

## Example Procedure

### PROCEDURE No 88 - PROVISION OF INFORMATION TO VICTIMS AND FAMILIES

Note - The execution of this procedure requires compliance with the guidelines contained in the documents: *G-88 - Criteria for the selection of channels for interaction* and *G-23 - Organization of face-to-face meetings*.

#### Procedure:

1) The Administrative Assistant will contact the Chief of the Division of Operations of the Flight Safety Department (DO-FSD) either in person or by phone, to request all the necessary contact information of the operator within 2 working days from the date of receipt of the notification, and will pass it on immediately to the Investigator-in-Charge (IIC);

2) The relevant contact information of victims and their families will be timely obtained by either or both lines of action bellow:

a) The Administrative Assistant will contact the operator by the quickest means available to request the relevant information on all persons on board within 5 working days from the date of receipt of the notification, notifying the IIC as soon as the information has been collected.

Note: *F-08 - Victims and Families Contact Information Form* shall be sent to the operator to guide the collection of the information.

b) The IIC will - while carrying out the initial actions at the accident site - contact the operator in person to request the relevant information on all persons on board, notifying the Administrative Assistant as soon as the information has been collected.

Note 1: *F-08 - Victims and Families Contact Information Form* shall be used to guide the collection of the information.

Note 2: Soon after an accident, the operator's representative may usually be met at the accident site or at the operator's premises.

3) The IIC will determine the channel to be used for the first interaction with victims and families within 5 working days after the accident, applying the guidance established in the document *G-88 - Criteria for the selection of channels for interaction*.

Note: When the first interaction takes place through a face-to-face meeting, close coordination must be maintained with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

4) The IIC will conduct the first interaction with the victims and their families either by:

a) Face-to-face meeting - To be organized following the guidance established by the document *G-23 - Organization of face-to-face meetings*, and to be conducted within the first 15 days after the accident.

Note 1: Unless there is a special request from the victims and / or their families, or a request from the operator with the consent of the victims and their families, all face-to-face meetings will take place at the CAAC facilities.

Note 2: When adopting face-to-face meetings for interaction, close coordination must be maintained with the Chief Investigator and the Administrative Section (for the purposes of organization), with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

Note 3: After a face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.

- b) CAAC Website: Within 20 working days after the accident, being all victims and families previously informed of the date of the publication, either by e-mail or by phone.

Note: All information to be released for victims and families shall be sent to the website Administrator (at the CAAC IT Section) by email, with copy to the Chief Investigator, at least 3 working days in advance of the publication date.

- 5) The IIC will determine, within 10 working days after the first interaction, the channel to be used for the subsequent interactions, by assessing:

- the pace of the investigation
- the availability of the IIC
- the availability of victims and families, and
- the effectiveness of each of the authorized channels

Note: The choice of the interaction channel must observe the orientation established by the document G-88 - *Criteria for the selection of channels for interaction*.

- 6) Subsequent interactions will be conducted by the Investigator-in-Charge in accordance with the selected channel, each one observing the following criteria:

- a) Face-to-face meetings - To be conducted in periods of not less than 90 days from the previous meeting.

Note 1: All face-to-face meetings shall be prepared following the guidance established by the document G-23 - *Organization of face-to-face meetings*.

Note 2: Unless there is a special request from the victims and / or their families, or a request from the operator with the consent of the victims and their families, all face-to-face meetings will take place at the CAAC facilities.

Note 3: When adopting face-to-face meetings for interaction, close coordination must be maintained with the Chief Investigator and the Administrative Section (for the purposes of organization), with the operator (especially in relation to logistical issues) and with the DO-FSD (responsible for the regulation and oversight of Assistance plans for accident victims and their families).

Note 4: For each face-to-face meeting, a documentary record must be made to be filed at the time of the investigation and which shall contain, at least: the date, time and place of the meeting, the list of presence of the victims and family, and an extract from the information disclosed at the event.

- b) CAAC Website: to be published within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appears, being all

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victims and families previously informed of the date of the publication, either by e-mail or by phone.

Note: All information to be released for victims and families shall be sent to the website Administrator (at the CAAC IT Section) by e-mail, with copy to the Chief Investigator, at least 3 working days in advance of the publication date.

- c) Telephone: within 5 working days after the appearance of relevant information.

Note: All interactions made by telephone shall be registered using the form *F09 - Registration form for interactions by telephone with accident victims and their families*, which shall be maintained in the electronic folder of the investigation.

- d) E-mail: within 5 working days after the appearance of relevant information, through a standardized message to ensure that each recipient receives the same information.

Note: All interactions made by e-mail shall be archived in the electronic folder of the investigation.

- 7) The Chief Investigator will decide on any special requests for interaction (for example, unplanned interaction, use of a channel other than the established one, meeting in a location other than the CAAC facilities, etc.) of victims and families, the operator or other sources within 10 working days after receiving the formal request.

Note: The decision shall be made considering, among other aspects, the pace of the investigation, the availability of the IIC, the availability of victims and families, the impact of the accident in the media, the available budget (in coordination with the Administrative Officer), and the logistical support from the operator.