

Extending Caring Support to Families of Missing MAS MH370 Passengers

Written by Tzu Chi Foundation
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Upon receiving the news of missing aircraft, Tzu Chi Foundation has been carefully following the development. In the morning of March 8, Tzu Chi volunteers of Malaysia and Beijing mobilized to care and provide assistance to the passengers' families.

A Malaysia Airlines (MAS) flight MH370, which departed Kuala Lumpur International Airport (KLIA) at 12.41 am on March 8, 2014 and expected to arrive at Beijing at 6.30 am on the same day, has lost contact with Subang Air Traffic Control at 2.40 am. A total of 239 persons, consisting of 227 passengers (including 2 infants) and 12 air crews were aboard the Boeing 777-200 aircraft.

Since the signing of Memorandum of Understanding (MOU) on "Emergency Response Support Services" between MAS and Tzu Chi in 2007, the Emergency Response Business Continuity, Operation Division (formerly known as Emergency Management Centre) of MAS has invited Tzu Chi to attend several professional seminars and training courses, in preparation for efficient second line humanitarian relief operations in the event of mishaps.

MAS and other Search-and-Rescue agencies are working together to determine the position of the aircraft that has lost contact.

On March 8 at about 9 am, Tzu Chi KL & Selangor received a distressed call from MAS, requesting for mobilization of Tzu Chi volunteers as translators and call operators at the Subang Air Traffic Control Centre to liaise with family members of passengers aboard MH370.

30 volunteers have been deployed to extend their care and support to the distressed families of the MH370 passengers at KLIA, while 15 seasoned volunteers have left for Beijing to provide mental support to the families of passengers from China. The volunteers stationed at KLIA will be on shifts until 11 pm.

The search-and-rescue operations are still ongoing. The public may contact MAS at 03-7884 1234 for the latest updates.

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