

I cordially invite all members of the transportation industry, emergency management officials, medical professionals and others who provide victim and family assistance to the International Symposium on Family & Victim Assistance for Transportation Disasters.

The symposium provides an opportunity for all participants to share information and enhance our overall capability of responding and providing assistance to victims and their families.

*— Jim Hall
Chairman, NTSB*

General Session

Welcoming remarks by Chairman Jim Hall, National Transportation Safety Board. Opening address by Secretary Rodney Slater*, Department of Transportation, and Director James Lee Witt*, Federal Emergency Management Agency. Overview of the National Transportation Safety Board's Federal Family Assistance Plan for Aviation Disasters and the responsibilities of the assisting government and non-profit agencies.

* Invited

Each symposium participant will be able to attend two of the one and one half hour sessions listed below.

American Red Cross Planning at the Local Level

Receive an understanding of the guidance the Red Cross is providing to its local chapters concerning the first 8 to 12 hours after an accident. Discussion will follow regarding the ARC's national level management role, additional resources that the Red Cross will deploy to support local activities, and plans to integrate non-ARC resources into a cohesive response.

Role of the U.S. State Department in Foreign and Domestic Aviation Disasters

The Department of State explains its role in foreign and domestic aviation accidents. Topics include the department's process and procedures involving manifests; notification of families; cultural sensitivity issues; identification and return of remains and personal effects; airline and foreign government coordination; and available services.

TWA Flight 800 and Comair Flight 3272

On July 17, 1996, TWA Flight 800 crashed off the shore of Long Island, New York, killing all 230 people on board. On January 9, 1997, Comair Flight 3272 crashed in Monroe, Michigan, killing all 26 passengers and three crew members. Representatives from TWA and Comair discuss their experiences. Topics will include: notification, manifest reconciliation, international passenger issues, Family Assistance Center operations, return of personal effects, and interaction with various support organizations.

Survivors and Family Members of Victims of Aviation Disasters Share Their Experiences

A panel of survivors and family members discuss their experiences in four different aviation accidents. Each offers insight about the initial notification process, the support provided by the airline, and their personal experiences.

Each symposium participant will be able to attend two of the one hour sessions listed below.

Notification and Establishing First Contact with Family Members After an Accident

Dr. Raquel Cohen, an internationally renowned expert on mental health needs of disaster victims, provides insight on various methods of providing family support, information needs, coping with disaster news, and other strategies that people working with family members may find useful.

Accident Information Database Management System

Continental Airlines demonstrates its unique and powerful database management system, Incident Center Accident Response (ICARE), that integrates various relational databases commonly used in managing accident information (victim and family personal and logistical information, patient tracking) and other important information.

One Carrier's Past Experiences and Future Goals

United Airlines shares its strategies for keeping pace in a changing environment. When airline humanitarian response teams were formed a decade ago, the primary focus was on major air disasters. In today's environment, public expectations have increased and airlines need to develop new strategies to meet these expectations. Topics will include United Airlines' experiences in working lower-end responses such as air turbulence and loss of cabin pressure, notifying of next-of-kin quicker using an early acknowledgment concept, and lowering the response threshold to react faster.

Importance of Airport Disaster Preparedness

Logan Airport (operated by Massport) and Massport Fire Department discuss a major disaster exercise off airport property involving Massport, surrounding communities, jurisdictions, and agencies. Importance of airport planning, local and State emergency response, and family assistance center operations will be just a few of the topics explored.

SCHEDULE

Sunday, September 27, 1998

5-7pm Pre-Registration

Monday, September 28, 1998

7:30am Registration/Continental Breakfast

9:30am General Session

Noon Lunch (Participants on their own)

1:30pm Workshop Session One

3:00pm Afternoon Break

3:20pm Workshop Session Two

4:30pm Day Concludes

6:00pm Reception

6:45pm Dinner

7:30pm Evening Program

Tuesday, September 29, 1998

7:00am Continental Breakfast

8:00am Morning Session

9:00am Workshop Session Three

10:30am Morning Break

10:50am Workshop Session Four

Noon Lunch

1:30pm Closing Session

3:00pm Symposium Concludes

Special Session

The NTSB Family Affairs staff is available to meet with representatives who would like to review and discuss their airline's plan. If you are interested in arranging one of these special sessions, please check the appropriate box on your registration form.

Rank the one and one half hour workshop sessions in order of your preference. Each participant will be able to attend two of the four sessions listed below. Every effort will be made to accommodate your first two choices.

One and one half-hour Sessions:

_____ American Red Cross Planning at the Local Level

_____ Role of the U.S. State Department in Foreign and Domestic Aviation Disasters

_____ TWA Flight 800 and Comair Flight 3272

_____ Survivors and Family Members of Victims of Aviation Disasters Share Their Experiences

1 = First Choice 4 = Last Choice

Rank the one hour workshop sessions in order of your preference. Each participant will be able to attend two of the four sessions listed below. Every effort will be made to accommodate your first two choices.

One Hour Sessions:

_____ Notification and Establishing First Contact with Family Members After an Accident

_____ Accident Information Database Management System

_____ One Carrier's Past Experiences and Future Goals

_____ Importance of Airport Disaster Preparedness

1 = First Choice 4 = Last Choice

If you choose to attend a special session you will only be able to attend three workshop sessions.

Special Session:

_____ Meet with NTSB Family Affairs staff to discuss your airline's plan