



Sharing The Journey

Volume 2, Issue 1

The Official Newsletter of the Family Assistance Foundation

Fall 2004

Our Vision

To provide a positive environment in which airlines and other relevant organizations can share resources, information, experience, and insight about family assistance and emergency management.

Join the Foundation today online at:

www.fafonline.org



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Foundation Unveils the Sara Low Pin

The Sara Low Charitable Trust Fund made a generous donation to the Foundation following the 2004 Family Assistance Foundation Symposium. Mike and Bobbie Low established the Sara Low Charitable Trust Fund along with their daughter Alyson following the death of their daughter Sara who was killed on board American Airlines Flight 11, September 11, 2001. This generous donation made it possible to create the Foundation lapel pin which has been named in her honor as the "Sara Low Pin".



Sara Low

Paula Morgan, late wife of Foundation Co-Founder, Jeff Morgan, designed the logo for the Foundation shortly before her death in 2000. Since the inception of the Foundation, plans had been made to create a pin bearing the logo for members to wear showing their support for the Foundation and as a symbol of compassionate care for disaster survivors. Each paid member of the Foundation receives a pin. Additional pins are available for a \$5.00 donation to Foundation.

About Sara Low

Sara Low was born in Batesville, Arkansas, October 27, 1972. Sara was outstanding in every way. In high school she was a championship runner, a cheerleader, homecoming maid, and winner of numerous awards. She graduated with honors from Batesville High School in 1991 and went on to the University of Arkansas at Fayetteville to earn her Bachelor of Science degree in finance and real estate in 1995. In 1999, Sara became a flight attendant for American Airlines.

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Fourth Annual Symposium to be held in Las Vegas—April 4-5, 2005

The Family Assistance Foundation Fourth Annual Symposium will be held April 4-5, 2005 in Las Vegas, Nevada.

The Las Vegas Hilton will serve as the headquarters hotel and the Foundation has arranged special rates for Symposium Participants.

This is the first Symposium not held in Atlanta, Georgia, home of the Family Assistance Foundation. The Foundation's Board of Directors, in response to



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Donations for Captain Haynes' Daughter Sets New Record

Thanks to many of you and many other colleagues in the aviation community, over \$500,000 in donations was raised for Captain Haynes' daughter, Laurie (Haynes) Arguello. At age 39 Laurie was diagnosed with aplastic anemia. After two years of unsuccessful treatment, her doctors confirmed that Laurie's only hope was for a very expensive bone marrow transplant. Her insurance company needed a \$160,000 deposit before the treatments could begin and then her estimated out-of-pocket expenses were expected to run as high as \$300,000—without extras for complications.



Laurie Arguello

When word went out about Laurie's needs, donations poured in from the aviation community and other organizations from all over the world, with many people stating their gratitude for all that her dad had done to help others following the heroic landing of United Airlines Flight 232, in 1989. Captain Haynes has never accepted payment for his talks about the accident, and has always donated money given for his time to scholarships. Today, Captain Al donates speaker earnings to the National Foundation for Transplants.

According to Janice Hill, Manager of Communications, National Foundation for Transplants, Lau-

rie's recovery has been comparatively quick and without severe complications. She is back at home and feeling well. In addition to the activities involved in being the mother of a 10-year-old boy, she is researching job possibilities she will want to pursue once her doctor gives her a release to return to work, as most BMT patients are told to wait approximately one year before returning to work full-time.

Editor's Note: The Foundation made a small donation to this great effort in appreciation for Captain Haynes' contributions to better emergency preparedness and support of the Family Assistance Foundation

Aer Lingus is Newest Foundation Member

The Family Assistance Foundation is pleased to welcome Aer Lingus as its newest airline member. In a recent conversation, Dr. Carolyn Coarsey asked Joan Kane of Aer Lingus to talk about why they joined the Foundation as well as a brief overview of the Aer Lingus family assistance program. Here's what Joan had to say.

Why have we joined the foundation?

Like any business operating in a difficult trading environment, Aer Lingus have made structural and operating changes over the past 3 years in order to achieve a successful, profitable performance in a business that has changed radically. Such change has brought with it a reduction in staff numbers and increasing demand on current staff to perform. Against this background we consider the joining up with the Family Assistance Foundation an essential move to ensure a consistency in the quality and commit-

ment we have always aimed to provide with our own Family Support Programme.

As Aer Lingus continues to grow and expand across a wider network of routes we are conscious of our capabilities and while we will continue to maintain our own Family Support team here in Dublin, we take great comfort in the knowledge that across the world we now have an army of committed, skilled and experienced volunteers to support any efforts we may be called upon to make regarding the care and wellbeing of survivors.

Our company's philosophy on Family Support

The mission of Family Support is to assist and support passengers and families of passengers in a caring and effective way during times

of crisis after an aircraft accident.

Aer Lingus has invested much time, effort and training putting together a Crisis Management Plan and a select team of people to activate it, so as we can be as prepared as we possible can in the event of an



aircraft accident.

The Family Support Programme is an integral part of this overall plan. Our aim is to provide a human connection between Aer Lingus and families in a caring, professional manner. We also aim to treat families with dignity and respect, accommodating their cultural, religious and ethnic values, wherever possible while taking their own wishes into account.

Families will be guided to official sources of information in a timely manner. Our training programme for volunteers helps to en-

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Certification for Trauma Workers & Responders

In the 1980s, trauma specialists with the National Organization for Victim Assistance (NOVA) and the International Society for Traumatic Stress Studies (ISTSS) were concerned with the quality of treatment available to survivors of traumatic events. The Mental Health Task Force at NOVA and the *ad-hoc* Committee for the Development of Criteria for the Certification of Trauma Counsel-



Association of Traumatic Stress Specialists

ors at ISTSS contributed concepts, criteria and work to begin to set minimal standards of education and experience for trauma counselors. It was hoped that ISTSS and NOVA would join with the National Victim Center to create an umbrella organization to review and approve certifications. Both NOVA and ISTSS determined that the initiation and maintenance of a certification program was beyond the scope of their organizations' purposes and funding capabili-

ties. Consequently, in 1989, the founding members of ATSS, all of whom had been involved in the initial efforts with NOVA, ISTSS or both, made the decision to create the International Association of Trauma Counselors which is now called the Association of Traumatic Stress Specialists or ATSS.

Why Do You Need Certification?

Certification offered by ATSS recognizes an individual's specialized trauma education and experience in treating traumatic stress. ATSS is committed to providing professional recognition for an indi-

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Survivor sponsors creation of Education & Research Foundation

At Symposium 2004, survivor Jeff Arnold was honored for all of his many contributions to the Family Assistance Foundation. Most recently Jeff offered to fund the creation of the 501C-3 for the Foundation, which will allow tax-exempt contributions to be made to the organization for purposes of research and education.

The Foundation has always been a not-for-profit organization

with all funds and donations being used solely for the purpose of developing the Foundation programs and its annual symposium. However, due to the nature of funds that would flow into the Foundation at the time of an actual accident response, the Foundation was not able to treat financial

*The Family Assistance
Education & Research
Foundation will work
hand-in-hand with FAF*

donations with a tax-exempt status. The new research and education arm is eligible for favorable treatment as it will be a separate entity.

The creation of the research and education division of the Foundation will now allow for a more dedicated effort at providing assistance to those who wish to con-

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Sara Low Pin Unveiled

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Her sister Alyson characterized her thusly;

She was a flight attendant.

She was my best friend.

She was my sister.

She was an American Beauty.

And she is my hero.

The Board of Directors and the co-founders of the Family Assistance Foundation are grateful to the family of Sara Low for allowing us to share her legacy each time anyone wears our logo pin which represents the universal symbols of compassionate care for survivors and all involved in disaster response.



The Sara Low Pin

2005 Symposium—Las Vegas, Nevada

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participant feedback, elected to move the Symposium westward to provide easier travel access to folks on the west coast of the U.S. and to ease travel times somewhat for our friends and supporters in the Asia-Pacific region.

This year, the Symposium planning committee consists of airline members, FAF Board Members and Support Team members, and passenger and family survivors. The planning committee is being headed by Dr. Carolyn Coarsey and work is



The new monorail system in Las Vegas

well underway to produce a great program for Foundation participants.

Details about the 2005 program will be posted as they become available on the Foundation website, www.fafonline.org. The website also provides complete details on hotel accommodations, ground transportation and other items of interest. Rooms at the special Foundation rate are limited and participants are encouraged to book early to ensure getting the discounted room rate.

In addition to obtaining some of the latest information available in the

area of survivor and family assistance, the Symposium has become a unique opportunity for airline personnel, other emergency responders and passenger and family survivors to come together in a positive, caring environment and share common feelings, issues and solutions. Survivors and responders alike have expressed gratitude for the opportunity to be able to come together in such a unique way.

Keep up-to-date with Symposium and other Foundation updates by joining the FAF mailing list online at www.fafonline.org.

Aer Lingus Joins Foundation

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sure they have the skills and knowledge to achieve the aims of the programme.

Who are we?

The responsibility for running the

Aer Lingus Family Support Programme is divided between 3 of us, because we each have a full time role within the organisation beside the family support one. Jason Denman currently works as a Staff Relations advisor and has been with Aer Lingus for the last 10 years. He

began his career with Aer Lingus in London in the Cargo department and then the ground operations centre before moving to Dublin to take up a role as a trainer in the Change and Development department.

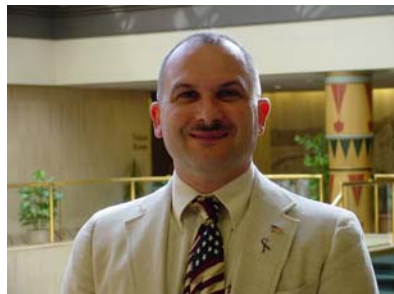
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Jeff Arnold Recognized for His Support

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duct research in areas directly related to improving our understanding of issues that survivors and employees face during and in the aftermath of disasters and other related events. More information on this will be forthcoming. The new 501C-3 will also sponsor the annual symposium and all educational events of the Foundation. This leaves the accident response efforts under the original organization

Jeff Arnold survived the crash of American Airlines Flight 1420,



Jeff Arnold

on June 1, 1999. Since that time he has been an active participant in the education of airline employees, public safety personnel, military responders, and numerous others

on the subject of improving post-crash response. He has donated generously of his time and resources to airlines and other groups around the world. Jeff was honored by the Family Assistance Foundation with the Sharing The Journey Award at the 2004 Family Assistance Foundation Symposium in Atlanta.

Jeff is a Colonel in the United States Army and serves as Alaska National Guard's Plans, Operations Military Support Officer (POMSO), responsible as a liaison with agencies for disaster response planning and execution.

ATSS Trauma Certification

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vidual's unique training, experience and education in traumatic stress. People who meet these criteria deserve professional recognition which acknowledges their commitment to quality trauma treatment.

Is ATSS Certification Available To Individuals Who Do Not Provide Clinical Treatment To Trauma Victims?

Yes! ATSS is an international membership organization committed to recognize the specialized education, experience and skill of individuals who provide trauma response, treatment and services. An individual is not required to have a college degree to become certified as long as they meet standards of training, experience and currency in the field as established by the ATSS Certification Board. We welcome individuals, volunteers, students, retirees and agency/teams within our membership ranks that represent law enforcement, military, clergy, victim services, disaster work, public safety, firefighting, health care, employee assistance, business and industry, social work, medicine, research, education, government – anyone interested in improving services to victims and survivors of traumatic stress.

Which Certification is Right for You?

ATSS offers three distinct international certifications for individuals representing a number of disciplines. You may be eligible for designation as a Certified Trauma Responder (CTR), Certified Trauma Specialist (CTS) or Certified Trauma Services Specialist (CTSS).

CTR recognition is for those individuals who provide immediate trauma intervention through crisis management, debriefing, peer counseling and trauma response.

CTS recognition is certification offered for counselors and treatment specialists who provide individual, group, and/or family counseling to trauma survivors.

CTSS recognition is for those who provide immediate trauma and crisis intervention, crisis support, advocacy or victim assistance.

An individual may hold one, two or all three certification recognitions. Qualifying factors are based on experience, education, training and currency of work.

Why Do I Need Certification? I Have An Advanced Degree And/Or State License That Qualifies Me To Treat Trauma Survivors?

Survivors need to know they can find specialized help. ATSS Certification recognizes that you have specialized education and experience in treating traumatic stress. Indeed, your existing credentials are invaluable in assisting ATSS in maintaining integrity and professionalism among trauma treatment providers. ATSS is committed to providing professional recognition for your unique training, experience and education in traumatic stress. You deserve professional recognition, which acknowledges your commitment to quality trauma treatment.

While ATSS is dedicated to setting standards of excellence for improved response to trauma victims, ATSS does not take the position that anyone must be certified or that only certified members can provide quality services. Trauma treatment specialists should also establish and control their *own* standards of excellence and accountability.

Where Can I Get Training That Meets The Educational Requirements For Certification?

As a member of ATSS, you will automatically receive notice of, and member rates for our annual international conference. This training meets the criteria for accredited coursework. Organizations that provide training consistent with ATSS certification requirements include:

- Family Assistance Foundation
- International Critical Incident Stress Foundation (ICISF)
- Concerns of Police Survivors (COPS)
- Tragedy Assistance Program for Survivors (TAPS)
- Wings of Light
- Family Violence and Sexual Assault Institute (FVSAI)
- Thought Field Therapy (TFT)
- Traumatic Incident Reduction Association (TIRA)
- American Red Cross
- Office for Victims of Crime (OVC)
- National Organization of Victim Assistance (NOVA)
- International Society for Traumatic Stress Studies (ISTSS)

As well as training performed by Certified Trauma Specialists and other education courses related to traumatic stress, response and services.

For more information, please contact ATSS at 512-868-3677 or Admin@ATSS-HQ.com

Visit ATSS online
at
www.atss-hq.com



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"Working Together is the Answer"

*We're on the Web
at
www.fafonline.org*

Aer Lingus

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Keith Gore joined Aer Lingus over 14 years ago and worked as Cabin Crew before moving to the personnel department where he managed the area until moving to his current role as manager of Pensions.

I joined the same year as Keith and also flew as cabin crew for a number of years before moving to reservations and sales. I have been a trainer in the Business Training department for the past 7 years.

While we each enjoy our day-to-day jobs we also enjoy being involved in Family Support. The opportunities it has presented, the exceptional people we have met and experiences we have shared with so many people brings an extra dimension to our lives that we would be missing were we not part of such worthwhile work. We are delighted to announce our membership to the Family Assistance Foundation.

Independence Air Joins Foundation

The Family Assistance Foundation is pleased to announce that Independence Air has joined the Foundation as a full airline member.

Independence Air was officially born on November 19, 2003 as the new airline of Atlantic Coast Airlines (ACA). Up until this

time ACA had operated as either a United Express or Delta Connection carrier. ACA, based in Dulles, Virginia flew their first passengers for United in 1989 and in 2000 started also operating as a Delta Connection Carrier in partnership with Delta.



In December, 2002 United Airlines filed for bankruptcy and with the subsequent issues that followed ACA decided to declare it's "independence". Independence Air flights began officially on June 16, 2004. Independence Air will operate a fleet of at least 112 jets, including 25 Airbus A320/A319 aircraft as well as 87 CRJ's. By September, 2004 the Independence Air schedule grew to 600 daily departures with its Dulles, VA hub becoming the largest low fare hub in the United States.

Independence Air is also retooling its emergency response and family assistance program under the leadership of Chris Woods, Safety Specialist—Emergency Response. While ACA's previous emergency plan was heavily dependent upon its partners, United and Delta, the new airline operation required a new standalone program. Chris and his team have made great strides in developing a world class program and have created their own new family assistance team known as the "iCare Team". Independence Air will utilize its own iCare Team in partnership with the Family Assistance Foundation to ensure it can provide effective and compassionate assistance to their passengers and families in the event of an accident.

The Foundation looks forward to sharing more information and stories about our airline members in future "Sharing the Journey" newsletters.

For more information on Independence Air, check out their website at www.flyi.com.

Don't Forget to Mark Your Calendar—2005 Symposium

April 4-5, 2005

Las Vegas, Nevada