



ICAO


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

1 to 3 December 2021  
Canary Islands, Spain



Hosted by



A close-up photograph of two hands being held together. The hands are light-skinned and appear to be of different ages, with one hand being larger and more wrinkled than the other. The hands are clasped together in a supportive grip. A dark grey rectangular box is overlaid on the center of the image, containing white text.

“ 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*





The secret of crisis management  
is not good vs. bad,  
It's preventing the  
bad from getting  
worse!

- Andy Gilman, CEO Commcore Consulting Group



We were asked for the same information multiple times because people were from different organisations

They keep losing the paper list of names during shift change and told us they are now moving everything to excel .... Who is responsible for this debacle?

There was no coordination, it was chaotic, no one seemed to be in charge.

I lost both my parents and the ordeal we are suffering is inexcusable, callous, insensitive and incompetent

Have some consideration for our pain and suffering. In fighting between forensic teams is delaying identification, bodies are being stolen. Have mercy on my deceased parents.

The accident was the first crisis, how we were treated after that was the real disaster





# 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)





It's not a project,  
it's a culture



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

