

Annex 13: Aircraft Accident and Incident Investigation Manual

Appendix E

Individual Development Plan

Individual Development Plan — Aircraft Accident Investigator

Investigator name:					
Title (operations/engineering/ATC/survival factors/etc.):					
Grade or position:					
Supervisor name:					
<i>Knowledge, skills and experience</i>	<i>Source /course</i>	<i>Date obtained</i>	<i>Date of practical experience</i>	<i>Date scheduled for training</i>	<i>Remarks (No. of years, grades, etc.)</i>
Initial response procedures					
On-call procedures					
Notification of other national authorities and organizations					
Securing of records, recordings and samples					
Accident site jurisdiction and security					
Investigator safety — biological hazard training and equipment					
Investigator safety, including psychological stress familiarization					
Recovery of human remains					
Requests for autopsies					
Family assistance					
Investigation procedures					
Authority and responsibilities					
Size and scope of the investigation					
Investigation management (group chairman and IIC) — on-scene domestic and overseas					
Use of specialists					

STATES HAVING SUFFERED FATALITIES
OR SERIOUS INJURIES TO THEIR CITIZENS

Rights and entitlement

5.27 A State which has a special interest in an accident by virtue of fatalities or serious injuries to its citizens shall be entitled to appoint an expert who shall be entitled to:

- a) visit the scene of the accident;
- b) have access to the relevant factual information which is approved for public release by the State conducting the investigation, and information on the progress of the investigation; and
- c) receive a copy of the Final Report.

This will not preclude the State from also assisting in the identification of victims and in meetings with survivors from that State.

*Note.— Guidance related to **assistance** to aircraft accident victims and their families is provided in the Manual on **Assistance** to Aircraft Accident Victims and their Families (Doc 9973).*

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5.28 **Recommendation.**— *The State conducting the investigation should release, at least during the first year of the investigation, established factual information and indicate the progress of the investigation in a timely manner.*

Extract from 9998: ICAO Policy on Assistance to Aircraft Accident Victims and their Families

Resolution No. 2 of the International Conference on Air Law, held in Montreal from 10 to 28 May 1999, recognized the tragic consequences that result from aircraft accidents. The conference was mindful of the plight of aircraft accident victims and their families and took into account their immediate needs. In so doing, the conference urged air carriers to make advance payments, without delay, based on the immediate economic needs of aircraft accident victims and their families. The conference also encouraged States that are parties to the Convention for the Unification of Certain Rules for International Carriage by Air, adopted on 28 May 1999, at Montreal, to take appropriate measures under national law to promote such action by carriers.

In 2001, in response to Assembly Resolution A32-7, ICAO issued the Guidance on Assistance to Aircraft Accident Victims and their Families (Cir 285). In 2005, provisions were included in Annex 9 — Facilitation to enable expeditious entry into the State in which the accident occurred of family members of the victims of an accident.

Assistance programmes, in support of aircraft accident victims and their families, require cooperative planning and response by the air operator, airport operator, State of Occurrence, non-governmental organizations, and specialized commercial companies. Irrespective of the scale of an accident, the victims and their families should receive appropriate assistance. Because of variations in the size and circumstances of aircraft accidents, the extent of the resources required to provide family assistance will vary considerably. Therefore, planning for such events is necessary to ensure that in the event of a major aircraft accident the assistance provided to the victims and their families is adequate and sufficient.

Information regarding the progress of the accident investigation should also be provided to accident victims and their families in a timely manner. It should be emphasized that an aircraft accident investigation, the sole objective of which is the prevention of accidents and incidents, is separate from the provision of family assistance.

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*ICAO Policy on Assistance to Aircraft
Accident Victims and their Families*

The purpose of this document is to set out ICAO policies regarding the provision of assistance to aircraft accident victims and their families, and to encourage States to incorporate these policies when planning, developing, and implementing their legislation, regulations, policies and procedures related to family assistance.

The following ICAO documents contain guidance material and provisions for the implementation of these policies as well as information on facilitation related matters:

- Guidance on Assistance to Aircraft Accident Victims and their Families (Cir 285, to be reissued as Doc 9973); and
- ICAO Annex 9 — Facilitation.

Family assistance plan

2.4 A detailed, well-considered plan that is periodically exercised is critical to the provision of family assistance. The need to provide such assistance may occur with little or no warning, requiring an immediate response, and may involve large numbers of trained personnel, significant expense and dedicated resources.

2.5 The Council recommends that a family assistance plan should consider the following factors:

- a) recipients of family assistance;
- b) types of family assistance to be provided;
- c) when family assistance should be provided;
- d) family assistance providers;
- e) periodic review and exercise of the plan; and
- f) enactment of legislation, regulations and /or policies necessary to implement the plan.

2.6 States should count on specific planning and resources from other States, air operators, airport operators, third parties (such as non-governmental aid agencies and commercial companies), and family associations. The Council recommends that States establish Memoranda of Understanding, agreements and/or contracts with departments, agencies, associations, organizations and other States that could provide support for the development, preparation and implementation of the plan.

Extract from 9973: Manual on Assistance to Aircraft Accident Victims and their Families

<input type="checkbox"/> Assign a representative to the JFSOC to coordinate American Red Cross related issues and family requests for assistance.
<input type="checkbox"/> Coordinate and manage the numerous organizations and personnel offering counseling, religious, and other support services to the operation. A staff processing center, operated away from the FAC, should be created to screen, monitor, and manage personnel (employee and volunteer staff). The staff processing center will also be responsible for developing an exclusive badge system for personnel, matching volunteer skills with organizational needs, assigning work schedules, briefing and debriefing of support staff, and planning for future activities. <ul style="list-style-type: none">○ Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations.○ Crisis and grief counseling for family members who do not travel to the accident city should be coordinated with air carrier personnel.
<input type="checkbox"/> Employ an accounting system to accurately record cost data in specific cost categories for reimbursement by the air carrier.
<input type="checkbox"/> Assess the needs and available resources of other crisis support agencies, coordinate with them to ensure ongoing emotional support for workers during the operation, and provide debriefings before departure.
<input type="checkbox"/> Establish a liaison with the air carrier at each supporting medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
<input type="checkbox"/> Coordinate with the air carrier to establish areas in the FAC for families to grieve privately.
<input type="checkbox"/> If deemed necessary, deploy a CRC to coordinate on-site childcare services for families who arrive with young children.
<input type="checkbox"/> If deemed necessary, deploy a SRT to coordinate on-site spiritual care.
<input type="checkbox"/> If desired by the families, coordinate the planning for a suitable interfaith memorial service within the first few days following the accident.
<input type="checkbox"/> If deemed necessary, arrange a memorial service for any future burial of unidentified remains.
<input type="checkbox"/> Provide families, at their request, with referrals to mental health professionals and support groups in their local area.
<input type="checkbox"/> Provide additional support to affected special needs or demographically/culturally diverse populations as deemed necessary.

Additional information on State Department roles and responsibilities can be found at:
<http://www.state.gov/documents/organization/86830.pdf>.

Family Assistance Center

What is the difference between the Friends and Relatives Reception Center and the FAC?

Friends and Relatives Reception Centers are located at the arriving and departing airports and are temporary locations for family members to gather until an FAC is established. The FAC is established at a hotel or similar facility in the accident city and is the focus for the assistance and information family members will receive during the initial phases of the accident response.

Who is responsible for the FAC?

The air carrier is responsible for securing a facility and all reasonable operational expenses to accommodate family members traveling to the accident city. Agencies providing support and services to families will work together to ensure families are assisted. The NTSB has the overall responsibility for the effective operation of the FAC, but it relies upon the cooperation and support of all contributing organizations.

How will professionals and other service agencies in the local community be incorporated into the family assistance response?

The American Red Cross is the designated non-profit organization responsible for family care and crisis intervention. In this capacity, it manages the recruitment, training, and support of all volunteers, including those in the local community, through a Staff Processing Center. It is the intent of the American Red Cross and the NTSB to integrate local professionals and organizations affiliated with a disaster response agency/organization.

Who is considered a family member for access to the FAC?

"Family member" is defined in broad terms for the purpose of FAC access. Many individuals consider themselves to be the "family" of the victim, even though the law does not formally recognize the relationship. Keep in mind that the goal of the FAC is to support and provide assistance to those associated with the victim(s) impacted by the aviation disaster.

EXAMPLE OF ONE AIRLINE'S GUIDANCE MATERIAL ON LAWS, CUSTOMS AND CULTURE AT INTERNATIONAL DESTINATIONS

1. Embassy of the home country of the airline, head of embassy: name, title, address and telephone numbers.
2. Confidentiality of the passenger manifest is important in protecting the right to privacy for the families involved. Who, other than the airline, has access to this information:
 - Does this station print the manifest for every departing flight?
 - Is this procedure required by law?
 - If this procedure is required by law, provide the name and telephone numbers of the department/agency to which you supply copies of the manifest.
3. Which government agency will be in charge of an accident investigation?
4. If any other government agencies are involved, who are they and what will be their roles?
5. What outside companies/agencies could the airline employ to work with the families in grief counselling? What are their principal contacts and telephone numbers?
6. In what areas would this country welcome support from the airline and in which areas would it perhaps not be welcome?
7. What type of security passes will the airline head office emergency team need for access to the airport in this country and who will be responsible for processing these?
8. Is there an agreement with another airline operating into the airport for assistance in the event of an accident involving one of our aircraft? If so, name the airline and the nature of its assistance.
9. Which agency will be responsible for identifying the deceased?
10. Which of the following will be used to identify the deceased: visual, fingerprinting, dental records, X-rays and DNA?
11. Will an aircraft accident be treated as a criminal act?
12. Will officers of the airline be able to enter this country without risk of arrest?
13. Is there a particular person or agency that, by law, must be the person to make a death notification?
14. Will the airline personnel be expected or allowed to make death notifications?
15. Recent large accidents have generated 50 000 to 60 000 telephone calls during the first 24 hours following the occurrence. What might be the typical response to a major aircraft accident in this country? Should the airline expect thousands of calls? Would the families be more likely to inquire personally at the airport? Would the families be likely to do nothing and wait for the airline to call them?
16. Will the airline be expected to collect ante-mortem information? (Ante-mortem information is anything known about a person before death that, in this context, could be used to assist in identifying that person.) If the airline did not perform that function, which agency would?

17. Should the airline send flowers to the families? Is there anything else we should do in addition or instead?
18. In some countries, it is the custom or the law to pay a set amount shortly after an accident to families of those fatally injured in the accident. Is this expected in this country? If so, how much would be required or appropriate? To whom is it paid? If this custom has a name, what is it?
19. Will the airline personnel be recognized by the families as a reliable source of information?
20. If an accident occurred near the airport, what hospitals would be used? Has anyone from this station met with these hospitals and shared the airline response plans with regard to working with the injured and the families? List the hospitals' names, addresses, telephone numbers, distance from the airport and the date they were last contacted.
21. Will airline personnel be allowed access to the survivors in hospital?
22. Will the airline be allowed to talk with the families of victims and form relationships?
23. How best would the airline serve the needs of the families with regard to funeral services?
24. What are the four main religious groups in this country?
25. Describe, as far as you can, the following details of the religious groups:
 - a) mourning period;
 - b) pre-burial/cremation activities;
 - c) special clothing for mourners;
 - d) special clothing for the deceased;
 - e) is food or a meal for the mourners included as any part of the ritual?;
 - f) funeral preparations for cremation and burial;
 - g) funeral ceremony;
 - h) burial/cremation rites/rituals;
 - i) would a monetary donation be required or appropriate for those involved in the formal ceremony? If so how much and to whom (e.g. minister, rabbi, organist)?;
 - j) post burial/cremation activities; and
 - k) memorialization (e.g. shrines, public notices).
26. Is there a particular rank or level of airline employee expected for contacts with the families?
27. What would be the typical components of a funeral in this country? Include specific information regarding preparation of remains for burial, viewing, ceremonies and burial/cremation.
28. Will airline team members be welcome to attend funeral services? Would they be expected to participate in the services in any manner? What dress would be appropriate?

29. Will airline team members be expected or allowed to attend viewing or visitations?
30. What services, information and/or other support would the families expect from the airline?
31. Does it make any difference if airline team members working with the families are male or female?
32. Will the age of the airline team members working with the families be a concern?
33. What are the most commonly spoken languages in this country?
34. What percentage of the people in this country speaks English?
35. Are there gestures, words or non-verbal actions that are inappropriate in this country?
36. Are there certain subjects or comments that are considered inappropriate in this country?
37. Are there certain laws or customs in this country of which airline team members should be aware that go beyond the work of the special assistance team?
38. Is there anything else that is important for the airline team members working in this country to know?
39. In the event of an accident at this station, if all the hotels were booked, or if hotel space were minimal, what would be the options for housing the families and the site team?
40. Cultural tips:
 - a) language: local words for hello; goodbye; thank you; and I do not understand (the local language);
 - b) greetings;
 - c) appointments;
 - d) climate;
 - e) currency;
 - f) airport departure tax;
 - g) tipping;
 - h) government;
 - i) cultural etiquette;
 - j) general "Dos"; and
 - k) general "Don'ts".