

Sofia Maimone

Emergency Management Specialist,
NYU Langone Health

Competitive Division - Practitioner

From Crisis to Comfort: Successfully Implementing a Hospital Family Reunification Center

As a Level 1 Trauma Center in an urban area, NYU Langone Hospital - Brooklyn frequently receives an influx of patients from Mass Casualty Incidents (MCIs). In these high-stress situations, the need for a structured family reunification process becomes crucial as providing compassionate and organized support for concerned loved ones is essential. To address this, we developed a Family Incident Crisis Center (FICC) - a temporary support location activated during a large-scale MCI to assist families during crises.

This poster will take you through our FICC development process, including stakeholder engagement techniques, plan guidance, and training development. We will also outline the design and development of our 2024 exercise that played a crucial role in refining our FICC before its real-world activation on January 30, 2025. This event highlighted the undeniable importance of FICC planning, as we successfully reunified 24 children with their guardians and maintained operations throughout the MCI.

The growing frequency of MCIs underscores the importance of hospital preparedness and the need to support affected families. Establishing a

structured family reunification process not only aids loved ones during crises but also enhances overall emergency response. This poster highlights the vital role of FICCs and provides guidance for other hospitals on implementing these programs to improve both family support and operational readiness.

Presentation Theme: Building a hospital-based family reunification center process for MCIs through strategic planning, training, and exercises.

Collaborators, Advisor(s) and Department(s) that assisted with this research: N/A.