



# Sharing the Journey

Volume 4, Issue 2

The Official Newsletter of the Family Assistance Foundation

Fall 2006



### Our Vision:

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

### Inside the Newsletter

FAF and ATOC jointly sponsor late fall conference November 23-24, 2006. See inside story for details.

West Jet delivers Care during peace times. See inside story

Register early for '07 Symposium in Atlanta, GA, May 1-2.

New Training DVD/Video to be Released Oct 15th! Interviews with family survivors of 9/11, ValuJet 592 and TWA 800 who spoke at the 2006 have been incorporated into a 25 min. video. See details inside on how to order your copy..

## FAMILY MEMBERS AND EMPLOYEE RESPONDERS OPEN '06 CONFERENCE

In the opening panel of the Family Assistance Foundation Conference, family members and responders reflected on events of September 11, 2001, that forever changed all of our lives. Family members Cathie Ong-Herrera, sister of Betty Ann Ong, and Tom Roger, father of Jean Roger, talked about both flight attendants on American Airlines Flight 11. They shared with the audience many of the ways in which they are honoring their memory. Cathie and her brother Harry, along with their parents have founded the Betty Ann Ong Foundation which continues Betty's love and interest in helping children learn to develop healthy life styles. Tom Roger has been involved in numerous activities honoring families of 9/11 and has played a major role in developing the memorial site



Left to Right: Elise Kitterman, Jim Sayer, Kelley Cox, Cathie Ong-Herrera, Tom Roger, Reverend Richard Uftring, Michael Bellone

at Ground Zero. Foundation Board member Kelley Cox moderated the panel and shared some of her own experiences as the Flight Services Base Manager of Boston where the Flight Attendant crew for Flight 11 was based. Jim Sayer, at that time an employee of the Boston Flight Services Base, talked about his involvement with taking calls from flight attendants aboard the flight

during the hi-jacking. Both Reverend Uftring ("Father Rich") and Michael Bellone discussed their involvement as a priest and a uniformed responder, respectively. American Airlines Employee Assistance Manager, Elise Kitterman discussed her role in supporting employee responders during the response as well as in the aftermath of the enormous tragedy.

## '07 SYMPOSIUM TO BE HELD AT ATLANTA HILTON, MAY 1-2

The Family Assistance Foundation will hold the '07 Symposium at the Atlanta Hilton on May 1-2. The program will focus on the importance of coordinated response between private business and public agencies in response to international tragedies. Speakers will include both

family and primary survivors as well as responders, business and agency leaders.

Reserve your room at the Hilton now by calling 404-659-2000 or 1-800-



HILTONS. When calling to make reservations, mention the "Family Assistance Foundation" OR give the Group Code "SYM." Single and double occupancy room rates are \$169/night + tax.

## FAMILY ASSISTANCE FOUNDATION & ATOC TO HOLD CONFERENCE IN UK

The Family Assistance Foundation, in cooperation with the Association of Train Operating Companies will hold a 2-day conference entitled "Supporting Survivors: An Integrated Approach" which will focus on how UK organizations - public, private and voluntary - can work together to recognize and meet the needs of victims/survivors of mass casualty disasters. It will be held at the Village Hotel in Dudley, West Midlands, on November 23<sup>rd</sup> and 24<sup>th</sup>, 2006.

The particular aim of the conference is to bring together all those organizations involved in providing assistance, care and support to those affected by major incidents

Program details are being finalized, but speakers will include representatives

from the following areas/organizations:

- Association of Chiefs of Police Officers (ACPO)
- The Rail Industry
- Family Assistance Foundation
- Passenger/Family Survivors
- Voluntary Sector
- UK Local Authorities
- Aviem International, Inc.

Online registration is now available on the Family Assistance Foundation's website at [www.fafonline.org](http://www.fafonline.org) in the very near future. Check the website for updates or join the FAF mailing list to receive future updates. Registration does not include accommodations, but for those delegates requiring overnight



Village Hotel, Dudley, West Midlands

accommodation, discounted rates are available at local hotels.

Featured survivor panelists will include:

2004: Mr. & Mrs. Robert Brewster whose son Nik and his fiancé Tina died in the Tsunami disaster.

2005: London Underground bombings Primary Survivors: Danny Biddle, who was severely injured, losing legs and arms;

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## FAMILY MEMBERS REVIEW A DECADE OF LOSS

The Foundation honored the families and responders of crashes that occurred ten years prior; ValuJet 592 and TWA 800. Al Griner talked about his son Mark who died on board ValuJet in May of 1996. Al discussed his memories of Mark and his contributions and involvement with the Shriners organizations in memory of his son. Susan and Paul Smith whose son Paul Jordan Smith, III, "Jay" was also killed on board ValuJet along with Mark Griner. Susan and Paul shared about the Foundation that they have set up in Jay's name as well as the Air Force Scholarships which they award each year to promising Air Force members. Al and

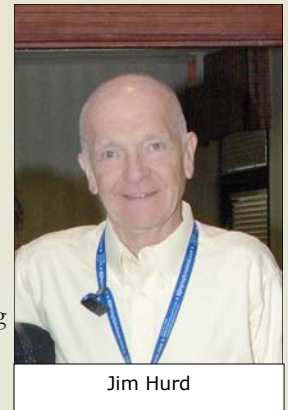


Susan & Paul Smith

the Smiths talked about their lives today and about how they have learned to live quality lives in honor of the losses of their children.

Helen and Larry Siebert lost their daughters Chrisha and Brenna, their only children on board TWA 800 when it crashed off the coast of New York City, in July of 1996. Larry's niece, his sister's only child, and her husband also died in the crash. Larry and Helen described the activities they are currently involved in that honor their children and in particular the "Brenna Fund" which sponsors adoption of pets and funds made available to assist in surgeries for animals who might die without money to pay for emergency surgeries. Jim Hurd shared about his son James

Henry Hurd, III, "Jamie", known for his kindness and love of family and friends. In Jamie's honor, Jim has played a major role in the family organization for TWA 800, devoting a major amount of time to the memorial near the site of the crash.



Jim Hurd

Retired Boeing investigator and president of Safety Services International, Kevin Darcy completed the panel by describing many of the improvements in safety that are associated with findings from both crashes. Kevin's contribution was an important addition to the panel as interviews with survivors clearly show that the accident investigation and recommendations for improvement in safety are important to the healing for family members of deceased passengers as well as survivors.



Left to Right: Al Griner, Helen Siebert, Larry Siebert, Kevin Darcy



## WEST JET EMERGENCY RESPONSE TEAM WORKS TOGETHER TO GRANT A WISH

This past year, WestJet developed a very special relationship with a guest named Brodie Nolan. In fact, Kevin Vandam, a trainer in Emergency Response and Caregivers, is responsible for the close bond that developed between Brodie and the WestJet family.

Kevin inadvertently met Donna Kartz, Brodie's mother, in 2005. She mentioned to Kevin that her son wanted to become an air traffic controller but that this dream was lost when Brodie was diagnosed with brain cancer. Brodie had been working at the Calgary International Airport as a ground handler just so he could be near airplanes. When Brodie got too sick to work, he was forced to quit his job at the airport and underwent several surgeries. Unfortunately, these surgeries weren't successful and all the doctors could do was make Brodie as comfortable as possible.

One day, Donna asked Kevin how much it would cost to fly Brodie around the WestJet world for a day - just get him on a plane and send him all over the place, the more takeoffs and landings, the better! Kevin discussed this request with his coworkers at WestJet and managed to get Brodie a special fare whereby the only charges would be taxes. Instead of charging Donna for these taxes, WestJetters from the Emergency Response team got together and pooled their resources to pay the taxes on Brodie's behalf.

Brodie's last flight departed Calgary on July 12, 2005 and first flew to Winnipeg

where CSAs met him and helped him change aircraft for a flight that was supposed to go directly to Montréal. There was a medical emergency onboard and the flight diverted into Thunder Bay. Brodie was thrilled as he got to see an extra airport! Once his flight arrived in Montréal, two CSAs met Brodie and showed him around the airport, and then he toured Montréal a bit before his return flight to Calgary. He left Montréal, made a stop in Toronto and then arrived back in Calgary later that evening.

On February 22, 2006, Brodie lost his fight against brain cancer and passed away. Three representatives from the Emergency Response department attended his funeral in Calgary. During the eulogy, WestJet was mentioned by name for having made such a large impact on Brodie's life. The WestJet representatives learned afterwards that Brodie had requested to be buried with his WestJet ball cap and a model of a WestJet aircraft that he had in his room.

Throughout Brodie's last few months, Kevin exhibited great compassion and care and successfully involved the entire Emergency Response team in this situation. Kevin let his heart be touched and set the wheels in motion to ensure Brodie lived his dream. It would have been a lot easier for him to empathize and simply walk away, but he didn't. He made calls, he listened, he cried, and in the end, he

celebrated the fact that WestJet was able to touch a family's heart during the worst time of their life. During Brodie's eulogy, only three people were formally thanked at the altar - the doctor who treated him, the nurse who cared for him, and Kevin Vandam from WestJet, for

making his dream come true. Kevin truly embodies the WestJet spirit and serves as a role model to all with his extremely caring nature. Way to go, Kevin!



On April 12, 2006, a memorial bench was permanently mounted in the aircraft viewing area in the upper parking area at the Calgary Hangar. This bench is dedicated to the memory of Brodie Ryan Nolan, whose worst fear was being forgotten. I'm confident that WestJetters, especially Kevin Vandam, won't forget Brodie!



TOP: Leslie Roll, ER Manager; Barb Webster, Advisor; Carrie Steffan, Coordinator. BOTTOM: Greg Smith, Technical Support; Kevin Vandam, Trainer; Don Aultman, Trainer

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Susan Harrison, who was also severely injured, losing a leg; and George Roskilly, who though not physically injured, suffered delayed stress reaction. He will talk about the help he received from King's Cross Support Group & Counseling.

Sharm el Sheikh Egypt Suicide bombings: Mr. Trevor Lakin whose son Jez was killed; Mr. & Mrs. John Corke whose daughter Annalee died with boyfriend Jez.

Kusadasi, Turkey: Mrs. Sharon Holden whose daughter Helyn was killed when a suicide bomber set off a bomb which also wounded severely other members of Sharon's family including her sister and her partner, their son, and her daughter's fiancé.

Employee Responders from the London Underground and the Rail Incident Care Team will also present.

## RECENT DISASTERS: CORPORATE AND AGENCY RESPONSE



**Duncan McGarry**, National Advisor, UK Police Officer Family Liaison Officer program

Duncan McGarry discussed lessons learned in the July 7, 2005 UK bombings.



**Phyllis Mayo**, Special Assistant to the Governor's Office on Women's Policy and Acting Director of the Governor's Office on Women's Policy

Phyllis spoke about the State of Louisiana's Call Center Response during Hurricane Katrina.



**Walt Houghton**, Assistant to the Director, Fort Lauderdale Airport Aviation

Walt spoke about the Humanitarian Response to Hurricane Response.



**Yvette Woods**, Business Continuity Manager, GlobalSanteFe

Yvette spoke about the human side of Hurricanes Katrina and Rita.



**Sherry Richard**, Senior Vice President, Human Resources, GlobalSanteFe

Sherry spoke on the logistical response to Hurricanes Katrina and Rita.



**Vicky Rey**, Vice President, Reservations Administration, Carnival Cruise Lines

Vicky described Carnival's role during the aftermath of Hurricane Katrina.



## WEST JET PRESENTS CHECK TO FAMILY ASSISTANCE FOUNDATION



Left to right Barbara Webster, Leslie Roll, Carolyn Coarsey, and Jeff Morgan  
 Foundation members Leslie Roll and Barbara Webster were so moved by the "heart" experienced at the 2006 conference that they surprised Foundation leaders with a check for \$1000.00 in support of the non-profit organization.

resort town of Whistler, B.C. and the Rocky Mountain destinations of Jasper, Banff and Calgary, Alberta. A portfolio of land tours, under the umbrella of Spectacular Canada, is offered year-round and includes the very best Canadian vacations from coast-to-coast, featuring lodge and ranch experiences, city and resort discoveries, and self-drive vacations.

Headquartered in Vancouver, British Columbia, Armstrong Hospitality Group (owner and operator of Rocky Mountaineer Vacations) is made up of over 400 people. The principles of guest service have been the driving force behind the company's high level of guest satisfaction. The talented staff and crew are led by an Executive Team that offers a combined 50 years of experience with the organization. In turn, the Board of Directors provide significant global business experience and with their guidance, the Rocky Mountaineer has become known around the world as a "trip of a lifetime."

## NEW MEMBER ORGANIZATIONS – WELCOME ABOARD!



### ASA

Atlantic Southeast Airlines was founded in 1979 in Atlanta, GA, by three determined entrepreneurs who dreamed of providing convenient, safe and frequent air transportation between outlying destinations and Atlanta. From its first flight – aboard a 19-passenger Twin Otter between Columbus, GA, and Atlanta – to today, ASA has enjoyed tremendous fortune, growth and success.

In 1984, ASA was selected by Delta Air Lines as one of the first partners in the Delta Connection program. Then, following 20 years of operation and 15 years of partnership with the mainline carrier, ASA was acquired by Delta in 1999. The acquisition by Delta marked the beginning of a period of unprecedented growth for ASA, as the

airline grew its fleet by more than 100 aircraft and its employee base by more than 3,000 team members.

With success in its corner and a bright future on the horizon, ASA began the next chapter in its storied history on Sept. 8, 2005, as the airline was acquired by Utah-based SkyWest, Inc. Together with its new sister carrier SkyWest Airlines, ASA now is a part of the world's largest regional airline alliance.



### Rocky Mountaineer Vacations (Armstrong Hospitality Group)

Rocky Mountaineer Vacations offers year-round vacation packages to the most unique regions of Canada including the acclaimed two-day, all-daylight Rocky Mountaineer rail journey. From mid-April to mid-October (with select December departures) the Rocky Mountaineer travels between the coastal city of Vancouver, British Columbia, the



### Scenic Airlines

Since 1967, when Scenic Airlines flew the first airborne tour over one of the Seven Wonders of the World, the Grand Canyon, Scenic has set the standard for aerial sightseeing tour operators. Today, Scenic Airlines is famous all over the world for our Grand Canyon flights and many other tours to the great National Parks of the United States. They are the largest and most experienced aerial tour operator in the world. Over 10 million customers have visited the Grand Canyon and other National Parks with Scenic Airlines since that first flight. Each year, they carry approximately 300,000 passengers (600,000 enplanements) on sightseeing tours alone.

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### Cargoitalia

Based at Milan Malpensa, central airport for Italian air traffic, Cargoitalia operates with a fleet of DC10-30F and MD11S-F "all-cargo" aircraft. They are the first long-range cargo company to operate in Italy with private and Italian capital. This initiative is an important signal of changes in the Logistics and Transports sector, which over the last few years has witnessed a migration abroad of property belonging to some of the principal Italian companies. Solidly based at the service of Italian businesses and with the "made in Italy" spirit of creativity and quality, Cargoitalia aims to be a reference point for the industry in a market which, today, is the third largest in Europe for size and dimensions of air-import/export

### Global Emergency Resources

Global Emergency Resources, headquartered in Augusta, GA, is a provider of

innovative and easy to use solutions for today's rapidly changing world. They are prepared to help communities, government agencies, and independent companies succeed in protecting,



deploying, and recovering their most vital assets during any threat or disaster scenario. Their staff has proven expertise in Health Care, Information Technology, Aviation, Emergency Operations, Security, Safety, Public Health, Business Continuity, and Financial Planning. Their focus is to provide leaders at all levels and locations with the tools they need to effectively plan for, control, and recover from any and all emergency events.

### The Ammerman Experience

The Ammerman Experience is a communications skills development firm that does one thing and one thing only: they show people how to effectively and confidently reach and influence others through the spoken word. Headquartered in Stafford, Texas,

they provide media training, presentation skills training, and crisis communications training to develop



effective communication within workplace groups. For over 30 years they've trained thousands of people to face the media, answer interview questions, manage a crisis, speak at public meetings & deliver memorable, effective analyst, sales, and other business presentations.



## SARA LOW REMEMBERED BY HOMETOWN TEAM

**Mike Low shared with us the following story from the May 19, 2006 edition of the *Batesville Daily Guard*:**

Sara Low is still connected to the Batesville Lady Pioneers and their winged-feet, state champion track athletes.

Since the season began, the Lady Pioneers have worn the winged-heart image on their jerseys that originated with the Family Assistance Foundation and has become known as the "Sara Low Pin."



Low was a senior on the 1989 Batesville Lady Pioneer state track and field championship team. She was a flight attendant

on American Airlines Flight 11, September 11, 2001.

On May 18, 2006, the Lady Pioneers won their second state championship in a row. Stuart Smith coached the team in 1989 and again in '06.

Mike Low, Sara's father, remembered when Smith came to him to ask if the Lady Pioneers could wear the logo. "It was several months ago, and I told Coach Smith, 'Of course, our family would be honored, and Sara would be very pleased.'" Low said.

The image is the logo for Family Assistance Foundation, and it's much-traveled, Low explained.

"It's now the logo for a nonprofit organization to help family members of

airline and railroad disasters," he said. "It's worn, literally, around the world."

But it's not lost on the Lady Pioneers. Smith and Lady Pioneers McKinley Case, Nicole Smith and Amanda Kohler presented Low with one of the jerseys on a visit to his office at Midwest Lime. Low thanked them and showed them some of his memorabilia of Sara and the 9/11 tragedy.

"Mr. Low is very patriotic and he was very grateful for what we were doing," Nicole Smith said.





'06 CONFERENCE PHOTO ALBUM



Merrilee Morris and Mary Gilbert



Marilyn and Everett Feltham along with Darcelle Markley



Joe Wagoner and Kathleen Schrader



Cathie Ong-Herrera and Tom Roger



Jeff Morgan and Yvette Woods



Yvette Woods and Sherry Richard



Kent Laidlaw and Joan Kane



Carolyn Coarsey and Al Griner



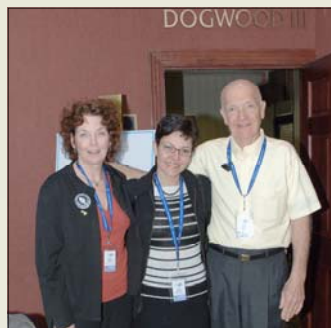
Jim Sayer, Elise Kitterman, Kelley Cox, Kim Frierson, Father Rich and Michael Bellone



Carolyn Coarsey, Vicky Rey, Jeff Morgan



Carolyn Coarsey, Peter Lovegrove and Jeff Morgan



Barbara Skudlarick, Anna Jaskolska, Jim Hurd



Kelley Cox, Mary Gilbert and Lisa Hutchinson

## VIDEO OF '06 CONFERENCE SURVIVOR INTERVIEWS

The new video features interviews with Cathie Ong-Herrera, sister of Betty Ann Ong; Tom Roger, father of Jean Roger, both flight attendants killed on American Flight 11, Sept 11, 2001; Al Griner, father of Mark Griner who died on ValuJet Flight 592; Susan and Paul Smith whose son Jay also died in the ValuJet crash; and Helen and Larry Siebert, whose daughters Brenna and Chisha and Larry's niece, Stephanie, and her husband David died in the crash of TWA 800.

Hear survivors talk about how the losses of their loved-ones have prompted them to make major contributions to the lives of others in honor of the deceased. Other highlights include survivor comments on what a significant difference employee helpers made in the lives of the families and how survivors have discovered meaning in life beyond the tragedies. A great training aid for all who wish to sensitize helpers to issues that survivors face and inspirational stories about how initial coping leads to transcendence as survivors move beyond the devastating losses, integrating their deceased loved ones into their present lives. Order your copy now by completing the order blank below and faxing to 770-454-0045. The price of this new inspirational video is \$299.00 for members and \$399.00 for non-members.

Name \_\_\_\_\_

Organization \_\_\_\_\_

Email Address \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Credit Card with security code \_\_\_\_\_

Expiration date \_\_\_\_\_

Name as it appears on Credit Card \_\_\_\_\_

Billing Address (if different than above) \_\_\_\_\_

Format Circle one:                      DVD                      VHS-NTSC                      VHS-PAL

