



**INTERPOL**

**DISASTER VICTIM  
IDENTIFICATION GUIDE**

**ANNEXURE 7**

**DVI MANAGEMENT ROLES**

NOVEMBER 2023

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 to enhance the effectiveness of the response and the overall quality of the DVI outcomes.

### 7.1. 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 co-ordinated.
- 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 co-ordinated – 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 DVI response.
- Ensure assets and equipment are 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 PM 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.

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, Safety Officer, Quality Assurance Manager, Staff Officer.
- 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 PM 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).

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

- In conjunction with the pathologist, implement the PM phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Appoint the DVI PM 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 PM 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.
- Including psychological debriefing at the termination of the event
- Ensure adequate security measures exist at the mortuary.
- Appoint a DVI Information Technology member (if database is deployed at the mortuary).

#### 7.4. DVI AM Coordinator

[Return to Contents](#)

The DVI AM Coordinator should be an experienced DVI Police Officer who is responsible for the management and outcomes of activities undertaken during the AM 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 AM phase of the DVI response in accordance with agreed operational plans and/or jurisdictional arrangements.
- Establish an AM 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 AM Forms.
- Ensure adherence to occupational health, safety and welfare requirements.
- Ensure adequate staffing for DVI AM phase activities
- Co-ordinate the gathering of all relevant AM information
- Appoint a DVI AMCC Manager
- Appoint a DVI AM Records Team Leader
- Establish a DVI AM Records Section
- Appoint a DVI AM Interview Team Leader
- Liaise with other DVI Phase Co-ordinators 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 AM collection processes.
- Liaise with those responsible for establishing Family Assistance Centres.
- Develop communication channels with relevant incident call centres.

- Ensure all AM information is collated and analysed prior to being forwarded to the DVI Reconciliation Centre or Information Management Centre
- Coordinate the regular and timely dissemination of information relating to the incident to the next of kin of missing persons
- Ensure quality assurance of all AM documentation.
- ensuring adequate security of the AMCC
- appoint a DVI Information Technology member (if database is deployed during this phase).
- Ensure adherence to occupational health, safety and welfare requirements
- Including psychological debriefing at the termination of the event

### 7.5. DVI Reconciliation Coordinator

[Return to Contents](#)

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 AM and PM 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 PM Coordinator and the DVI AM Coordinator regarding the management of PM and AM 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.