

Annexure 8:

DVI Management Roles

Source: *INTERPOL DVI Guide*

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8. Key DVI Management Responsibilities

There are a broad range of issues that must be considered by the authorities to ensure that jurisdictional requirements are met. The following is a summary of the main considerations of key management positions within the DVI process. They should not only be exercised during the response phase to a mass casualty event, as pre-planning and training is important in order to enhance the effectiveness of the response and the overall quality of the DVI outcomes.

8.1. DVI Commander

As the DVI Commander is required to assume responsibility for the overall operational response to a DVI event, the following are considered essential in developing and maintaining such response:

- Establish an appropriate DVI command and control structure to ensure all DVI activities are organised and coordinated.
- Gather accurate and timely information regarding the disaster (scope and extent) so that tailored plans can be developed.
- Initiate the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Appoint the DVI Phase Coordinators and other key roles as required.
- Implement clear communication channels to facilitate the co-ordination and flow of information.
- Ensure that adequate capacity and capabilities are maintained to effectively respond to the incident.
- Brief the Coroner or equivalent authority and the relevant lead authority.
- Ensure adherence to occupational health, safety and welfare requirements.
- Ensure maintenance of incident and decision logs.
- Liaise with key participants to ensure the overall response is coordinated e.g. crime scene investigation command.
- In accordance with jurisdictional policies, activating national/international responses as necessary.
- Ensure all information and data is managed and tracked throughout the DVI process.
- Ensure regular situation reports are received from the DVI Phase Coordinators.
- Liaise with the lead authority to develop media strategies.
- Provide briefings to relevant authorities during the course of the DVI response.
- Ensure assets and equipment is made available to support the DVI response.
- Establish and maintain contact with other involved domestic and foreign agencies and other organizations (e.g. travel agencies, airlines).
- Engage technical support to assist in the identification process and manage information.
- Liaise with interested parties such as embassies, inter-agency organizations, international organizations, etc.
- Ensure appropriate communication and support are provided to next of kin.
- Authorise identifications for the DVI Identification Board.
- Ensuring sustainability of overall DVI operations.
- Ensure adequate security is maintained for all DVI processes, sites and phases.
- In consultation with the Coroner or equivalent authority and relevant specialists, determine the autopsy procedures to be followed.

- In consultation with the Coroner or equivalent authority and relevant specialists, determine processes to be employed in the repatriation of human remains.

8.2. DVI Scene Coordinator

The DVI Scene Coordinator should be an experienced and senior DVI specialist who is responsible for the management of activities during the scene phase of the DVI operation. The following factors are considered essential to ensure that the integrity of the disaster site is maintained and that all DVI related activities are managed at a high level.

- Implement the scene phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Clearly establish the grid and numbering system to be applied.
- Implement clear communication channels to facilitate the co-ordination of activities at the disaster site.
- Provide the DVI Commander with accurate and regular updates.
- Ensure adherence to occupational health, safety and welfare requirements.
- Appoint key roles as required, including support roles.
- Maintain a log of all DVI scene activities and communications.
- Ensure that DVI equipment is available.
- Arrange DVI Scene team(s) for the scene.
- Liaise with other emergency services at the site.
- Ongoing assessment and evaluation of the incident.
- Source additional DVI personnel, both local and external through appropriate channels if required.
- Appoint and brief DVI Scene Team Leaders.
- Appoint a Human Remains Holding Area Controller and confirm the location of the Human Remains Holding Area.
- Appoint property teams to manage property.
- Monitor and coordinate DVI Scene teams, including support personnel.
- Liaise with the Human Remains Holding Area Controller and DVI Post-mortem Coordinator regarding the transfer of all remains to the allocated Mortuary.
- Ensure recording techniques, such as video, photography including aerial photography, scale maps and other electronic recording methods are used where appropriate.
- Ensure adequate security of the scene/site.
- Monitor quality assurance of DVI documentation.
- Appoint a DVI Information Technology member (if database is deployed at scene).

8.3. DVI Post-mortem Coordinator

The DVI Post-Mortem Coordinator should be an experienced DVI specialist who is responsible for the management and outcomes of activities during the post-mortem phase of the DVI operation. The following factors are considered essential to ensure that the integrity of post-mortem activities is maintained and that all DVI related activities are managed at a high level.

- In conjunction with the pathologist, implement the post-mortem phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Appoint the DVI Post-mortem Human Remains Team Leader.
- Appoint property teams to manage property.

- Ensure any direction from the Coroner or equivalent authority in relation to the examination of the human remains is implemented.
- Implement clear communication channels to facilitate the co-ordination of activities at the mortuary.
- Ensure adequate staffing for DVI post-mortem procedures.
- Provide the DVI Commander with accurate and regular updates.
- Liaise with key specialists to ensure a process for the conduct of all examinations is developed.
- Monitor quality assurance of DVI documentation.
- Ensure a person is appointed to assist with file management, if required.
- Ensure that completed DVI documentation is promptly delivered to the DVI Reconciliation Centre or Information Management Centre.
- Monitoring the repatriation of human remains in accordance with the direction of the Coroner or equivalent authority.
- Ensure adherence to occupational health, safety and welfare requirements.
- Ensure adequate security measures exist at the mortuary.
- Appoint a DVI Information Technology member (if database is deployed at the mortuary).

8.4. DVI Ante-mortem Coordinator

The DVI Ante-Mortem Coordinator should be an experienced DVI Police Officer who is responsible for the management and outcomes of activities undertaken during the ante-mortem phase of the DVI operation. The following factors are considered essential to ensure that the integrity of ante-mortem activities is maintained and that all DVI related activities are managed at a high level.

- Implement the ante-mortem phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Establish an Ante-mortem Coordination Centre (AMCC).
- Establish interview teams and co-ordinate their activities to complete missing person enquiries.
- Obtain passenger manifests and other information to compile missing person lists.
- Liaise with local and international police services, INTERPOL, consulates, embassies, other law enforcement agencies as well as Government and non-government agencies in relation to the collection of dental/odontological/fingerprint and medical records, and the completion of yellow INTERPOL DVI Ante-mortem Forms.
- Ensure adherence to occupational health, safety and welfare requirements.
- Ensure adequate staffing for DVI ante-mortem phase activities.
- Co-ordinate the gathering of all relevant ante-mortem information.
- Appoint a DVI AMCC Manager.
- Appoint a DVI Ante-mortem Records Team Leader.
- Establish a DVI Ante-mortem Records Section.
- Appoint a DVI Ante-mortem Interview Team Leader.
- Liaise with other DVI Phase Coordinators regarding updates from their activities so that the transmission of relevant information can be effectively and efficiently communicated.
- Provide the DVI Commander with accurate and regular updates.
- Establish a system to locate and maintain contact with families and friends of missing persons to complete ante-mortem collection processes.
- Liaise with those responsible for establishing Family Assistance Centres.
- Develop communication channels with relevant incident call centres.
- Ensure all ante-mortem information is collated and analysed prior to being forwarded to the DVI Reconciliation Centre or Information Management Centre.

- Co-ordinate the regular and timely dissemination of information relating to the incident to the next of kin of missing persons.
- Ensure quality assurance of all ante-mortem documentation.
- Ensuring adequate security of the AMCC.
- Appoint a DVI Information Technology member (if database is deployed during this phase).

8.5. DVI Reconciliation Coordinator

The DVI Reconciliation Coordinator should be an experienced DVI specialist who is responsible for the management and outcomes of activities undertaken during the reconciliation phase of the DVI operation. The following factors are considered essential to ensure that the integrity of reconciliation activities is maintained and that all DVI related activities are managed at a high level.

- Implement the Reconciliation phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Establish and manage the operations of the DVI Reconciliation Centre.
- Appoint key Team Leaders within the various units of the Reconciliation Centre.
- Establish a section to receive, log, record and file ante-mortem and post-mortem information.
- Prepare formal identification reports for approval by the DVI Commander.
- Convene the DVI Identification Board.
- Ensure adherence to occupational health, safety and welfare requirements.
- Liaise with the DVI Reconciliation Specialist Sections to establish their functions.
- Liaise with the DVI Commander regarding the provision of necessary resources for the phase four functions.
- Ensure regular liaison with the Team Leaders to manage the identification process.
- Liaise with the DVI Post-mortem Coordinator and the DVI Ante-mortem Coordinator regarding the management of post-mortem and ante-mortem information.
- Provide the DVI Commander with accurate and regular updates.
- Oversee the preparation of elimination charts, if manual charting is implemented.
- Receive, record and chart the results of the specialist advisers.
- Prepare identification briefs for the Coroner or equivalent authority.
- Attend and give evidence at courts, inquests or inquiries as required.
- Ensure file quality assurance.
- Appoint a DVI Information Technology member (if the database is deployed during this phase).
- Ensure adequate security of the Reconciliation Centre.