



## **Family Assistance Team Members Training**

### **Course objective:**

The objective of this course is to familiarize Family Assistance Team Members with the nature of accidents and accident sites to prepare them for the psychological stress on the survivors, the families and friends of survivors' and victims' to help them deal with the pressures deployment will put on them.

### **Course content**

- Emergency response organization
- Airline responsibilities in emergencies
- Alarm and mobilization
- Station emergency response planning
- Basics for Special assistance team
- Humanitarian Response and Family Assistance Center
- Go-Team organization
- Basics for Crisis communication
- Command center missions
- Emergency response exercise

### **Who Should Attend?**

- Family assistance team members
- Station Personnel
- Go-Team Staff



-Ground Operations Managers with a leading role in an Emergency Response

-Emergency Response Planners and deputies

**-Course Duration:**

15 hours / 3days