



دستورالعمل های هواپیمایی کشوری
Civil Aviation Directives (CAD)

دستورالعمل ۲۲۱۳
CAD 2213

Notifying and assistance victims and their families procedures in investigation when IR.IRAN is the state of occurrence

دستورالعمل اطلاع رسانی و کمک رسانی به قربانیان و خانواده هایشان
در روند بررسی سانحه ای که در ایران رخ داده است




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سازمان هواپیمایی کشوری
معاونت استاندارد پرواز

دستورالعمل اطلاع رسانی و کمک رسانی به قربانیان و خانواده هایشان در روند بررسی سانحه ای که در ایران رخ داده است

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جدول بازنگری و اصلاحات

جدول تصحیحات			
ردیف	تاریخ تصحیح	تاریخ انجام	امضاء

جدول بازنگری			
ردیف	تاریخ بازنگری	تاریخ انجام	امضاء
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GENERALITIES:

The CAO.IRI has got procedures regarding notification and assistance for aircraft accident victims and their families when IR.IRAN is the state of occurrence.

1-RECIPIENTS OF FAMILY ASSISTANCE

1.1. The aim of family assistance is to address the concerns and the needs of the victims and their families, to the extent possible. The provision of family assistance requires the commitment of significant resources.

1.2. While initial contacts between family members and the staff of the aircraft operator are often made in person at the airport, subsequent telephone inquiries will likely be made by:

- Family, friends, colleagues, etc., who know the passenger's itinerary;
- Same parties who are not certain of a prospective passenger's travel plans; and
- Those persons having no personal connection with the passenger, such as journalists.


The interest that the caller has in the passenger should therefore be discreetly ascertained by the telephone operator who should thereafter direct the inquiry to the relevant family assistance provider.

1.3. Once the identity of the victims has been established, further family assistance should be limited to the survivors and the close family members of the victims who, in the opinion of the family assistance providers, have a *bona fide* entitlement to assistance. Determining who is entitled to assistance is important in order to ensure that the family members and the survivors can be treated equitably.

1.4. The nature of the immediate assistance provided will vary. For example, families of those who have been killed will require assistance with the transfer of the remains and with funeral arrangements, with due respect to cultural sensitivities. On the other hand, injured survivors will expect assistance, particularly with medical expenses and transfer back to their homes.

1.5. Further requests for assistance may include the return of personal effects, counseling, privacy, legal advice, visits to the accident site, assistance with travel and accommodation, and liaison with relevant agencies and organizations. In addition, requests for information on the progress of the investigation of the accident may be expected from the family members and the survivors.

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2-TYPES OF FAMILY ASSISTANCE

2.1. Family assistance providers must recognize that the families and the survivors may have diverse cultural backgrounds and values that require special understanding and consideration. These considerations may include the grieving process, the form of, and attendance at, religious services, the treatment of human remains and the design of memorials.

2.2 States and aircraft operators having experience in providing family assistance advise that the following types of assistance may be appropriate.

A-CONFIRMATION OF THE INVOLVEMENT OF A FAMILY MEMBER IN AN AIRCRAFT ACCIDENT


1. Following an aircraft accident in IR. IRAN territory, the most immediate form of family assistance is confirmation of whether or not the person about whom a family is concerned was involved in the accident. The ability to provide such information is dependent upon the availability of an accurate the total person on board list with sufficient detail for positive confirmation of each crew and passenger's identity. There will often be a conflict between the need for accuracy and the need for timeliness in producing the total person on board list. Efforts should be made to produce and update the total person on board information as soon as possible.

2. Ideally, the closest relative should be the first person notified of the involvement of a family member in an aircraft accident. Once that person has been notified, he or she can then determine if there are any other persons who have a bona fide interest in the victim and should be notified. When an inquirer who is not the closest relative of a victim calls for confirmation of the involvement of the victim, the preferred procedure is to try, by tactful inquiry, to ensure that the closest relative has already been notified. The families should also be asked to nominate one or more contact persons in order to ensure the flow of information to and from the other family members affected by the victim's involvement in the accident. Experience has shown that an average of four to five contact persons per family may be required to ensure the flow of information within a family.

B-COUNSELLING

Counseling for the survivors and their families is expected in many societies. Such support can vary from providing common-sense advice on dealing with the practical aspects of life after an accident to more significant mental-health care. Providing support to the families will require well-coordinated logistics which should not be the responsibility of the

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caregivers. The caregivers should concentrate solely on caring for the well-being of the families. The operator has responsibility of this assistance by coordination of the investigator in charge (IIC).

C-PRIVACY

Privacy for the families and the survivors is of utmost importance. The provision of closed and quiet meeting rooms is essential. The operator has responsibility of this assistance by coordination of the IIC.

D-IMMEDIATE FINANCIAL ASSISTANCE

The families and the survivors may require immediate financial assistance. In particular, they may need to be provided with sufficient funds to meet their immediate needs as well as advice on how to take advantage of the other forms of family assistance available. The operator has responsibility of this assistance by coordination of the IIC.

E-IMMIGRATION AND CUSTOMS FORMALITIES

The families and the survivors will often need assistance with immigration and customs formalities and they can receive formal letters from the IIC for these offices. Survivors who have lost their identity papers and tickets in the accident will require assistance to complete their travel. Family members may need to travel to the accident site, a hospital or another location to meet injured survivors, attend memorial services or visit the accident site for reasons directly related to the accident. Assistance from immigration and customs agencies will also be required for the repatriation of human remains.

F-VISITS TO THE ACCIDENT SITE


The operator has responsibility where access is practicable, a visit to the accident site by the families and the survivors, as part, by coordination with the IIC.

Of the grieving process, is important and has become common practice. The travel necessary to facilitate these visits, the escorting of family members while they are at the accident site and their accommodation until they leave the country are matters which need to be considered. Families may also appreciate assistance with the care of any young children they have brought with them. Also, it is advisable to arrange the visit for family members of passengers separately from that of the visit for family members of the crew. There will also be occasions when visits to the accident site by family members are impractical due to remoteness or topographical features. In the case of suspected criminal involvement, visits to the site may be restricted by judicial authorities.

G- IDENTIFICATION, CUSTODY AND RETURN OF HUMAN REMAINS

The identification, custody and return of human remains are very important forms of family assistance. Remains are often difficult to recover. Identification can be an arduous and time-

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consuming process, and legislation often requires a post-mortem examination of those killed in an accident. In some accidents, there will be remains that cannot be identified despite exhaustive efforts. The operator is responsible to provide the total person on board list for the IIC , then he/she(IIC) should put to use those available information in order to identify human remains and also for autopsy test.

H-PROTECTION AND RETURN OF PERSONAL EFFECTS

The families and the survivors will need reassurance that arrangements have been made to ensure that personal effects will be correctly handled and returned to their legal owners. The protection of personal effects is usually the responsibility of the aircraft operator in conjunction with the police. On occasion, these items will be held as evidence by the accident investigation authority or police. A pictorial record of non identified personal effects should be made and circulated to family members for identification. The handing over of the pictorial record should take place in the presence of a caregiver, close friend, or clergyman, etc.

I-PROVISION OF INFORMATION

The provision of a continuous flow of information is fundamental to an effective family assistance programmed. Care should be taken to ensure that each family's contact persons pass on the information to the whole family. The families and the survivors are anxious to be provided, as soon as practicable, with details about items of immediate concern, such as:


- Accommodation while away from home;
- Onward travel;
- Payment for immediate needs;
- Identification and return of human remains;
- Return of personal effects;
- Travel to the accident site (time, aircraft type, ticketing procedure, visa requirements, Accommodation, etc.);
- Memorial services; and
- Information sessions by airline representatives, accident investigation authorities, etc.

In the longer term, the families and the survivors may be provided, through periodic advisories, with updated information on the progress of the accident investigation and what additional assistance they can expect in order to facilitate their adjustment to life after the accident. To the extent appropriate, the families should be invited to attend public hearings related to the accident.

J-LIAISON WITH FAMILIES

The provision of family assistance will probably involve government agencies, aircraft operators, aid and humanitarian organizations, and private contractors. Each of these providers has a specific role, and their task will be facilitated if the families and the survivors are aware of that role and how each provider can be contacted.

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K-MEMORIALS

Families need to be assured that they will be able to participate in any memorial services held after the accident and that they will have the opportunity to be involved in the design of any memorial structures erected in memory of those killed in the accident. The involvement of the families in the planning of these services should be facilitated.


L-LEGAL ADVICE

The families and the survivors are usually in a state of shock for some time. In these circumstances, it may be too early to address legal matters with them. Nevertheless, it is appropriate that they have access to general information pertaining to legal matters, such as information about immediate financial assistance and potential further entitlements. This subject is under control and management of the IIC.

M-FAMILY ASSOCIATIONS

If requested by the families and the survivors, the operator and government agencies should be prepared to support the establishment of family associations. It is essential that such an initiative originate with the families and the survivors. Family associations provide a good forum to share grief, arrange memorial services and exchange information. However, family assistance providers must ensure that contacts maintained with families and survivors who do not join such associations. The operator has responsibility for providing report to the IIC about of this assistance.

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IMPLEMENTATION:

The planning procedure in IR. IRAN described as following:

1. FAMILY ASSISTANCE PROVIDERS

A-CAO.IRI

1. The CAO.IRI has several roles in the provision of family assistance. These include *inter alia*:

- preparing a plan to ensure that aircraft accident victims and their families receive the types of family assistance to which they are entitled.
- coordinating the resources involved in providing family assistance;
- ensuring that human remains are identified;
- providing for the return of human remains to the home country, where appropriate;
- facilitating travel by family members to the hospitals where injured victims are being treated, the accident site and memorial services;
- facilitating onward travel for survivors; and
- providing families and survivors with information on the progress of the investigation of the accident.


2. The aim of the information is to assist a CAO.IRI in determining who is entitled to family assistance following an aircraft accident and the nature of that assistance. After CAO.IRI has determined which persons are entitled to each type of assistance, the next consideration is to establish which agencies will. A coordinator should be designated prior to the occurrence of an accident.

B-COORDINATING AGENCY

1. The provision of family assistance involves many agencies and authorities. The designation of a coordinator is essential to ensure that the various agencies function together to provide the optimum assistance to the families and the survivors. The coordinator may also be the point of contact between the families and the government agencies. The means by which the coordinator may be contacted should be determined in the planning phase and should be promulgated as soon as practicable after the occurrence of an accident.

2. The IIC is aware that the primary task of their investigators is to investigate the circumstances of the accident. Family assistance should be provided by other agencies or at gate the circumstances of the accident. Family assistance should be provided by other agencies or at least by personnel other than the investigators. CAO.IRI has considered it

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practicable to establish a department within its accident investigation authority to coordinate the provision of family assistance. Of course the aircraft operator has responsibility for this assistance type with coordination of the IIC.

C-THE AIRCRAFT OPERATOR

1. The aircraft operator is normally the best entity to establish whether or not a person has been involved in an aircraft accident. CAO.IRI requires each aircraft operator to maintain an accurate the total person on board to facilitate the identification of any of their citizens who may be involved in an aircraft accident. The operator is also required to have a plan for the provision of family assistance in the event of an accident.


2. The aircraft operator should have an adequate number of suitably qualified persons available to answer inquiries concerning the passengers involved. The normal means of contacting this team is by telephone, the telephone numbers having been promulgated by the aircraft operator. The aircraft operator should also make every endeavor to ensure that the immediate family of any aircraft accident victim, about whom no inquiry has been made, is notified of the victim's involvement in the accident.

3. Other types of family assistance in which the operator can be expected to have a major role are:

- Transportation for the families and the survivors;
- The provision of secluded facilities for those persons awaiting an aircraft that will not arrive as the result of an accident and for those returning to the departure point after learning of an accident;
- the provision of privacy for the families and the survivors;
- immediate financial assistance for the dependents of victims;
- the provision of counseling services for the families and the survivors;
- arrangements for a visit to the accident site for the families and the survivors;
- arrangements for memorial services and erection of memorial structures;
- transportation for the families to any memorial service;
- the escorting and sheltering of families and survivors who visit the accident site and attend memorial services;
- the collection of ante-mortem information to assist in the identification of human remains;
- the return of human remains to their home country;
- assistance with funeral arrangements, if desired;
- the location, storage and return of personal effects to the families and the survivors; and
- the provision of information on matters related to the care of the families and the survivors.

In the case of code-share flights and airlines that are members of an alliance, the partner airlines should assist with these tasks, particularly when an accident occurs away from the home base of the airline.

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The operator has responsibility for providing report about above mention for the IIC by preliminary report after max 15 days and secondary report after max 3 month.

D-THE AIRCRAFT ACCIDENT INVESTIGATION DEPARTMENT

1. The provision of family assistance should be separate from the accident investigation. The accident investigation Department's must remain focused on the investigation of the accident.

Nevertheless, the accident investigator Department has a responsibility to provide relevant and timely information to the families and the accident survivors. The IIC provides daily briefings to families on the progress of recovery efforts, identification of victims during investigation, and other areas of concern. The IIC will provide primary report after max 1 week , secondary report after max 6 month from accident date and after completion of the final report of accident .Depending upon the allocation of responsibilities for the investigation, the investigation authority may be able to provide to the families and the survivors information on issues of immediate concern, such as the release of human remains and personal effects held as part of the investigation, information on the progress of the investigation in determining the causes of the accident and any safety recommendations being contemplated to prevent similar accidents.

2. The investigator-in-charge of an investigation should be aware of the concerns of the families and the survivors and should ensure that they are kept informed. To shield the investigator-in-charge from a large number of direct inquiries, the accident investigation authority should consider appointing liaison personas a focal point for such inquiries.

E-AUTHORITIES RESPONSIBLE FOR VICTIM IDENTIFICATION


1. Police, coroners, health authorities and the aircraft operator may each have an important role in identifying and caring for the remains of victims. The operator must provide total person on board list for the IIC for identification injuries and human remains by autopsy department.

2. Following the identification of fatalities, arrangements must be made for the return of human remains across international boundaries and for the final interment of the victims in accordance with the cultural requirements of the families.

F-THE CIVIL AVIATION ORGANIZATION OF IR .IRAN

Liaison with the families and the survivors on matters related to relevant aviation regulations, aircraft airworthiness and any safety measures that will be introduced as a consequence of an accident is normally a function of the civil aviation authority by report as soon as possible (MAX 1 MONTH).

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G-THE POLICE OF IR. IRAN

The police of IR .IRAN is usually among the first to arrive at the scene of an accident and may have a significant role in the notification of the involvement of a family member in an aircraft accident, as well as in the security and return of personal effects.

H- DIPLOMATIC AND CONSULAR STAFF OF IR.IRAN

The international nature of air transportation requires diplomatic and consular staff to have a liaison and coordination role in facilitating the provision of family assistance. This may involve expediting the issuance of travel documentation, expediting or waiving visa requirements.

I-IMMIGRATION AND CUSTOMS AUTHORITIES OF IR.IRAN

The immigration and customs authorities in IR.IRAN have an important role in minimizing the travel formalities for the families, the survivors and the return of human remains by formal letter from the IIC because some countries may have serious injuries or fatalities in accident.. Meanwhile sometimes that representative(s) will request to participate in accident investigation (from appropriate state) because they have suffered fatalities or serious injuries to its citizens of course the IIC will coordinate every request from appropriate state.

J-AID AGENCIES OF IR.IRAN


Aid agency have extensive experience in dealing with families and disaster survivors and are often able to provide services, such as crisis counseling and support for the families of accident victims. They may also be called upon to assist in:

- providing areas for families to grieve in private;
- Meeting with families who have travelled to the location of the accident and providing childcare, where necessary;
- providing and coordinating crisis counseling services;
- contacting the families who are unable to travel to the location of the accident and providing crisis counseling for them; and
- advising the families of the roles of the aircraft operator and the various agencies involved, as well as providing liaison with these agencies.

These agencies shall be received approval by CAO.IRI.

The operators could provide contraction with these aid agencies before occurring of every accident.

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K-AUTHORIZED COMMERCIAL COMPANIES OF IR.IRAN

Some agencies and aircraft operators have found the use of authorized commercial entities or consultants to be an efficient way to provide some forms of family assistance. For example, a specialized company is often used by airlines to assist in the identification of disaster victims and the identification, custody and return of personal effects. The operator has responsibility of these assistanc with coordination of the IIC.

L- FAMILY ASSOCIATIONS

Following a major aircraft accident, associations of the families of the victims have in some instances been established. Family associations provide assistance to their members in various forms and, in some cases, have provided assistance to the families of victims of subsequent aircraft accidents immediately following their occurrence. As existing family associations gain experience, their involvement in the provision of family assistance should also be considered and planned for.

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