

## Checklist 08 -Family Assistance Coordinator

### Family Assistance Coordinator Roles and Responsibilities

The Family Assistance Coordinator is responsible for coordination and oversight of all activities related to supporting the next-of-kin of passengers and crew involved in the accident. The Family Assistance Coordinator will also obtain all Next-of-Kin information and provide it to the EOD as soon as possible so that they may begin notification of Next-of-Kin of those persons involved in the accident. The designated Assistant Coordinator will also assign and coordinates the activities of family assistance volunteers, serve as the primary support contact for each family, and oversees all ongoing Next-of-Kin support activities.

#### Immediate

| Date / Time | ITEM  |
|-------------|---|
|             | Review position responsibilities (above)  |
|             | Contact or report to the EOC as soon as practical   |
|             | Obtain briefing from EOD as appropriate   |
|             | Enlist DLA staff to assist, as appropriate and as needed (Family Assistance Team)                             |
|             | Verify that any incoming calls from family members are being routed to the EOC Family Assistance Coordinator. |
|             | Determine the number of families affected and that sufficient family resources are available                  |

#### Intermediate

| Date / Time | ITEM   |
|-------------|--|
|             | Answer calls from crewmember and passenger families that may be transferred to the EOC   |
|             | Provide the contact information of names of the crewmember(s)' Next-of-Kin to the Director of Flight Operations as soon as practical |
|             | Assign Family Assistance team member to families as appropriate in coordination with the Director of Flight Operations               |
|             | Coordinate with Finance Director for additional resources as needed.   |
|             | Contact Pastor(s) and grief counselors as needed. <b>Pastor Dudley Rutherford: (818) 831-9333</b>                                    |
|             | Contact Fireside Partners, if warranted <b>(302) 613-0012</b>  |

# DREAMLINE AVIATION, LLC

Emergency Response Plan  
Checklist 08: FAMILY ASSISTANCE COORDINATOR

Revision: Original  
Date: 10/15/18

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## Ongoing

| Date / Time | ITEM  |
|-------------|---|
|             | Participate in conference calls as necessary  |
|             | Participate in planning meetings as required  |
|             | Coordinate any and all HR activities pertaining to insurance, survivor benefits, employer compliance issues, etc.       |
|             | Approve additional family assistance resources that are needed. (HR and non-HR)   |
|             | Keep EOD informed of family assistance activities   |
|             | Maintain accurate records of family requests, actions, and expenditures incurred to assist survivors and family members |
|             | Appoint alternates to provide coverage during rest periods.   |