

MH17 Plane Disaster

Support for the relatives of the victims

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sms-messages Thursday July 17, 2014

- VJ 17:59 Hello Jan, You can reach me if necessary. Regards, Victor
- JS 18:00 Hi Victor, Something going on? Regards, Jan
- VJ 18:01 Airplane Malaysian from ASD crashed in Ukraine. No information on number NL
- JS 18:02 Thanks Will contact you when I hear or know more
- JS 18:18 We've got someone for OSCE Kiev She tries to get information through our embassy Have contacted our government partners No info yet
- JS 20:39 Departments of Health, Justice and Foreign Affairs begin meeting now. Proposal for IRC is on the table plus support like Tripoli Regards Jan
- VJ 20:40 OK, you can reach me 24/7

MH17 Plane Disaster: 'the Dutch 9/11'

- BUK missile hit MH17 on July 17, 2014
- 298 people died
- 193 victims with Dutch nationality
- Exceptional case for Slachtofferhulp Nederland / Victim Support NL



Who are we?

Slachtofferhulp Nederland

- NGO, funded by national government and nearly all Dutch cities
- National organisation
- 1.600 professionals:
 - 1.200 volunteers
 - 400
- 24/7 available for support to victims

Who do we support?

Slachtofferhulp Nederland

- Victims of crime
- Victims of traffic accidents
- Victims of small and large scale calamities
- 150.000 victims contacted by phone per annum
- 75.000 victims supported face-to-face per annum

What kind of support?

Our services

- Psychosocial support
- Practical support
- Legal support
- Casemanagement for families of victims of murder or manslaughter
- Referral to specialised support

Our perspective

Key elements

- Most victims are resilient. They can resume the thread of their life after a shorter/longer period.
- Activating the resilience of victims is an effective way to support them.


Day 2. Friday July 18, 2014

Our offer to the central government

- Build, host and maintain an Information and Referral Centre (IRC) (www.planecrashukraine.nl).
- Support next of kin of Dutch victims after the identification proces is completed.
- Provide psychosocial support during meeting on July 21 for families (about 5 personnel).

IRC Planecrash Ukraine

IRC Planecrash Ukraine

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114 days later

On Thursday 17 July flight MH17, a Malaysia Airlines Boeing 777 en route from Schiphol, crashed in the east of Ukraine, killing everyone on board. 196 of the 298 victims were Dutch nationals.

Updates

- 08/11/14 Slachtoffers MH17-ramp terug in Nederland
- 04/11/14 Prime Minister Rutte to visit Malaysia and Australia from 5 to 7 November
- 15/09/14 Press release: Criminal investigation into air disaster a long-term task
- 29/08/14 Press release: Joint investigation into Flight MH17
- 20/08/14 Procedure for release and transportation

[To all posts](#) ▶

- ▶ **National remembrance ceremony**
- ▶ **Grief and loss**
- ▶ **Remembrance and saying goodbye**
- ▶ **Practical information**

The aim of the Information and Referral Centre (IRC) is to provide information and advice to support the next of kin and others who knew the victims through the workplace, school or sports associations. At present you have a lot to deal with; you may feel overwhelmed by emotions and practical problems. It can be difficult to know who to approach with a particular issue. The IRC is a focal point for all your questions.

IRC Planecrash Ukraine

- › National remembrance ceremony
- › Grief and loss
- › Remembrance and saying goodbye
- › Practical information
- › Legal matters
- › Compensation
- › The media
- › Children & youth
- › Friends, relatives & colleagues
- › Members-only section for next of kin

You are logged in.

Welcome Victor Jammers, you are logged into the forum.

[To forum start-page](#)



Forum Planecrash Ukraine

Welcome to the members-only section of the Information and Referral Centre. Here you can share your story with other next of kin and respond to stories they have posted. You can put questions to each other, or to an organisation; we will provide an answer as soon as possible. Information intended for next of kin only is available under 'Extra information for next of kin'.

Main topics



Share your story

Share your emotions, experiences and thoughts with other next of kin.

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Ask a question

Ask other next of kin or an organisation a question

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Extra information for next of kin

Respond to messages from an organisation.

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Young Adults Room

This members-only section was created specifically for adolescents. In this section, you can meet ot...

Day 3/4. Weekend July 19/20, 2014

The roller coaster starts

- Not 5, but 40 personnel needed for psychosocial support on July 21.
- National Crisis Centre wants closed section on IRC live asap.
- Police wants our support for families immediately (not after completing the identification process).
- Next of kin start to call Victim Support NL directly for support.

Day 6. Tuesday, July 22, 2014

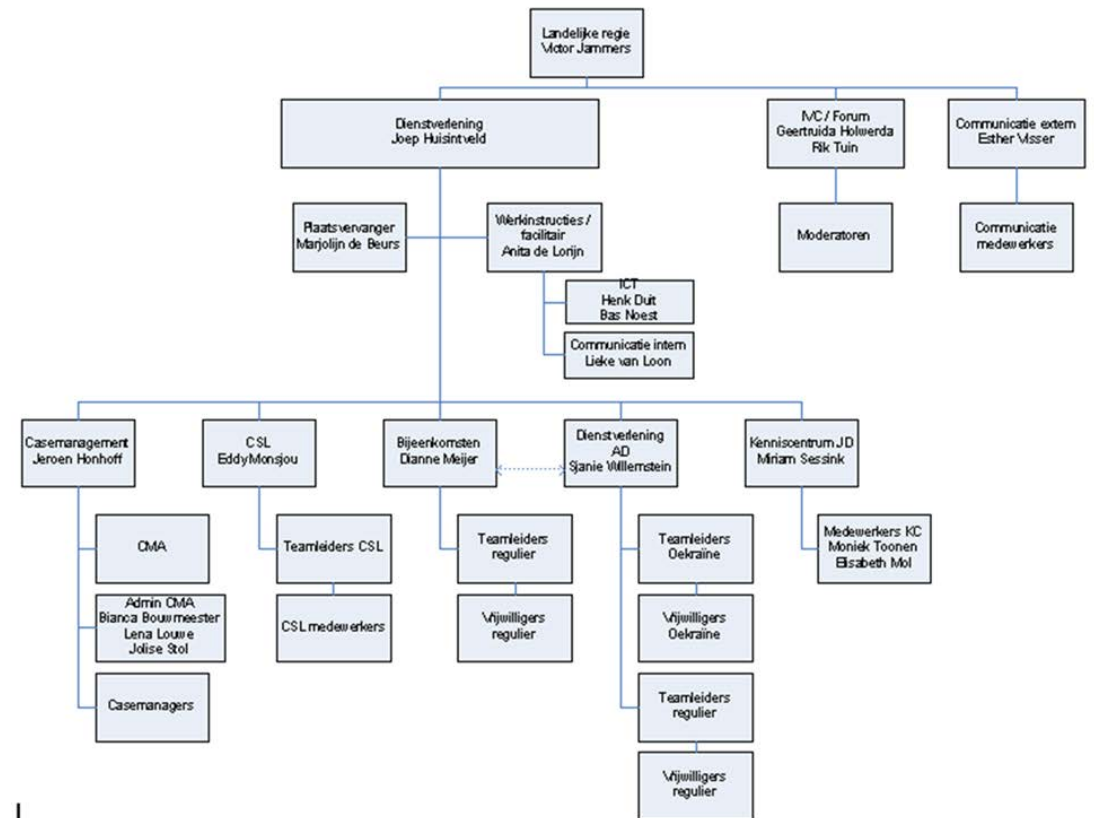
The roller coaster speeds up

- Lawyers start to contact Victim Support NL.
- First contacts with Victim Support organisations in other countries.
- 13:00 closed section IRC live.
- 15:30 notification of possible arrival of remains of victims on Wednesday July 23. In that case 40 personnel needed for psychosocial support.

Day 10. Saturday July 26, 2014

Exceptional and complex demand

- Leadership needed
- More formal temporary organisation needed



Our support in 2014 & 2015

- Psychosocial support in circa 10 information meetings
- Psychosocial support at all 10 arrivals at Eindhoven Airport
- Direct psychosocial, practical, legal support to the families of about 200 victims (mostly Dutch)
- Support families who want to see the pictures made by LTFO of the remains of the victim
- Information and Referral Centre (still active)
- Newsletter (still active)
- Organise meetings on legal issues.
- Stimulate cooperation between lawyers
- Support the start of an organisation of families of victims.

MH17 versus 8U771

Crash in Ukraine 2014 compared to crash in Tripoli 2010

- Months became weeks
- Weeks became days
- Days became hours

- Political aspects much more prominent

- Web of cooperating organisations much faster woven

Two years later (1)

Victims are resilient

- July 21, 2014
- November 10, 2014
- July 17, 2015
- July 17, 2016



Two years later (2)

The next of kin do encounter may problems

- The loss is unexpected
- The loss can be multiple
- The identification proces may take a long time
- The body may not be intact
- Media confront you with the crash when you're unprepared
- Who pushed the button?

Two years later (3)

The evaluation

- Calamity protocols Victim Support NL updated: responsibilities, procedures
- Relevant documents made easily available internally
- Cooperation with the police was excellent. New agreements for further improvement made

Two years later (4)

- March 24, 2015
Germanwings, France, 150
- October 31, 2015
Metrojet, Egypt, 224
- November 15, 2015
Bombings / shootings
Paris, France, 130
- July 14, 2016
Truck in crowd
Nice, France, 86



Two years later (5)

Look forward

- Information that victims can trust is vital
- International cooperation with respect to support of victims is vital
- Training of personnel is vital