Family Interview Protocol

1. Upon registration at the FAC provide families with a list of information that may be required during a family interview.

2. When families feel they have the information to provide interviewers, each family must schedule an appointment with the Family Interview Coordinator.

3. Allow for 3 hours for each interview, which includes a 30 minute break period for the interviewer and any necessary information checks.

4. All antemortem information is obtained through in-person or telephone interviews by trained interviewers

5. Supervisors orient/brief all interviewers on the procedures and antemortem data collection forms.

6. Conduct family interviews in private and quiet rooms.

   - Reassure families that all information will remain confidential.

   - Be prepared to address concerns that giving antemortem data or DNA samples imply that they have given up hope.

7. Collect antemortem information using the KCMEO-approved VIP forms.

   - Dissuade families from acquiring and bringing medical or dental record to the FAC. Instead, obtain a signed release form to allow for the release of medical and dental records.

   - Provide translation/interpretation services if needed

8. A KCMEO advisor will be available for questions from interviewers or families during family interviews. Interviewers may have questions about what may be useful information for identification.

   Family Questions could consist of:

   - Why do I need to provide that information?

   - Why is that information helpful?

   - How would this information aid in the identification process?

9. If family members are not able to attend the FAC family interviews can be done by an interviewer over the phone through the Public Information Contact Center.

10. Families should provide a signed release of medical and dental records form

11. All forms should be copies/printed and kept in the case file. All data should be entered into an electronic records system.

Forms to be completed:

1. VIP Form
2. Dental Records and DNA Sample Release Form