



Transportation
Safety Board
of Canada

Bureau de la sécurité
des transports
du Canada



INFORMATION FOR FAMILIES, LOVED ONES, AND SURVIVORS

Canada



Information for families, loved ones, and survivors

Transportation Safety Board of Canada
Place du Centre, 4th floor
200 Promenade du Portage
Gatineau QC K1A 1K8

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TRANSPORTATION SAFETY BOARD OF CANADA

The Transportation Safety Board of Canada (TSB) is an independent agency mandated to advancing transportation safety in the air, marine, pipeline, and rail sectors across Canada.

We do this by

- conducting independent investigations, including public enquiries, when necessary, into selected transportation occurrences to determine their causes and contributing factors;
- identifying safety deficiencies as evidenced by transportation occurrences;
- making recommendations designed to eliminate or reduce those safety deficiencies; and
- reporting publicly on our investigations and findings.

The TSB does not assign fault or determine civil or criminal liability. Our focus is on understanding what happened and why, so that similar accidents can be prevented in the future.

HOW THE TSB COMMUNICATES WITH YOU

We recognize that a transportation accident can have a profound and lasting impact on families, loved ones, and survivors. During this difficult time, we are committed to keeping you informed as the investigation progresses.

Waiting for answers can be difficult. While our role at the TSB is to improve transportation safety, we understand how important it is for families, loved ones, and survivors to receive clear information as they navigate the aftermath of an accident.

In the initial days of an investigation, you may be contacted by an investigator from the TSB who conducts interviews with individuals who may have information regarding an occurrence. Information shared during these interviews is confidential and protected under the law.

Following the interview(s), you have the option to contact a Families, Loved Ones, and Survivors (FLS) Liaison, who can:

- arrange another interview with the investigator if you recall additional information;
- provide an update on the progress of the investigation when information can be shared; and
- answer general questions about the investigation process.

WHAT HAPPENS DURING AN INVESTIGATION

A typical TSB investigation includes:

- **Deployment:** Investigators travel to the occurrence site to gather evidence.
- **Evidence collection and analysis:** Investigators examine wreckage, operational records, and other information to understand what happened.
- **Interviews:** Investigators speak with individuals who may have information about the occurrence.
- **Report and safety action:** The TSB publishes its findings and may make recommendations to improve transportation safety.

The *Canadian Transportation Accident Investigation and Safety Board Act* (CTAISB Act) establishes legal protections for certain information collected during an investigation. These protections help ensure that investigations remain independent and that findings are accurate and reliable.

**The TSB shares verified facts and updates on investigation progress when doing so does not affect the integrity of the investigation.
Some information cannot be shared during an active investigation.**

WHAT THE TSB'S ROLE DOES NOT INCLUDE

The CTAISB Act governs how we operate and the information we are allowed to share during our independent and impartial safety-focused investigations. Certain responsibilities related to an occurrence are handled by other organizations.

The following are things we cannot do:

- Share privileged information
- Assist with insurance claims, civil suits, or other proceedings
- Offer psychological assistance
- Comment on an individual's cause of death
- Provide information or details about an ongoing investigation that have not otherwise been provided to the public
- Comment on investigations conducted by other agencies

MENTAL HEALTH SUPPORT RESOURCES

Experiencing or being affected by a transportation accident can be extremely difficult. Support services are available across Canada.

If you are in distress or need immediate support, you can:

- dial or text 9-8-8 to reach the Suicide Crisis Helpline, available across Canada 24 hours a day; or
- visit Canada.ca/mental-health for a list of mental health support services available in your province or territory.

Seeking support is an important step, and these services are available to help you during difficult times.

HOW TO REACH US

www.tsb.gc.ca/fls
FLS-FPS@bst-tsb.gc.ca
873-469-1900

**Scan this QR code
for more information**

