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DEPT. OF TRANSPORTATION  
DOCKET SECTION  
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June 15, 1998

Donald H. Horn  
Assistant General Counsel for International Law  
Department of Transportation  
400 Seventh Street, S.W.  
Washington, D. C. 20590

Office of Public Affairs  
National Transportation Safety Board  
490 L'Enfant Plaza East, S.W.  
Washington, D. C. 20594

Re: DOT Docket OST 98-3304 -187

Dear Sir/Madam:

Enclosed for submission and public review is the Family Assistance Plan of Air Caribbean, in accordance with 49 USC Section 41313, Public Law 105-148 (111 Stat. 2681.) Emergency contact information will be supplied to NTSB, Attn: Erik R. Grosf, under separate cover.

Respectfully submitted,



Suzette Matthews  
Attorney for Air Caribbean

## FAMILY ASSISTANCE PLAN OF AIR CARIBBEAN

### Pre-Response Planning

Air Caribbean will prepare and keep current a list of personnel who are trained and identified to assist with survivor and family assistance responsibilities. The proper training of personnel is paramount to the success of management of an disaster by the U.S. and Air Caribbean.

The following topics will be covered during employee training:

--An understanding of the range of physical and emotional reactions to trauma, including the possibility of long-term consequences such as post-traumatic stress disorder, and the benefits of an appropriate response;

--An understanding of the range of information needs of the survivors and family members, and the skills needed to deliver clear and accurate information in a timely and sensitive manner;

--Skills to assist children, teenagers, adults and the elderly who congregate at the airport, both individually and as a transitory community bound together by the disaster;

--The ability to maintain a caring, non-judgmental, and compassionate demeanor while assisting people who are suffering and at times can be extremely demanding and angry. This includes training in communications skills dealing with traumatized individuals and the capacity to deal with the responder's own emotions, i.e., to absorb uncomfortable feelings;

--The ability to recognize when an individual's response indicates a need for mental health counseling and assistance.

### Training for Air Caribbean Personnel

Air Caribbean and its agents will be adequately trained to meet the needs of survivors and family members in the event of an aviation disaster. Training will include the following areas:

--An understanding of the range of physical and emotional reactions to trauma, including the possible long-term consequences such as post-traumatic stress disorder, and the benefits of an appropriate response.

--The importance of delivering clear and concise information to family members and survivors.

--Skills to work with survivors and family members who span all age groups. This training will include differences in working with individuals and groups sharing the common experience of an aviation disaster.

--The ability to understand the need to maintain a caring, non-judgmental and compassionate demeanor while assisting people who are suffering and who, at times, may be extremely demanding and angry. Employees will be trained in how to work with traumatized individuals as well as how to manage their own emotions.

--Employees will be trained to understand the confidentiality and sensitive nature of this information.

#### Passenger Manifest, Ticket Lift Reconciliation, and Notification

Air Caribbean will provide the U.S. Government a passenger manifest containing the full name of all passengers on board the aircraft. Air Caribbean will solicit from all passengers a contact name and telephone number. If a passenger provides that information, it will be transmitted to the U.S. Government in the event of a disaster.

#### Notification Procedures

Air Caribbean and its agents will provide a reliable toll-free number and a reliable direct dial number for persons calling from outside the United States. Air Caribbean and its agents will provide adequate staff to take calls from families of passengers that were on an aircraft under Air Caribbean's control that has been involved in a disaster.

Persons making notifications on behalf of Air Caribbean will have had the training specified above.

#### Handling of Personal Effects

If requested by the family of a passenger, any possession (regardless of its condition) of that passenger that is within Air Caribbean's or its agents' control will be returned to the family unless the possession is needed for the accident investigation or a criminal investigation. Air Caribbean will retain unclaimed personal effects for minimum of 18 months from the date of the accident. No personal effects will be destroyed until the family members of the victim have been consulted and the 18 months waiting period has elapsed.

In order to allow survivors and families to review the unassociated personal effects in an attempt to identify them, Air Caribbean will establish personal effects processing procedures, such as providing a photographic album to allow the families of victims to view the pictures at their convenience.

### Passenger Identification

The family of each passenger will be consulted about the disposition of any remains of the passenger that are within Air Caribbean's control. Air Caribbean will not dispose of any passenger remains without first consulting the victim's family members.

In the United States and its possessions, the local medical examiner/coroner will be responsible for positive identification of those passengers killed in the disaster.

--The medical examiner/coroner will be responsible for releasing identified remains to the victim's next of kin.

--The medical examiner/coroner will be responsible for issuing a certificate of death to the family of the deceased.

### Family Access to the Accident Site

If possible, NTSB will coordinate a visit to the crash site. If requested, Air Caribbean will provide assistance to NTSB.

### Family Travel and Care Assistance

Air Caribbean will assist the family of any passenger in traveling to the Family Assistance Center, normally located near the accident site. Air Caribbean may arrange physical care of the family, including, as appropriate, transportation, lodging, meals, security, communications and incidentals while the family is staying near the accident site.

Families of nonrevenue passengers will receive the same treatment as families of revenue passengers.

### Monuments

Air Caribbean shall consult with the family of each passenger about the construction by Air Caribbean of any monument to the passengers built in the United States, including any inscription on the monument.

### Resources for the Plan

Air Caribbean will commit sufficient resources to carry out the Plan.

### Service and Assistance to Families of Passengers and Compensation to Service Organizations

Air Caribbean will work with any organization designated under Section 1136(a)(2), currently the American Red Cross, on an ongoing basis to assure that families of passengers receive an appropriate level of services and assistance following an accident.

Air Caribbean will provide reasonable compensation to any organization designated under section 1136(a)(2), currently the American Red Cross, for services and assistance provided by the organization.

### Emergency Contacts

Air Caribbean will provide NTSB a list of 24 hour emergency telephone contacts for Air Caribbean, which contacts will be at locations which will be able to provide NTSB representatives needed information concerning the affected flight. Telephone numbers of key management personnel who will coordinate the carrier's disaster response plan also will be included. This information will be forwarded to: Erik R. Grosf, Office of Family Affairs FA-1, National Transportation Safety Board, 490 L'Enfant Plaza East, S.W., Washington, D. C. 20594-2000.