

Emergency Family Assistance Center

The Emergency Family Assistance Center (EFAC) is the central point for coordinating a humanitarian response to all-hazard incidents. The EFAC is a one-stop site where DOD personnel and their families can receive continuous, authoritative, and accurate information in a sensitive, timely, and effective manner. The EFAC will promote short-term recovery, long-term recovery, and the return to a stable environment and mission ready status following all-hazard incidents. The EFAC will provide consolidated, around-the-clock assistance for victims' families, to include crisis intervention, assessment, care, and Information and Referral services. Upon activation, the following EFAC services may be available:

Location: Camp Foster, Building 445

Hours of Operation: 24/7

Phone numbers:

DSN: 315-645-2104

From off base: 098-970-2104

From U.S.: 011-81-98-970-2104

- Grief and trauma counseling for personnel affected by the crisis.
- Private rooms where Casualty Assistance Calls Officers (CACOs) can notify, or meet with, next of kin.
- Temporary shelter or rest areas set up with cots, blankets, pillows, and chairs.
- Information services/telephone call center.
- Temporary childcare and toys for children.
- Chaplain services.
- Navy-Marine Corps Relief Society loan services.
- American Red Cross family notification services.
- Legal services.
- Personnel support.
- Other government and community agency services as required.
- Refreshments.
- Follow-up support groups as required.
- Internet/computer access.
- Information and Referral services.