

Sharing the Journey

Newsletter of the Family Assistance Foundation

Volume 1, Issue 3

Third Quarter 2002

Mark Your Calendars!

**2003 Family Assistance Foundation Symposium
March 4-5, 2003
Atlanta, Georgia**



JetBlue Airways, New York's low-fare airline, which launched in February 2000, now employs some 3,600 crewmembers and serves 19 cities around the country. The airline operates a fleet of 31 new Airbus A320 aircraft and is scheduled to add another five new A320s into service by the end of 2002. JetBlue is a proud founding member of the Family Assistance Foundation and fully supports the foundation's goals and values.

As JetBlue grows so does the JetBlue Care Team. The team is presently made up of 160 volunteer crewmembers from across the airline and the goal is to increase this to 700 crewmembers by January 2008.

To become a member of the JetBlue Care Team, crewmembers must receive management approval and undergo a two-day Care training course taught by the JetBlue Emergency Response Department. The course is designed to prepare crewmembers for a crisis and give them the all-important communi-

cation skills they will need in an emergency. The Care Team is ready to be called into action at anytime for any situation big or small, whether that's helping family members after an accident or meeting customers off a turbulent flight.

At the end of the course, crewmembers receive a silver pin with a blue heart to identify them as having completed the Care Training. They are also issued with an Emergency Response Care ID, with an expiration date, that gives them access to secure areas after an incident or accident and provides them with a preliminary deployment checklist.

Since its inception in February 2001, the JetBlue Care Team has been deployed to assist families of deceased JetBlue crewmembers and accommodate passengers from September 11, 2001. On that day, the team was

(Continued on page 2)

Inside this issue:

<i>JetBlue Airways—New York's Low Fare Airline</i>	1
<i>2nd Annual Symposium Preview</i>	1
<i>Captain Al Haynes—An Interview</i>	2
<i>On Complicated Grief</i>	2
<i>BOS Workshop Feedback</i>	3

2nd Annual Family Assistance Foundation Symposium Preview

We are privileged to announce that Captain Al Haynes will kick off the Symposium with our keynote address on March 4.

Captain Haynes was at the helm of the ill-fated United Flight 232 on July 19, 1989 when the number 2 engine of the DC-10 he was flying suffered a catastrophic engine failure causing the loss of all three of the aircraft's hydraulic systems and rendering the flight controls virtually useless. Captain Haynes and his crew managed to get the aircraft to Sioux City, Iowa where they crash-

landed and miraculously 187 passengers and crew survived.

Captain Haynes will talk about what he considered the critical success factors in why nearly 2/3 of the passengers and crew survived such a horrific accident and the importance of communities and responders in preparing for the worst in supporting survivors and families.

(Continued on page 4)

Welcome New Members!

Alaska Airlines*
Air Mobility Command*
Iberia Airlines
Allegiant Air

jetBlue Airways

(Continued from page 1)

launched to assist the thousands of JetBlue customers stranded around the country when the air system was closed down by the terrorist attacks. As a company that calls New York City home, JetBlue was honored to help in any way possible, from providing food and a place to sleep for stranded passengers to purchasing supplies for New York firefighters.

The JetBlue Care Team is led by Penny Neferis, who has been with the airline since its inception. She joined JetBlue as a Safety Manager and developed the JetBlue Emergency Response department in September 2001. Penny, who has a degree in Aviation Safety and experience working with the National Transportation Safety Board, coordinates the airline's annual exercise drills, trains the JetBlue Care Team, ensuring that all members are current in their training, and handles all updates to the JetBlue Emergency Operations Manual.

An Interview with Captain Al Haynes

The following is an excerpt of the interview with Captain Al Haynes-- from The Handbook of Human Services Response, written by Carolyn V. Coarsey, Ph.D. due out later this year. The interview was conducted on May 28, 2002.

CVC: Do you mind talking about any aspect of the crash and losses in your own life?

AH: "No. It is like therapy when I talk about these things. It helps me."

CVC: Have you developed a philosophy or perspective about survival of the accident that helps you cope?

AH: "I have been here 13 years longer than I should have. I and the other survivors of the crash should have died that day. We were given extra years to do the best that we can. No one gets out of this world alive. Being healthy is what is important. In some cases, death is a better option. For example, when my wife Darlene's mother died of Alzheimer's disease several years before Darlene died. Her quality of life was not high at all, but she was alive. I am not sure that life like that is better than death.

Losing a child to me is the worst loss of all. No one wants to outlive a child. The only thing good that we can say about having lost our 37-year-old son is that at least we had him in our lives for 37 years. (Al and Darlene's son was killed in a motorcycle accident in 1996).

(Continued on page 3)

Dr. Therese A. Rando

A Discussion with Carolyn Coarsey about the Complicated Grief and Mourning of Survivors

Dr. Therese A. Rando, is a clinical psychologist in private practice in Rhode Island and founder of the Institute for the Study and Treatment of Loss and author of numerous articles and books including Treatment of Complicated Mourning (1993, Research Press). Dr. Rando attended a recent FAF workshop in Boston. During a break, Dr. Coarsey had the opportunity to talk with Dr. Rando about the issue of complicated mourning and survivors (specifically family members of deceased passengers & crew).

Over the years of interviewing and interacting with bereaved relatives, I have noticed that it is not unusual for survivors to display a great deal of emotion when discussing the loss(es) of their loved-ones and the circumstances surrounding the crashes that claimed their lives--often years after the date of the crash. I am always surprised when I hear other professionals who may observe this state their belief that the survivor has not healed, despite the fact that in many cases the person is living an otherwise productive, meaningful life. Because of Dr. Rando's immense amount of research and experience in the field of complicated mourning, I was glad to have the opportunity to discuss this issue with her.

Dr. Rando validated my belief that an individual can experience brief periods of intense grief reactions without necessarily needing to have treatment. I was intrigued by our discussion and looked up the subject in the book referenced above. Briefly, the term for these reactions on the part of a survivor is "subsequent temporary upsurges of grief" (STUG). An STUG can be described as a brief period of acute grief for the loss of a loved one, which is catalyzed by a precipitant that underscores the absence of the deceased and/or resurrects memories of the death, the loved one, or feelings about the loss. The chapter goes on to say that "too often, healthy and understandable STUG reactions have been misdiagnosed as pathological responses." If you like to read more about this subject, it is found in Chapter 2, pages 64-65.

For all of us who invite survivors to class for the purpose of helping educate family assistance teams, I think it is important to understand this phenomena. I always try to spend a few minutes after a survivor's presentation thanking them for sharing about their loved-one and the very, painful memories of their death(s). After all, the survivors are always our greatest teachers. I am also grateful to researchers like Dr. Rando for continuing to provide us with a framework for understanding survivor experiences.



Al Haynes

(Continued from page 2)

CVC: How has the accident had changed your life?

AH: "It only changed what I am doing with my retirement. For 35 years as a pilot, I was always at home for Christmas and for the important days of my family's life. I attended graduations of my children and all of the special events. I was always a family man." Al went on to say that there have been times that another umpire would offer to cover a game even though it coincided with a family event. "I always tell them to go home and be with their family—little league can wait, but family comes first."

CVC: Do you mind talking about memories of the crash itself?

AH: "No, it is like therapy for me."

CVC: Were you afraid?

AH: I never thought that we would crash. I never believed that we would lose the airplane. I had some doubts about how we would get to the airport and how we would stop, but I never doubted that we would get there.

CVC: Well if you were not afraid of losing the aircraft, what were you concerned about when you told the controller to keep you away from the city?

AH: I was remembering crashes where the aircraft went down in populated areas and people on the ground were killed. Crashes like PSA over San Diego where all of the people in the jet and on the small airplane that collided with the jet were killed, but people on the ground as well. All of my concentration was taken up with what we were doing in the air; I had no idea what the results might be when we got to the ground. A pilot's greatest fear is loss of control of the airplane, and that is where all of our energy in the cockpit was focused that day.

Although I don't remember being afraid, I must have had some concern about the results of the flight because I learned later from the cockpit voice recorder that I had said "Well mom," speaking to my wife, "we may not make the tournament", referring to a little league tournament with which I was scheduled to assist after I returned from the trip."

CVC: Do you remember what you said to the passengers before the landing?

AH: I remember telling them that I wasn't going to kid them; it was going to be a hard landing. I told them to listen to the announcements and then I wished them good luck.

CVC: Who gave the signal for the passengers to assume the brace position?

(Continued on page 4)

BOS Workshop Participants Provide Feedback

As with all Foundation educational activities, participants were asked to complete written evaluation forms. Our goal is to ensure that all education and training meets the needs and expectations of our members and participants. Listed below is a summary from our 100 participants of how we did at our BOS "Community Response to Aviation Disasters" Workshop held on June 20-21.

The ratings range was 1-5, with 1 being worst and 5 being the best:

<u>CATEGORY</u>	<u>AVERAGE SCORE</u>
-----------------	----------------------

Content

The content was interesting to me:	4.6
The content extended my knowledge of the topic:	4.7
The content was consistent with the objectives:	4.4
The content was related to my job:	4.2

Average: 4.5

Setting

The room was conducive to learning:	4.2
The learning environment stimulated idea exchange:	4.3
Facility was appropriate for the activity:	4.4

Average: 4.3

Faculty/Presenter Effectiveness

The presentations were clear and to the point:	4.5
The presenters demonstrated mastery of the topic:	4.7
The methods used to present the material held my attention:	4.3
The presenter was responsive to participant concerns:	4.6
The teaching strategies were appropriate for the activity:	4.3

Average: 4.5

Comments from attendees:

"...Now that I'm leaving, I know I won't be alone if I ever have to go through an accident, and definitely more prepared than before."

"As an airline employee I find myself to be somewhat one-sided in my point of view. Over the last two days my perspective has shifted, I now have a greater appreciation for the work that is done by the men and women of all the various agencies that respond to an aviation disaster. So I thank you for your generosity in sharing your experiences with us and for bringing us all together."

Areas for Improvement

"Heavy topic, more breaks, if only for a stretch would be helpful. Small breakout groups may also be helpful with role playing, etc."

(Continued from page 3)

AH: Dudley, the engineer did. "Brace, brace! He said just prior to the impact."

CVC: So can you remember the impact?

AH: We came in a little left. The right wing dipped down. I recall thinking about whether or not we would make the runway. I heard a whoosh sound. And then I came to in the wreckage. I remember talking to Bill, the co-pilot. I can remember parts of our conversation. I remember that Dudley was on top of me. I told him that he needed to lose some weight. We laughed. It was about 30 minutes before the emergency response personnel found us.

CVC: What was the extent of your injuries?

AH: I had a bruised sternum; one of my ears was almost cut off. There were about 92 stitches around my scalp as I had some cuts on my head. I had a concussion and began to have dizzy spells immediately, which lasted two to three weeks. It was about three months before I returned to flying.

Other highlights of the interview:

At the very beginning, Al had survivor guilt. He had trouble accepting that passengers had died in an airplane that he was flying. He initially felt that somehow he had been at fault. Talking it out helped him come to the conclusion that it was not his fault. Al has come to accept the randomness of who lived and who died that day. He believes that there must have been a reason for the way things turned out. "I survived to do what I am doing. My philosophy on the accident evolved over time. Accidents happen and people make mistakes. This is part of life."

Al's best support came from family, friends, neighbors, his mental health professionals, nurses in the hospitals, and the airline for which he flew. The crew supported each other. Al's experience with the crash also caused him to become a proponent of joint training between flight attendants and pilots as a means of preparation for potential crisis. He has never had dreams or nightmares of the crash. Other than survivor guilt, which he has since worked through, he has no psychological or physical symptoms associated with the crash. Al has never wanted to be considered a hero.

Symposium Preview

(Continued from page 1)

Panels for the 2003 Symposium will include:

Panel development for the Symposium is well underway and we're excited about the sessions for next year. Currently panels are planned on the following topics & issues:

- ◆ The accident investigation process—what airline emergency managers need to know
- ◆ A primer on the legal process; who are the players and why do things happen the way they do
- ◆ Information management—how to effectively deal with information overload in disaster response
- ◆ The multi-disciplinary approach to working with families: airline care team members, psychologists, and chaplains discuss their real experiences
- ◆ Passenger and family survivors provide feedback from recent disasters
- ◆ A panel of medical examiners/D-MORT team members discuss recent disasters and recommendations for airlines and other responders

Registration forms for the Symposium will be distributed in the next couple of weeks. To ensure you received your forms, contact us at 770-909-7474 or e-mail Kate Larson at kate@fafonline.org. You may also reach us via the website



FAMILY ASSISTANCE FOUNDATION.

1691 Phoenix Blvd
Suite 150
Atlanta, Georgia 30349
USA

Phone: 770-909-7474
Fax: 770-909-9552
Email: editor@fafonline.org

© 2002, Family Assistance Foundation, Inc. All rights reserved. This newsletter may not be duplicated or reprinted, in whole or in part, without permission of the Family Assistance Foundation.