



| ICAO



SYMPOSIUM ON ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

26-28 NOVEMBER 2024 // HAARLEM, NETHERLANDS

HOSTED BY



SESSION 4

Accident Assistance – Putting Plans into Action



Session 4

key messages

1

Critical elements of a family assistance plan:

- Clearly defined principles, scope and objectives.
- Scalable, flexible, specific.

2

Determine the scope of the plan:

- Types of critical incidents.
- Define the recipients of services.

3

What is your organization's role? How does your organization fit into the family assistance response landscape?

Identify other organizations involved in the family assistance response and formalize relationships. Break down “silos of excellence.”



Session 4

key messages

4

Develop a process to draft, review, implement, audit, evaluate, and exercise the plan. Make a commitment to refine and improve plan.

Seek feedback from collaborators and recipients of services.

5

Opportunity for organizations to define their role, convey clear expectations, and increase trust in the crisis response system. Planning prevents secondary injury to the recipients of services that comes from disorganized responses.

6

Family assistance should not be transactional.

Operational does not mean transactional.

Don't lose sight of the human aspect.