

Template for development of procedures

NUMBER: 88		TITLE: Provision of information to victims and families			
Process:	Interaction with victims and families				
Reference:	PQ 6.381 - Has the investigation authority established and implemented procedures to ensure that relevant and timely information on the progress of the investigation will be provided to the families and accident survivors?				
Step	WHAT <small>(Detailed description of the task)</small>	WHO <small>(Designated person responsible for the execution)</small>	HOW <small>(Determination of the way the task will be performed and means to be used)</small>	WHEN <small>(Establish the timeline for the procedure, determining the deadlines for relevant tasks)</small>	In COORDINATION with whom <small>(Identify the persons to coordinate the execution of the task with when applicable)</small>
1	Gather the available contact information of the operator	Administrative Assistant	<ul style="list-style-type: none"> - Contact the Chief of the Division of Operations of the Flight Safety Department (personally or by phone) to request the contact information of the operator - Pass information obtained to the IIC 	Within 2 working days from the date of receipt of the notification	Chief of the Division of Operations Investigator-in-Charge
2	Obtain contact information for victims and families		Different lines of action must be implemented simultaneously to ensure that all necessary information is obtained in a timely manner		
		Administrative Assistant	<ul style="list-style-type: none"> - Contact the operator by phone (alternatively by email or in person) requesting the information of all persons on board in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>; and - Inform the IIC when in possession of all the information 	Within 5 working days from the date of receipt of the notification	Operator Investigator-in-Charge
		Investigator-in-Charge	<ul style="list-style-type: none"> - Contact the operator in person (usually at the accident site, or at the operator's premises) requesting passenger data in order to complete the form <i>F-08 - Victims and Families Contact Information Form</i>; and - Inform the Administrative Assistant when in possession of all the information 	During the initial field action	Operator Administrative Assistant
3	Determination of the channel to be used for the	Investigator-in-Charge	In accordance with the guidance established in the document: <i>G-88 -</i>	Within 5 working days after the accident	Operator Chief of the Division of

	first interaction with victims and families		<i>Criteria for the selection of channels for interaction</i>		Operations (Section responsible for Assistance Plan)
4	First interaction	Investigator-in-Charge	a- Face-to-face meeting: The meeting shall be organized following the guidance established by the document <i>G-23 - Organization of face-to-face meetings</i> , and should, in principle, take place at the CAAC facilities	This meeting shall be conducted within the first 15 days after the accident, unless victims and family members find it impractical, when a date should be agreed between the IIC and the victims and families 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	Chief Investigator Administrative Officer Administrative Assistant Operator
			b- CAAC Website: All information disclosed to victims and families will be sent to the Administrator of the CAAC IT Section website by email, with a copy to the Chief Investigator	- The information should be published within 20 working days after the accident	Website Administrator Chief Investigator
				- All victims and families shall be previously informed of the date of the publication, either by e-mail or by phone - Information to be sent to the CAAC IT Section at least 3 working days in advance of the publication date	
5	Determination of the priority channel to be used for the subsequent interaction	Investigator-in-Charge	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 (in accordance with the guidance established by the document <i>G-88 - Criteria for the selection of channels for interaction</i>)	- within 10 working days after the first interaction	N/A
6	Subsequent interactions	Investigator-in-Charge	The subsequent interactions will be conducted in accordance with the selected channel, as follows:		
			a- Face-to-face meeting: The meetings shall be organized following the guidance <i>G-23 - Organization of face-to-face meetings</i> , and should, in principle, take place at the CAAC	a- Face-to-face meetings: in periods of not less than 90 days from the last meeting A documentary record must	Chief Investigator Administrative Officer Administrative Assistant Operator

		facilities	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: all the information to be released shall be timely sent to the Website Administrator	b- CAAC Website: within 10 working days after the appearance of relevant information, and every 2 months if no relevant information appeared	Website Administrator
		c- Telephone: by contacting directly the victim and/or family representative 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	c- Telephone: within 5 working days after the appearance of relevant information	N/A
		d- E-mail: containing standardized information to be sent (every victim / family shall receive the same information) Each e-mail shall be archived in the electronic folder of the investigation	d- E-mail: within 5 working days after the appearance of relevant information	N/A
7	Deliberation on any special request for interaction (e.g. not planned, different channel, meeting in a place other than the CAAC facilities, etc.) from victims and families, from the operator, or other sources	Chief Investigator	By assessing, 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, available budget, logistical support from the operator	- within 10 working days after receiving the formal request Investigator-in-Charge Administrative Officer Operator

NOTES

N1 This procedure is related to the regulation of assistance to victims of air accidents and their families

N2 This procedure is linked to the process required by PQ 6.343

ATTACHMENTS

#	TITLE	DESCRIPTION
A	F-08 - Victims and Families Contact Information Form	Template for collection of victims and families contact information
B	G-88 - Criteria for the selection of channels for interaction	Guidance on the selection of channels for provision of information for victims and families on the progress of the investigation
C	G-23 - Organization of face-to-face meetings	Guidance on the organization of face-to-face meetings with victims and families, considering the potential support of the operator, the coordination with the regulation on Assistance Plans, and covering practical questions like: selection of the place of the meeting, electronic devices to be used, medical/psychological support for the audience, criteria for the access to the event, means and timelines for sending the invitation to the audience, etc.
D	F09 - Registration form for interactions by telephone with accident victims and their families	Template for the register of interactions made with victims and families regarding the provision of information on the progress of the investigation, in particular: the date and hour of interaction; the names, contact information and the relation with the victims; and the information disclosed.