

# Special Assistance Team Development & Support

To properly respond to a fatal accident with support for families, friends, victims, and survivors, airlines and a few other forward thinking companies have created SAT members consisting of trained volunteers. These people are interested in compassionately supporting and helping meet the immediate needs of grieving friends and families.

## Helping you select your SAT volunteers:

- Provide a screening questionnaire for interested respondents using the orgsurv.com survey platform
- The questionnaire will probe necessary attributes, behaviours, experience and other requirements to be part of the care team
- Interview potential SAT recruits for their suitability

## Helping you train your SAT members:

- Training is an on-going process with different needs in the first year and subsequent years.
- In your first year conduct a series of two day introductory workshops conducted by one of the docleaf Trauma Team therapists
- All SAT members will be provided with an extensive SAT manual
- In year two onwards conduct a series of one day refresher workshops

## Helping you support your SAT deployment:

- Deployed SAT members can be supported by docleaf's trauma team of experienced trauma psychotherapists
- Support can be on-site, at HQ and by phone
- Activation of support services requires an on-going contract with docleaf

## ISSUES:

Transport disasters

Explosion & fire

Employee fatalities

Death in service

Natural disasters

docleaf have over 15 years of experience of responding to fatal incidents. We can help you build resilient SAT members.

## BENEFITS:

Build a caring reputation

Increase staff confidence

Brand protection

Reduced litigation

Decreased insurance



docleaf®

[www.docleaf.com](http://www.docleaf.com)

[info@docleaf.com](mailto:info@docleaf.com)

Tel +44 (0) 1923 681224