



Information Article

Brazil - Family Assistance Legislation

Relevance

Family Assistance type Legislation - and its Impact on Airlines

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Brazil

Family Assistance Code



**ASSISTANCE PLAN FOR AIR
ACCIDENT VICTIMS - & SUPPORT TO THEIR FAMILY, RELATIVES & FRIENDS**

Dated August 2005





FEDERATIVE REPUBLIC OF BRAZIL

AERONAUTICS COMMAND
CIVIL AVIATION DEPARTMENT
SUB-DEPARTMENT OF AIR SERVICES
INSPECTION DIVISION

CIVIL AVIATION INSTRUCTION - IAC 200-1001

ASSISTANCE PLAN FOR AIR ACCIDENT VICTIMS & SUPPORT TO THEIR FAMILIES / RELATIVES - 2005

MINISTRY OF DEFENSE AERONAUTICS COMMAND - CIVIL AVIATION DEPARTMENT GOVERNMENTAL DECREE No 706 / DGAC OF JULY 22SD, 2005 - Approves the Civil Aviation Instruction - IAC that deals with Assistance to Air Accident Victims and Support to their Family, Relatives & Friends (FR)

THE DIRECTOR-GENERAL OF THE CIVIL AVIATION DEPARTMENT - based on Decree No. 65.144, of September 12th, 1969, which institutes the Civil Aviation System of the Ministry of Aeronautics, and in view of what is provided in Governmental Decree No. 453/GM-5, of August 2sd, 1991, which reformulates the Civil Aviation's Flight Safety System, determines:

Art. 1 That the IAC discriminated below may be put into effect:

IAC 200-1001

Title: Assistance Plan for Air Accident Victims and Support to their FR

Art. 2 That this Governmental Decree takes into effect on the date of its publication in the Diário Oficial da União (Federal Register).

Art. 3 That the Governmental Decrees no. 18/DGAC, published in the DOU no. 40, of February 25th, 2000 and Governmental Decree no. 19/DGAC, published in the DOU no. 52, of March 16 t, 2000 are revoked.

AF Brig Major JORGE GODINHO BARRETO NERY

Director General

PUBLISHED IN THE DIÁRIO OFICIAL DA UNIÃO (FEDERAL REGISTER) No.150, OF AUGUST 5th, 2005





INTRODUCTION

The occurrence of an air accident may provoke a tragedy of great proportions, wherein the need of assistance to the victims and support to their family, relatives & friends (**FR**) is recognized. This document establishes the basic actions under the responsibility of the national and foreign Airline Companies that provide public air transport of passengers in Brazil, to provide such assistance and manage the services that must become immediately available to the victims and the support measures to their FR

In the face of the misfortunes caused by an air accident, the important tasks of discovering the status of passengers and crew, responding to inquiries from FR (& others) and seeking to meet immediate needs - falls on the Airline Company for public aerial transport

The Plan of action, to be elaborated by the Airline Companies, should be guided by the basic ideas contained in this CAI, which was formulated based on the orientations of the ICAO Circular no. 285 - AN/166, aimed at standardizing the procedures to be adopted in the case of air accident

1. PRELIMINARY PROVISIONS

1.1. PURPOSE

To establish the guidelines for the elaboration of the Assistance Plan for Air Accident Victims and Support to their FR

1.2. BASIS

Decree no. 65.144, of 09/12/69, which institutes the Civil Aviation System of the Ministry of Aeronautics and Governmental Decree no. 453/M5, of 08/02/91, which reformulates the Flight Safety System

1.3. APPROVAL

Approved by Governmental Decree No. 706 /DGAC, of July 22, 2005

1.4. AVAILABILITY

D – SR – IA – IF – SA – TD – INTERNET

1.5. CORRELATIONS

OACI CIRCULAR 285-AN/166

1.6. CANCELLATION

Governmental Decree no. 706/DGAC, of July 22, 2005, which approves this IAC 200-1001, revokes Governmental Decrees no. 18/DGAC, of February 25, 2000 and Governmental Decree no. 19/DGAC, of March 16, 2000





2. GLOSSARY

The definitions of the technical terms used in this IAC are available for consultation in MMA 58-1 Civil Aviation Glossary of Technical Terms, of Sept. 20, 1989.

3. INFORMATION RELATED TO PASSENGERS ON BOARD

3.1 AIRLINE COMPANIES

The national and foreign Airline Companies providing public air transport in Brazil should request from each passenger on board, in domestic as well as in international flights, from and to Brazilian territory, his full complete name and in correct order and the name of a person, who is not on board, with telephone number for contact in case of emergency, preferably a next of kin.

3.1.1 This information could be obtained from the time when the passenger makes his reservation until his boarding, which must be kept until the completion of the last part of the flight itinerary.

3.1.2 The adoption of the appropriate process or document for the capture of this information, where the record may be done electronically shall be managed by each Airline Company.

3.1.3 In case the passenger refuses to provide the information of the name and telephone number of the contact person in case of emergency, the refusal should be reported in a written document.

3.1.4 The above information is confidential, which must be used by the Airline Company not only in case of air accident, but also in benefit of the passenger in case of personal emergency, where its use for any other purposes is prohibited.

After the Airline Company has taken note of an air accident, involving one of its aircraft, it should prepare a reconciled list of passengers and flight crew of the accident flight, within a period of three hours, for its own use and for the Aeronautical Authority, in case this requests it.

3.2. AIRPORT ADMINISTRATIONS

Airport Administrations must make use of all possible means to support the Airline Companies in the collection of the passengers' emergency contact information, according to item 3.1 of this Instruction.





4. ASSISTANCE PLAN FOR AIR ACCIDENT VICTIMS AND SUPPORT TO THEIR FR

4.1 National and foreign Airline Companies operating public air transport flights in Brazil should elaborate their respective Corporate Assistance Plans for Air Accident Victims and Support to their FR where the actions under their responsibility for providing assistance, services and information to victims and the support measures to their FR will be established.

4.2 Each base operated by the Airline Company should have its own Local Assistance Plan for Air Accident Victims and Support to their FR, which contains specific information and resources concerning the locality where it is established. The Local Plan content should be based on the guidelines established in the Airline Company's Corporate Emergency / Family Assistance Plans, where in it must be reported, at least:

4.2.1 Contact name and telephone number of the base's emergency response team; and

4.2.2 List with name, address and telephone number of appropriate:

- a) Airport administrative authorities;
- b) Local hospitals;
- c) Hotels in the locality;
- d) Religious representatives;
- e) Transportation companies;
- f) Civil and Military Police and Fire & Rescue Services;
- g) Civil Defence and assistance agencies;
- h) Federal Police and customs authorities (Federal Revenue Service and Sanitary Surveillance);
- i) Physicians;
- j) Psychologists;
- k) Consulates;
- l) DAC (Civil Aeronautics Department), SERAC (Regional Services of Civil Aviation) and Civil Aviation Section, if in national territory; and
- m) Funeral agencies.

4.3 PROCEDURES TO BE IMPLEMENTED BY THE AIRLINE COMPANIES

- a) Conservation (safeguarding) of the list of passengers and crew on board the accident flight, in confidence, until dissemination into the public domain is possible. The list of passengers & crew on board must only be disseminated after the notification to the FR, where it remains at the criteria of the Airline Company to make the partial dissemination, through notification process. All of the above shall also apply to information related to any ground victims involved
- b) Putting its Crisis Management Centre in action
- c) Putting its Special (Family) Assistance Centre in action





- d) Putting its Telephone Assistance Centre in action, making available at least, an exclusive telephone number for toll free calls from FR for the purpose of complementing the notification process
- e) Establishment of its Family Assistance Centre in the city of the accident, or the closest to it
- f) Notification to the accident victims' FR, by trained team, if possible personally
- g) Making feasible the work of the teams involved with assistance, by providing communication, transportation, accommodation and food
- h) Setting-up, in the affected airports, of reserved areas for the reception of uninjured survivors and FR, & providing basic needs such as food, communications, seating, toilets etc.
- i) Assistance to victims and support to their FR in the immigration and customs procedures
- j) Connection with diplomatic and consular agents in case of foreign (non-Brazilian) victims
- k) Round-trip transportation for FR to the city, or closest area to the place of the accident
- l) Provision of transportation for the survivors and FR, according to the need, in the locality of the air accident, or to the area closest to this
- m) Provision of accommodation, food, security, medical, psychological and religious assistance to the victims and their FR whilst in the Family Assistance Centre
- n) Appropriate recovery, reconciliation & return of personal effects
- o) Organization of the visit to the place of the accident, in case this is requested by FR and as long as is required, maintaining the safety of the interested parties through coordination with the local authorities
- p) Availability of updated information on the air accident to the victims and their FR, in the activated centres
- q) Provision of information regarding assistance actions to the victims and the FR
- r) Follow-up of the identification process and aid in the legal clearance of the bodies along with the competent authorities
- s) Transfer of the bodies for burial in the city of origin, or as requested by the family, if feasible.





4.4 - PROCEDURES TO BE IMPLEMENTED BY AIRPORT ADMINISTRATIONS

- a) Availability of the Family Reception Centre at the affected airports
- b) Availability of the uninjured Survivor Reception Centre at the airport of the air accident or serious incident
- c) Availability of the Press Centre at the affected airports
- d) Sending and reception of survivors and FR to the respective centres, if requested by the Airline Company, until it has conditions of assuming their operation
- e) Provision of security and access control in the activated centres.

4.5 The Local Assistance Plan for Air Accident Victims and support to their FR should be available in the necessary & easy to access locations, where there is the need of preparation of at least a printed copy, the location of which should be known by all its employees

4.6 This Plan should be updated whenever there is any alteration, indicating the date of this review.

5. FINAL PROVISIONS

5.1 The Airline Companies should provide training of the present Plan to the staffs of their stations, according to what is provided in their procedure manuals - including the running of exercises

5.2 The Airline Companies must coordinate, along with the support agencies and companies, their participations in the Local Assistance Plans for Air Accident Victims and support to their FR

5.3 The application of assistances provided in this IAC will be closed after the execution of all assistance procedures for victims, fatal or not, of support to their FR and the carrying out of funeral ceremonies

5.4 The Assistance Plan for Air Accident Victims and support to their FR could form part of the Airline Companies' Corporate Emergency Response Plan

5.5 Airline Companies operating public air transport code-share flights into or over Brazil - should know each other's plans mutually and coordinate joint actions in case of air accident

5.6 Airlines Companies should present to the DAC their Corporate Assistance Plan for Air Accident Victims and support to their FR, in the example of the present CAI, up to 180 (one hundred and eighty) days counting from the publication date of the present Instruction

5.7 The cases not provided in this IAC will be submitted for the appraisal of the SSA Chief





Note from Author / Owner of this Information Article

The original (official) version of the above legal document (in Brazilian / Portuguese) has been archived by ANAC (Brazilian 'National Civil Aviation Agency'). It is still available in said archives but is very difficult to find via the internet

This is possibly because of the publication in 2013 (First Edition) of ICAO Document 9973 AN/486 'Manual on Assistance to Aircraft Accident Victims and their Families' - which has possibly replaced the information contained herein???





ICAO - Family Assistance Website

Around late 2018 ICAO introduced a webpage dedicated to 'Assistance to Aircraft Accident Victims and their Families'

The information found via this webpage is really good (particularly some of the 'family assistance' presentations) and well worth reading by all those having an interest here. One comes from Brazil

You can find it at:

<https://www.icao.int/Security/FAL/ANNEX9/Pages/AssistancetoAircraftAccidentVictimsFamilies.aspx>

