

## Checklist 09 - Go-Team Family Assistance Guidance

### Go Team (Survivor / Family Assistance) Roles and Responsibilities

One of highest priorities of the Go-Team is to quickly assess the status of passengers and crew of the affected flight and to provide all support possible to all persons affected by the accident and to support family members who may wish to come to the accident site.

If an accident occurs at a location other than the Home Base, one or more members of the Go-Team will be designated to the following tasks:

#### Upon Arrival at the Site

Date / Time	ITEM
	Determine the location and status of passengers and crewmembers. Advise EOC as appropriate
	Determine if any families have arrived on-site via their own means
	Assign personnel to hospital(s) where survivors have been or may be admitted
	Arrange all necessary accommodations for all ambulatory victims or family members at site

#### Intermediate

Date / Time	ITEM
	Verify that all logistical support is being arranged for family members during their stay (lodging, ground transportation, meals, etc.)
	Obtain the total number of families and family members who wish to travel to the accident site from the EOC. Ensure adequate facilities and resources are available to support families.
	Verify that all families have been assigned a Family Assistance Go Team member.
	If appropriate, contact local pastor or grief counselor(s)

#### Ongoing

Date / Time	ITEM
	Continue to monitor logistical status to ensure sufficient resources are available for family members during their stay (lodging, transportation, meals, etc.)
	Arrange for family briefings by investigative personnel (NTSB) and the Company with regard to current activities, initial findings, next steps, etc.
	Arrange site visits with the Safety Board for family members who wish to go to the site
	Facilitate meetings between families and the local medical examiner or coroner as may be required to assist with identification of remains, answer family members' questions or complete any paper work.
	Coordinate with family members and local community for any memorials or other services that may be desired.
	Arrange for the repatriation of any remains, return of injured passengers and crew, and families when appropriate.

**DREAMLINE AVIATION, LLC**

Emergency Response Plan  
Checklist 09: GO-TEAM'S FAMILY ASSISTANCE GUIDANCE

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