

Deployment Family Liaison Officers MH17



POLITIE

17 July 2014

Depart 12:15 hrs from Schiphol to Kuala Lumpur.

298 persons (283 passengers and 15 crew).

Crash at 15:18 hrs CEST Donetsk (Ukraine).

First news bulletin 17:30 hrs in the Netherlands (extra radio-broadcast).

Deployment Family Liaison Officers

17-07-2014

- ◆ 17:45 hrs. informal authorization to deploy family liaison officers
- ◆ 21:00 hrs. formal order to deploy 60 family liaison officers

18-07-2014

- ◆ 10:00 hrs. Meeting LTFO with family liaison officers (instructions).

19-07-2014

- ◆ 13:00 hrs. First files victims to family liaison officers.

20-07-2014

- ◆ 14:00 hrs. All files victims distributed.

Eventually 106 family liaison officers deployed.

Assignment Family Liaison Officers

Identification process

- ◆ Getting information from the bereaved in order to fill the Ante Mortem file.
- ◆ Being a helpdesk and providing information about the whole of the process to the bereaved.
- ◆ Being a contact point for various organizations , such as NCTV (National Coordinator Counter-Terrorism), Ministry of Security and Justice, Ministry of Health, Welfare and Sports, “Slachtofferhulp Nederland” (Victim Support), courts (death certificates), municipalities ,etcetera.

Criminal investigation is still ongoing

Liaison between the investigating team, NCTV and the bereaved.

RTL NEWS

- ◆ **RTL News on 19 July 2014: collecting specific information from the victims.**

What is police work?



MIAMI VICE





Role Family Liaison Officer with major offences and disasters

General task:

Liaison function (Police, Prosecution Service and Victim Support).

Information-exchange.

Not a counsellor.

When to deploy:

- Murder and manslaughter.
- Aggravated assaults.
- Serious sexual offences.
- Hostage-takings.
- Death abroad.
- Disasters.



Purposes of deployment:

- ◆ Focus on victim/bereaved.
- ◆ Confidence in the police.
- ◆ Exchange of information.
- ◆ Impact contact Media.



Family Liaison Officers in the Netherlands

- ◆ Introduced since 2006 in the Netherlands (after example from Great Britain).
- ◆ Specialistic training (4 days).
- ◆ Admittance after intake behavioural expert.
- ◆ Extra task.
- ◆ Detective background (3 years experience).
- ◆ Large capacity for empathy.
- ◆ Annual mental check-up by a psychologist .
- ◆ Nationally 550 certified family liaison officers by now.

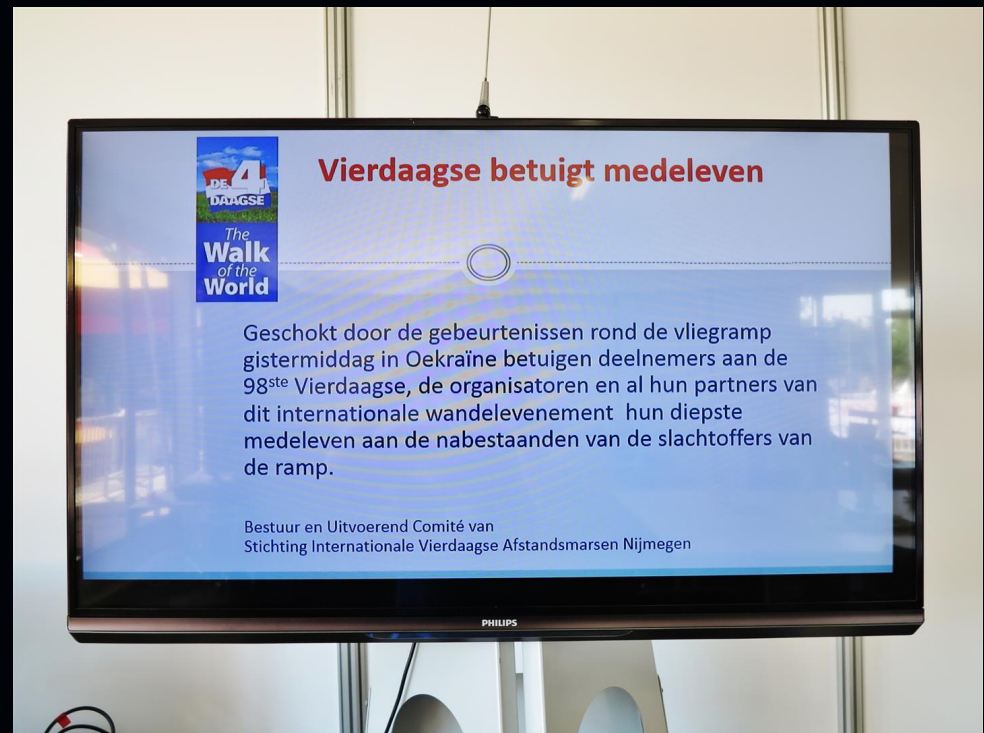
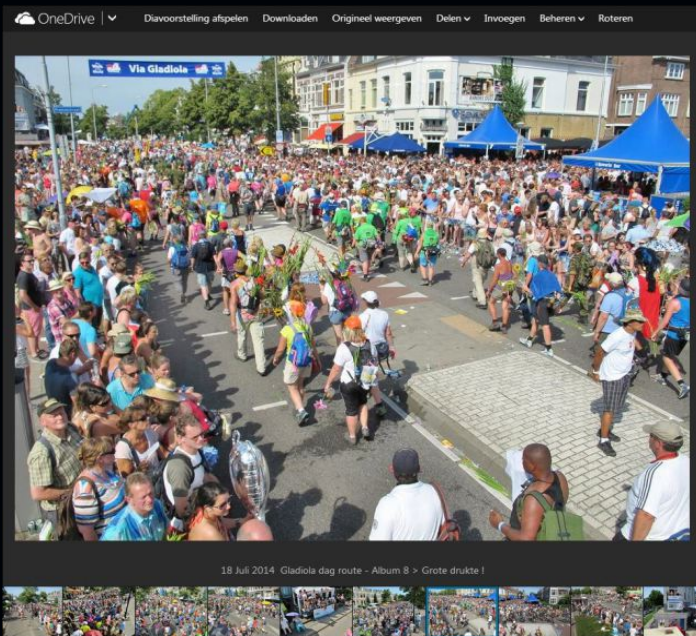
Own experience on that day

Tweet: 17.45 >

Malaysia Airlines has lost contact of MH17 from Amsterdam.

The last known position was over Ukrainian airspace. More details to follow.

— Malaysia Airlines (@MAS) 17 July 2014



CBS News

- ◆ **First victims of MH17 returned to European soil.**

Questions?

