



Advisory Circular **GEN 05B** *Assistance to Aircraft Accident Victims and Their Families*

Giovanna Laschena

Deputy Central Director of
Economic and Airports' Oversight
Head of Crisis Management Team



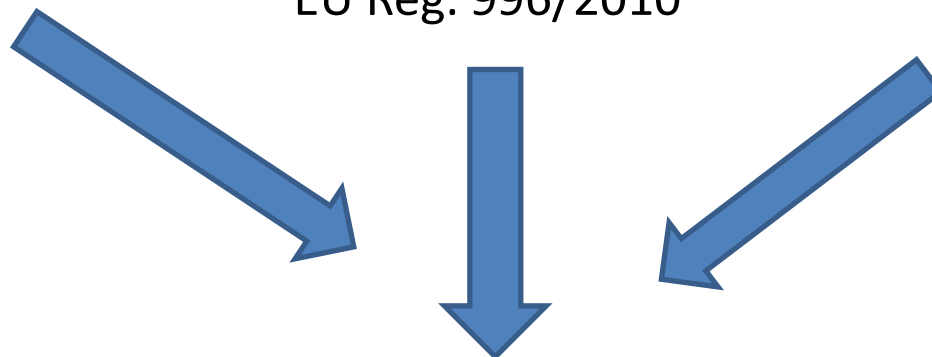
Montreal, 2018 Oct 16

INTRODUCTION

ICAO Doc. 9973

ICAO Doc. 9998

EU Reg. 996/2010



2014 - ENAC Advisory GEN-05

Plan of assistance to victims of air accidents and their families



2018 – 2° Edition
ENAC Advisory GEN-05B

(issued on 12th October 2018)

FIELD OF APPLICATION

The Circular shall apply in the event of an accident occurring:

1. on the national territory
2. in the case of involvement of air carriers registered in Italy
3. as for the assistance to family members, in the case of the presence of Italian passengers on board an aircraft involved in the accident having its origin or destination in Italy

TARGET

The Circular has the purpose to give indications to:



The carriers:

on the correct drafting of the Assistance Plan of the persons involved in an accident and of their relatives in line with the relevant international and European regulatory provisions with particular reference to psychological support

The subjects involved in the process of assistance to the victims and their families:

on the correct management of the phases of the same process, to ensure easy, direct and timely information about the event to grant that adequate material and psychosocial assistance is provided to the people involved in a plane crash.



Focus on the main aspects of the Enac Circular

- The role and the competences of the subjects involved
(ENAC, Air carriers, Airports, third parties)
- The air carrier's plan of assistance to accident victims and their families
- The assistance providers and their respective roles



WHAT TO DO AND HOW TO ACT

Essential contents of the Plan of the air carrier:

- operating procedures of the carrier in case of accident
- modality of information to the concerned persons and to the public in the case an accident occurs
- the exercises for the correct application of the Plan

WHAT TO DO AND HOW TO ACT

Four groups of subjects responsible for assisting victims, their families and the indirectly affected population:

Institutions

Airline companies

Airport managers



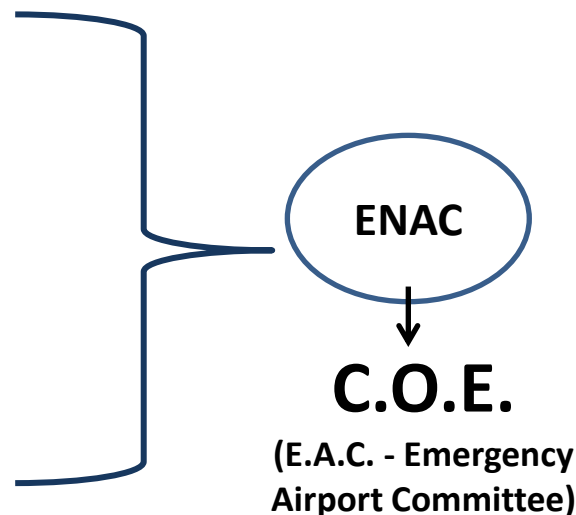
Third parties

Institutions



Main institutional subjects operating in Italy are:

Prefectures
State Police
Other Law forces bodies
Fire Brigade
Emergency Medical
Coast Guard
Ministry of Foreign Affairs
Department of Civil Protection



CONTACT TEAM

(appointed by COE)



The contact team will mainly offer its support in the first hours after the accident

THE TASKS

- Ensure correct information to the victims and their families on the management of the event (through the delegate of ENAC, and through the use of specialized and appropriately trained third parties)
- Provide first aid and psycho-support to survivors and family members at the airport until the arrival of the representatives of the airline / airlines involved

AIRLINES



The main subject active in the Assistance Plan

- Ensures the release of reliable and timely information, activate a free telephone number / toll-free number
- Ensures logistic assistance
- Makes available specialized personnel for psychological assistance to family members and survivors
- Provides the list of passengers to medical units that may need information for medical assistance to victims
- Provides to the payment advances

AIRPORT MANAGERS



- The airport has to render available the assistance dedicated rooms
- The identification of special reception areas closed and reserved for access by authorized persons

THIRD PARTIES

FONDAZIONE 8 OTTOBRE 2001



Victims' families associations, No profit associations, Volunteers, companies and associations with proven experience in dealing with the families of victims and with survivors of catastrophic events

TRAINING

All personnel responsible for assisting air accident victims and their family members must be appropriately trained and subject to recurrent training on a regular basis.

- Communication and assertiveness
- Stress management
- Crisis management
- Crisis intervention
- PTSD (Post TraumatICAL Stress Disorder)
- Peer support (eg CISM protocol)





THANKS FOR YOUR ATTENTION

Giovanna Laschena

Deputy Central Director of
Economic and Airports' Oversight
Head of Crisis Management Team



Montreal, 2018 Oct 16