



Empowering Institutions of Higher Education (IHEs): Friends and Relatives Center (FRC)/Family Assistance Center (FAC) Operations and Planning Tools

Presented by: **Vanessa Flores, CEM, Deputy Emergency Manager, University of California, Irvine**

Presentation Abstract: This session highlights scalable FRC/FAC planning tools developed specifically for Institutions of Higher Education, along with two innovative resources designed for all emergency managers: an MVI-specific response checklist and a hands-on FAC board game that brings training to life. Walk away with practical tools to enhance your mass violence preparedness—whether you're supporting a campus, city, or region.

Learning Objectives: "Learn how to build and adapt FRC/FAC frameworks specifically for campus environments, including scalable planning templates and activation considerations tailored to the unique dynamics of higher education.

Gain access to an Emergency Management-specific MVI checklist designed to streamline response actions and ensure critical victim services and survivor support resources are requested early and effectively.

Discover how to use a FAC board game as a dynamic training tool to increase staff engagement, improve understanding of FAC operations, and prepare response teams in a cost-effective, hands-on format."

Speaker Bio: Vanessa Flores is the Deputy Director of Emergency Management at the University of California, Irvine, with over 18 years of experience in emergency management across military, federal, and higher education sectors. A U.S. Air Force veteran, Vanessa has led planning and response operations for incidents ranging from natural disasters to aircraft incidents, with a deep focus on victim and family support services.

Most recently, Vanessa has pioneered the development of Institution of Higher Education (IHE)-specific Friends and Relatives Center (FRC) and Family Assistance Center (FAC) plans and resources, as well as an EM-specific Mass Violence Incident (MVI) checklist designed to streamline activation and response. This innovative approach includes the creation of a FAC board game—used to train staff through interactive scenario-based learning—demonstrating a commitment to practical, scalable solutions that strengthen preparedness across diverse environments.