

# DISASTER HUMAN SERVICES

Immediate professional care for families following tragedy



Kenyon's Disaster Human Service assists companies and governments in managing the immediate and long-term consequences for families who have lost loved ones following an emergency. The service is worldwide and irrespective of the numbers of family members involved or the cause of the emergency.

We maintain over 1800 specialist personnel to meet the requirements to operate this service on a full international basis. The personnel include those with soft skills who interact one-on-one with family members at their time of greatest need; others who are trained to interview families for vital information to assist identification; and a core team for management of data, logistics and systems. Kenyon-owned equipment supports the establishment of Family or Humanitarian Assistance Centers.

For any incident, Kenyon will always deploy our unique crisis management software, Kenyon Response®. This web-based platform manages the data at every stage of the humanitarian support process.

## The Service

- Incident-located Family Assistance Centers and Humanitarian Assistance Centers (logistics and administration)
- Extensive resources to meet child care, cultural, and faith requirements
- Conferencing and simultaneous-translation equipment and operating staff
- Trained Special Assistance Teams to directly support family members wherever they are in the world
- Family interviews conducted to gather missing person information to INTERPOL standards
- Psycho-social professionals to assist families with the recovery process
- Coordinate with local and international call centers and governments to establish missing person status and collect data on family members
- Assist families with insurance, finance, and legal issues
- Kenyon fully-independent expert legal advice and counsel available either by phone or as part of the deployed Kenyon team

## How it Works

- Client engages Kenyon Disaster Human Services on a pre-incident basis
- Kenyon provides Orientation Training to set expectations and agree on priorities
- Kenyon provides activation planning material for client's own plans
- Client activates Kenyon using any Kenyon office 24-hour number
- Kenyon deploys first-response team for assessment of incident
- Kenyon deploys all necessary personnel and equipment

## Further Information

If you would like to know more about the Kenyon Disaster Human Services and how it can complement your existing emergency plan please email at [kenyon@kenyoninternational.com](mailto:kenyon@kenyoninternational.com) or contact any of the Kenyon worldwide offices.



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