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Family assistance program





Preamble

- This presentation does not come back on the aspects described in details, and with examples, in the ICAO docs :
 - Doc 9998 « ICAO Policy on Assistance to Aircraft Accident Victims and their Families »
 - Doc 9973 « Manual on Assistance to Aircraft Accident Victims and their Families »



Participation

- Family assistance program requires the participation of numerous organizations within the State.
- As examples :
 - Air operator (often designated as the entity responsible for the program);
 - Airport operator
 - Police
 - Rescue services
 - Non governmental agency like Red Cross
 - Foreign Affairs ministry
 - Aircraft Accident Investigation Authority;
 - Etc.



Organization

- Family assistance program needs :
 - A legislative basis;
 - a leading entity, with a coordinator;
 - Coordinated efforts of all participating authorities and organizations;
 - Subsequent internal family assistance program for each of the entities part of the global Family assistance program



Important topics

- each entity family assistance program should define, in particular :
 - A responsible person
 - The activities: tasks attributed to the entity by the global plan;
 - The necessary equipment, their location, maintenance, ...
 - The relations, coordination and communication process(es) with the other participating entities



Periodic testing

- family assistance program (global one and the ones for each entity),
 - Shall be tested periodically
 - Should involve effectively all concerned entities
 - In particular, to verify the coordination and communications aspects



Accident Investigation Authority involvement

- The AIA role is normally limited to :
 - provision of information on the technical investigation;
 - Participation in the organization of the visit of the accident site by the families
- But sometimes, AIA is also asked to provide support in :
 - the international relations because of its connections with the concerned foreign AIAs;
 - Crisis management





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Thank You

A world map is shown in the background, with colored dots marking the locations of the regional offices. Lines connect these dots to the text labels above. The ICAO Headquarters in Montreal is marked with an orange dot, while all other regional offices are marked with blue dots.