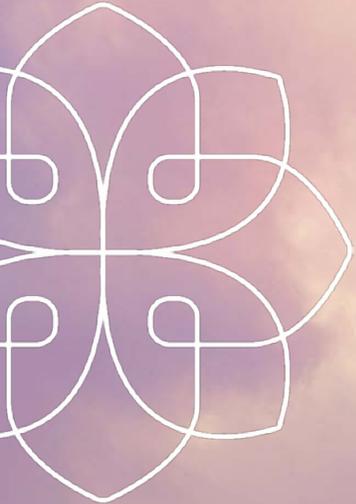




# NAVIGATING THE AFTERMATH

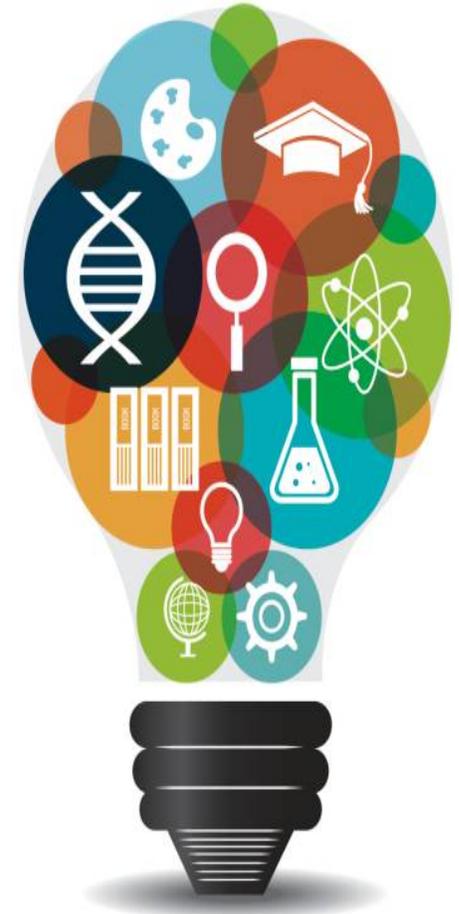
**Capt. Ahmed Al Amri**  
**Manager – Flight Safety & ERP**

Safety & Emergency Response Planning



# Contents

- **Providing Aid to Aircraft Accident Victims and Their Loved Ones.**
- **Serving the Needs of Accident Victims and Families.**
- **Assisting Aircraft Accident Survivors and Families.**





# Special Assistance Team (SAT)



# Special Assistance Team (SAT) Mission

- To provide **support and care to persons involved** and their family members following an aviation accident, incident or significant event,
- To provide **timely notification** to families and all aspects of logistical support for the survivors and their family members



# People affected by distressing event\* ...

Have a wide range of reactions and feelings, e.g.

- overwhelmed with emotions and confused
- uncertain about what is happening
- fearful or anxious
- numb and detached
- mild reactions / more severe reactions (anger, frustration)
- **They all need help and assistance!**
- **Be aware and have understanding** for cultural background and values, religion, language, gender and age



# Providers & Recipients of Assistance

## PROVIDERS (airport community)

- State of Occurrence
- Other States involved
- Air operators
- Airport operators
- Ground Service Providers
- 3rd parties (e.g.; non-governmental aid agencies, commercial companies)
- Family associations (if needed)

*Each group has different resources and responsibilities to the family assistance efforts & should synchronize / coordinate plans / actions for an effective response.*

## RECIPIENTS

- Spouses
- Legal partners
- Siblings
- Offspring (descendant)
- Parents of a victim
- Persons recognized as family members (relevant national laws)

*“Extended family” being able to provide support to those affected by the accident, including in-laws, family friends, financial dependents and colleagues.*



# Fundamental Concerns of Family Members

## Notification of Involvement



*Is my loved one involved?*

## Victim Accounting



*Where is my loved one?*

## Information and Resources



*How do I get information and support?*

## Personal Effects



*Where are their belongings?*

# Provision of airport family assistance

Because airports are often the places where family members and friends first gather to receive information regarding an accident, airports should develop plans to provide **immediate** care and support following an accident. Such plans should be implemented in coordination with air operators so as to facilitate harmonization of the assistance to be provided (*DOC 9973 5.22*)

Following an accident, all airports associated with the operation may need to be involved in the provision of family assistance, including the airport of departure, destination airport and alternate airports (*DOC 9973 5.24*).



# The Four Functions of the FAC

- Information for Families
- Support and Assistance
- Site Visits and Memorials
- Family contacts with the authorities concerning identification, notification and disposition



# Humanitarian Centers

## Airport ( Air Side)

- SRC – Survivor Reception Center
- CRC – Crew Reception Center
- FFRC – Family & Friends Reception Center

## Land Side

- Survivor Reception Center (Passenger Assistance Center)
- Family Assistance Center
- Crew Reception Center
- Media Center
- Reunion Center



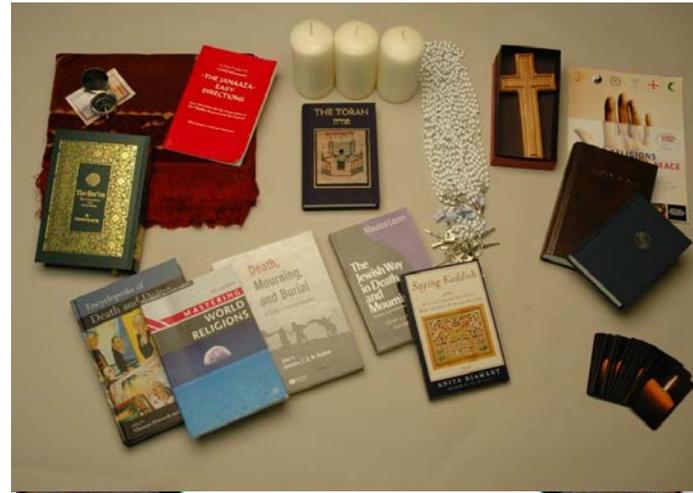
# The Family Assistance Center (FAC)

The FAC is usually established at a hotel close to the accident site, which provides lodging, meals, travel coordination, security, and areas for group and private information updates



# Family Assistance Center facilities

- Meeting and resting area
- Child-care
- Family lounge
- Multi faith / spiritual care
- Private briefing rooms
- Dining room
- Mental health team office
- Information corner
- Memory wall
- Travel desk
- 24-hourdesk
- SAT lounge (inaccessible to families)



# Visits to the accident site

Where access is practicable, a visit to the accident site by the families and the survivors, as part of the grieving process, is important and has become common practice. Such visits must be planned in close coordination with the accident investigation authority so as to ensure, among others, that the investigation will not be adversely impacted. The travel necessary to facilitate these visits, the escorting of family members while they are at the accident site and their accommodation until they leave the State are matters which need to be considered



# Personal effects PE

- For major air carrier accidents, the processing and returning of personal effects is the responsibility of the air carrier
- Carriers and operators often designate a third-party vendor to manage PE process (adequate facilities for handling/storage required)
- The vendor will furnish family members with information on the process used to return personal effects



# One Year Memorial Ceremony

Airline tasks related to the «1YM» ceremony for those killed in the accident:

Planning (start ½ year before!) Invitations (NOK, SAT, others)

Logistics for TRSP / HTL

Budget

Day of Memorial event Integration into authorities' tasks

Individual SAT assistance for NOK



**الطيران العُماني**  
**OMAN AIR**

