ICAO

Symposium on Assistance to Aircraft Accident Victims and their Families (AAAVF2021)

1 to 3 December 2021
Canary Islands, Spain

Hosted by

GOBIERNO DE ESPAÑA
MINISTERIO DE TRANSPORTES, MOVILIDAD Y AGENDA URBANA

" All I have to do in this business of airline emergency response is ask: How would I want to be treated. More importantly, how would I want my family to be treated "
- Jim Hall, Former Chairman, NTSB

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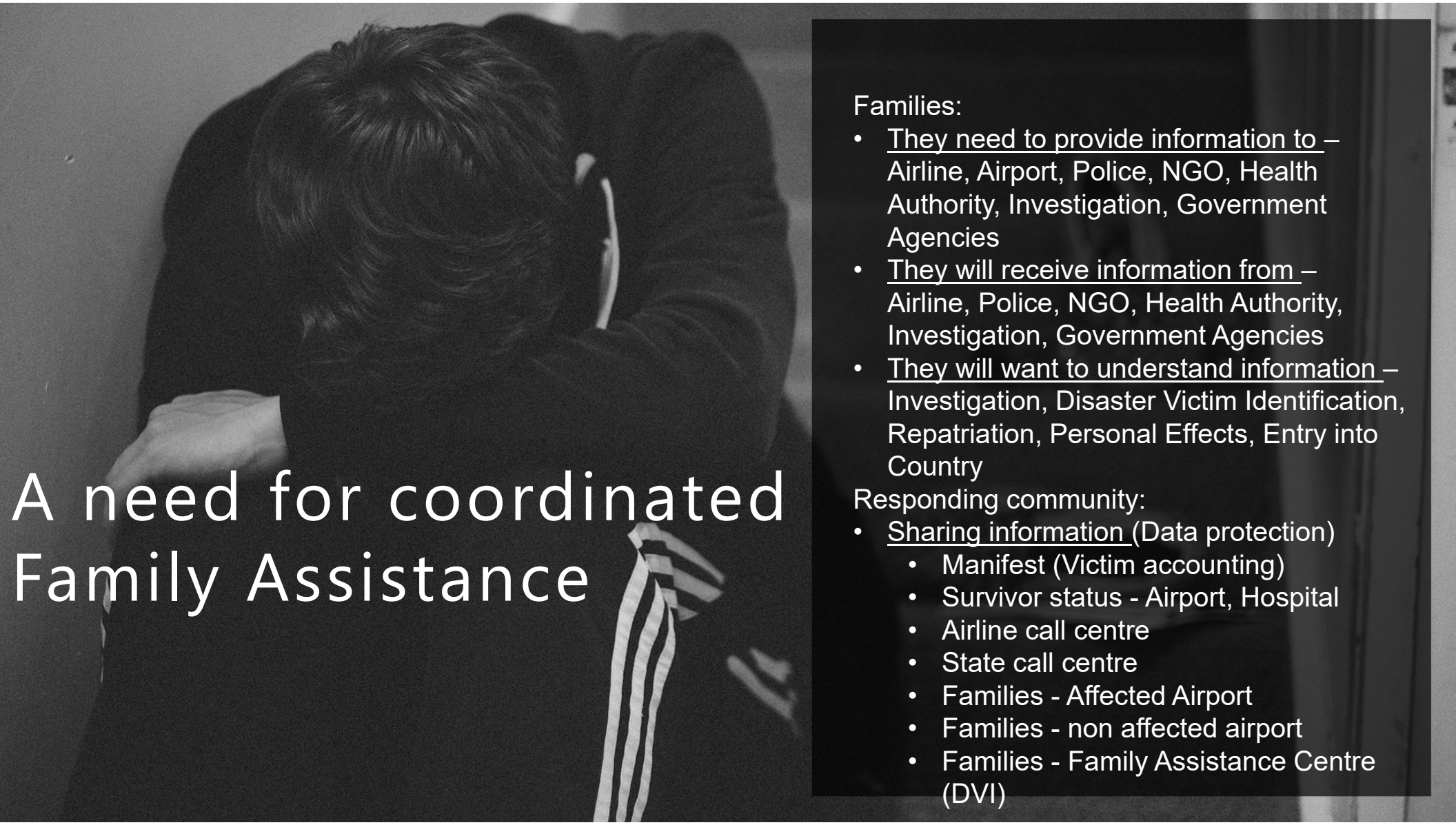

A need for coordinated Family Assistance

Families:

- They need to provide information to – Airline, Airport, Police, NGO, Health Authority, Investigation, Government Agencies
- They will receive information from – Airline, Police, NGO, Health Authority, Investigation, Government Agencies
- They will want to understand information – Investigation, Disaster Victim Identification, Repatriation, Personal Effects, Entry into Country

Responding community:

- Sharing information (Data protection)
  - Manifest (Victim accounting)
  - Survivor status - Airport, Hospital
  - Airline call centre
  - State call centre
  - Families - Affected Airport
  - Families - non affected airport
  - Families - Family Assistance Centre (DVI)

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It's not a project,

it's a culture

Culture is the way you think, act, and interact.