,) and honoring the family's needs for privacy and dignity during an emotionally difficult time.
4. A designated FAC volunteer will maintain periodic contact with the Office of the Vice President for Student Affairs (or designee) so that accurate information can be relayed when such information is available.
5. FAC volunteers will NOT interact with media representatives or provide information that has not been formally conveyed through the Office of the Vice President for Student Affairs (or designee).
6. If a FAC volunteer is uncomfortable or unable to continue providing assistance in an emergency situation, he/she must notify the Office of the Vice President for Student Affairs (or designee) before departing the FAC to ensure that appropriate personnel are on sight to respond to the needs of the distressed families.
7. All FAC volunteers may be required to participate in an incident debriefing after the initial phase of the crisis has been resolved. The Office of the Vice President for Student Affairs will notify FAC volunteers of any scheduled debriefing.