



NTSB Family Assistance Program

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National Transportation Safety Board



Family Member Concerns

What happened?

- Initial notification
- Immediate information

How will I get information?

- Information sharing and access to resources
- Short-term and long-term
- Prelim, factual, probable cause

Where is my loved one?

- Search/Rescue/Recovery
- Hospitalization
- Identification of remains

Where are their personal effects?

- Processing and return of personal effects
- Associated and unassociated





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Family Assistance Model

At accident scene/location

- Family Assistance Center
 - Physical or virtual
- Family briefings
 - Immediate factual information
- Coordination with medical examiner/coroner
- Site visit
- Personal effects process
- Access to support services

Long term

- NTSB products
 - Toll-free #, email, website
- NTSB hearings/meetings
- Advocacy/support groups
- Provision of services
 - *Where do I get...?*





What does family assistance provide?

For Families

- Information
- Manage expectations
- Place/people to get answers
- Safety (from public and media)
- Move through grief process
- Reduces stress/anxiety

For Industry/Government

- “The right thing to do”
- Humanitarian/ethical
- Provide consistent message
- Manage expectations for public
- Public image





What doesn't family assistance provide?

- “Closure”
 - Step in the grief/recovery process
 - “Resiliency”
- All the answers
 - Factual information when available/allowable
 - Information on process when no factual information available
- Support for all needs
- Elimination of legal actions





What makes family assistance effective?

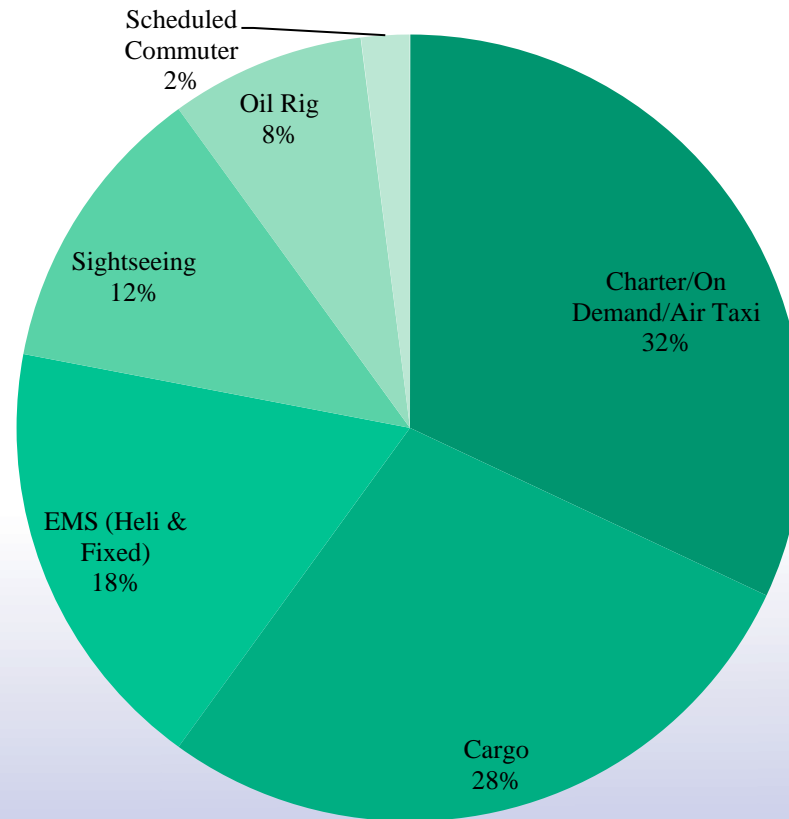
- Build rapport and credibility
- Expectation management
- Flexibility based on event



TDA efforts in 135 Operations

January 1, 2006 - January 17, 2011

50 accidents in five years



Family Assistance- Beyond NTSB

- Aviation family assistance legislation
 - EU, Brazil, South Korea, Australia, China
- Corporate aviation (Parts 135/91)
- Other transportation modes
 - Motorcoach, cruise lines
- Federal/Government
 - Mine Safety Health Administration
 - US Senate/US House of Representatives
- Cities/States
 - New York City area, Las Vegas, DC Metro





Developing a family assistance program

- **Identify core needs of families that operator can address**
 - Notification, return of remains, personal effects, information (short/long term)
- **Identify unique features of operator impacting family assistance**
 - e.g. remote operations, customer demographics
- **Identify operator-specific mechanisms to provide assistance**
 - What can you pay for?
 - Which needs will insurance cover?
- **Develop partnerships to provide assistance**
 - Red Cross, local/state support groups
 - Industry partners
 - Government partners
 - Vendors





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