

WORKING TOGETHER IS THE ANSWER...

Sharing the Journey



Volume 4, Issue 1

The Official Newsletter of the Family Assistance Foundation (FAF)

Spring 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.

Schedule of Conference Events:

Tuesday April 25,
1:00 PM to 5:00 PM
Invitation Only Corporate
Membership Training &
Meeting

Tuesday April 25,
6:00 PM to 8:00 PM
Early Registration
Survivor Reception hosted
by member Virgin Atlantic
Airways

Wednesday, April 26,
8:00 to 5:30 PM
Family Assistance
Foundation Conference

'06 CONFERENCE HONORS A DECADE OF LOSS AND EXAMINES RECENT DISASTER RESPONSE

On April 26th in Atlanta, Georgia at the Holiday Inn Downtown the Family Assistance Foundation will hold a one-day conference. Our 2006 annual educational event features panels comprised of families and responders from past disasters as well as responders from 2005 terrorist attacks and natural disasters.

The morning sessions will honor families and responders from American Airlines 11 and 77, September 11, 2001 in their fifth year, post-disaster. The early afternoon panel will focus on the tenth anniversary of family members from ValuJet 592, May 11,



Holiday Inn Downtown

1996 and TWA 800, July 17, 1996. Experienced investigators will join the panel to provide discussions of technical lessons learned.

Later presentations will feature speakers on the London Underground bombings as well as responders to Hurricanes Katrina and Rita.

9/11 FAMILY SPEAKERS FEATURE UPDATES FROM PREVIOUS FAF SPEAKERS AND SOME NEW FACES

New Family Members will present...

Tom Rogér, who lost his daughter, Jean, a Flight Attendant on American Airlines Flight #11, will discuss how his family honors Jean's life by actively participating in events that support families and loved ones lost on 9/11. This includes being one of the

founders of Families of September 11, Inc. an organization started shortly after the events of 9/11 that has provided substantial outreach and support to many of the families who lost someone on 9/11 (see www.familiesofseptember11.org). Through that organization, Tom was very active in the initial efforts

to improve airline security, charitable support and victim's compensation issues, long-term mental health support, surviving children's issues, and grass roots programs to try and increase awareness and prevent future acts of terrorism. This includes travel to other countries and meetings with other

(Continued on page 2)

Virgin Atlantic to Sponsor Survivor Reception

Everyone is invited to meet this years survivors and speakers while registering early Tuesday night, April 25th from 6:00PM to 8:00PM



ATSS Conference 2006

Our partners, the Association of Traumatic Stress Specialists (ATSS) are holding their annual conference on March 22-26, 2006 at the Omni Hotel in Charlotte, North Carolina USA. FAF members are encouraged to attend and can register online at the ATSS web site at www.atss@info.com.



Sara Low/Family Assistance Foundation

Pin.

We continue to receive many requests for the Sara Low/Family Assistance Foundation pin, and are pleased and encouraged by the response. We promote the pin at all our events and on the FAF Website. Please let your friends and family know about it and spread the word. The pins can be ordered online for a \$10.00 donation, which is tax deductible.



9/11 FAMILY SPEAKERS (CON'T)

victims of terrorist acts and the organizations that represent them. In his full-time job, as a long-time construction executive for Gilbane Building Company, and with the active support of his employer, since 9/11, he has volunteered countless hours of his time and professional building expertise to represent the 9/11 families as an active member of the Families Advisory Council for the Lower Manhattan Development Corporation that has been in charge of New York City's efforts to rebuild the WTC site and the national September 11th memorial. Through those efforts, last year, he was named as a member of the Board of Directors of the World Trade Center Memorial Foundation (see www.buildthememorial.org) that has the responsibility for fundraising, construction and operation for the WTC Memorial. In support of these building oversight and fundraising activities, he travels frequently from his family home in Massachusetts to New York and many locations around the country.

Former Airline Manager, Rosemary Dillard, who lost her husband Eddie, on American Airlines Flight #77 at the Pentagon brings a unique and complex perspective to the discussion of family survival. Not only did she suffer the personal loss of her husband, but was also the Base Manager of Flight Service for American in Washington D.C. and lost an entire flight attendant crew, friends and colleagues. She will share with us her efforts to honor Eddie's memory.

Returning friends of FAF...

Mike Low, who lost his daughter Sara, a Flight Attendant on American Airlines Flight #11, will share his family's efforts to keep Sara's heroic memory alive by actively participating in events that support families and loved ones lost on 9/11. Mike travels frequently from his family home in Arkansas to many locations around the country. He serves on the Board of Directors for the Family Assistance Foundation.

Cathie Ong-Herrera and Harry Ong, who lost their sister, Betty, a Flight Attendant on American Airlines Flight #11, will discuss the creation of the Betty Ong Foundation (www.bettyong.org) and other activities that the family has been involved with which honor Betty's life. The Foundation's goal is to serve as a helping hand for overweight and obese children. It is the mission of the Betty Ann Ong Foundation to work with children to promote lifelong physical activity and healthy eating habits, and to provide children with the opportunity to experience the great outdoors so that they can grow to become healthy, strong and productive individuals. Since September 11, 2001, Cathie lives each day believing that something good can be born out of their tragedy. For her, that is the Betty Ann Ong Foundation. "It is the only way I know how to survive the death of my sister and to keep her memory alive."

MILESTONES

2006 marks the ten-year anniversary of two air disasters that resulted in a total loss of 340 lives. ValuJet 592 and TWA 800 led to major improvements in the way that families would forever be treated following an air crash in the United States. In addition to lessons learned on family assistance, safety

for the flying public was also greatly improved as a result of information that the investigations of the crashes yielded.

Family members Susan and Paul Smith whose son Jay died on ValuJet 592 and two families from TWA 800 will share with us about what is being done to honor their loved ones

during the ten year anniversaries of the crashes. Families from TWA 800 include Jim Hurd and Helen and Larry Siebert. Jim's son Jaimie died in the crash. Helen and Larry Siebert lost their only two children, Brenna and Chrisha, along with their niece and her husband, Stephanie and Daniel.

NEW OPERATIONS DIRECTOR NAMED

We are excited about having a new Operations Director, Kelley Cox, guiding the Foundation into the next phase of expansion and development utilizing her experience and expertise in Family Assistance. As many of you know, Kelley was a guest speaker at the 2003 Symposium and other workshops following her experience as Manager of Flight Service for Boston and was heavily involved in American Airlines response



Kelley Cox

to the terrorist attack of September 11, 2001. You can learn more about her background by reading our

news releases on our website www.fafonline.org

She will be coordinating our notification drill, streamlining the membership process and database, and expanding our FAF membership base, as well as coordinating communication to all members. Please let her know if you have any ideas or suggestions, and any new leads or contacts. You can reach Kelley at 770.753.6416 or via email at kelleycox@fafonline.org.



The Holiday Inn Downtown Atlanta

Conference attendees are eligible for a special rate of \$99.00 at the Holiday Inn Downtown Atlanta. To reserve your room, call the Holiday Inn at 1-800-535-0707 or 404-524-555 and ask for the Family Assistance Foundation rate.

In addition to great quality meeting space, the Holiday Inn Downtown offers many other features and amenities to conference attendees including:

This **hotel** offers all the comforts of home as well as the convenience of being adjacent to the **Georgia World Congress Center, CNN Center, Underground Atlanta and Turner Field** home of the **Atlanta Braves**, and the newly opened **Georgia Aquarium**. Other nearby attractions include: **Coca-Cola, Centennial Olympic Park, Phillips Arena and Fox Theatre.**

Whether recharging in the fitness room, picking up a last minute gift in our gift shop, or relaxing at our seasonal outdoor pool and whirlpool the **Holiday Inn Atlanta Downtown** near the **Georgia World Congress Center** is the downtown Atlanta hotel that will exceed all of your expectations.

This **Atlanta hotel** offers the fast paced traveler a productive haven for work with all the essentials including free **wireless internet "hot spot"** in lobby and **high speed internet access** in all 260 guestrooms; or guests may try our new inviting bar and restaurant, The International Cafe.

NEW BOARD MEMBER

The Family Assistance Foundation welcomes Duncan McGarry to the Board of Directors.

Duncan is a well-known leader in family assistance in the United Kingdom and serves as the National Advisor to the UK Family Liaison Officer Program. He is a popular speaker on matters pertaining to family assistance around the

world and has presented twice at our annual symposium. We know that all who support the Foundation will join us in welcoming Duncan to our Board. He'll also be one of our featured speaking at the upcoming conference. He was very involved with the U.K. Bombings and will be sharing his experience and insight.



Duncan McGarry

FAMILY ASSISTANCE EDUCATION AND RESEARCH FOUNDATION RECEIVES STATUS AS CHARITABLE ORGANIZATION



Carolyn V. Coarsey, Ph.D.
President of the Family Assistance
Education & Research Foundation

The Family Assistance Educational and Research Foundation, founded a few

months ago, was recently approved by the IRS as a charitable organization when it received its 501(c)3 status. This means that contributions made toward our education and research projects, including the annual conference and/or the biennial Symposium are now tax deductible. Efforts are now taking place to increase and raise funds for research and educa-

tional projects. Inquiries as to how to make donations to any of the Foundation's education and research efforts should be directed to Kelley Cox at kelleycox@fafonline.org. Questions and suggestions regarding research & education should be directed to carolyn@higherresources.com.

Bylaw Changes Help Us Grow!

The Family Assistance Foundation recently changed its membership rules and categories, approved by both the Board of Directors and the General Membership. This change expands full membership opportunities to any organization dedicated to and involved in providing family assistance to customers, employees and families. We're happy to report that new members have joined since these changes and you'll have an opportunity to meet some of our new members at our upcoming conference.

The Foundation also modified its membership categories to provide a better fit with the Foundation's mission and goals. All three membership levels receive discounts on educational programs and training. So if you have been waiting to join – now's the time! Simply go online to sign up at www.fafonline.org. Membership categories, fees and member benefits are detailed on the website.

NEW MEMBER ORGANIZATIONS –

We've enjoyed quite a year of growth at FAF! The following are a list of new Corporate/Full Members and you'll have an opportunity to meet some of their key people at the upcoming FAF conference in Atlanta. In the meantime, please extend a warm welcome to our newest members! We encourage you to visit their respective web sites to learn more about who they are and what they do.



Airbus North America

In the mid-1990s, Airbus delivered about one airplane per month to a North American customer. There are now nearly two Airbus aircraft per week being delivered to customers in the U.S. and Canada. That phenomenal growth has helped Airbus to become the number one aircraft manufacturer in the world. Airbus North America headquarters is just outside Washington, D.C., in Herndon Virginia. The facility employs some 140 people in sales, marketing, and communications for Airbus customers in the U.S. and Canada. This facility also serves as headquarters for Airbus North America Customer Services. www.airbusnorthamerica.com

Association of Train Operating Companies (ATOC)

The Association of Train

Operating Companies (ATOC) is the official voice



for the passenger rail industry in the United Kingdom – representing train companies to the government and other opinion formers on transport policy issues. Britain's train operators are working together to change rail travel for the better.

www.atoc-comms.org



Global Santa Fe

GlobalSantaFe is the only drilling contractor that gives their customers the option of purchasing from a full spectrum of drilling expertise, with a premium fleet that includes 61 off-shore rigs. They can provide engineering expertise and drilling management capabilities as well as a turnkey alternative for their drilling projects.

www.globalsantafe.com



EOS Airlines

EOS, the first single-class, premium transatlantic airline began flying between New York JFK and London (Stansted) in October 2005. The airline features a revolutionary 48 "suite" cabin configuration,

providing its guests a design especially created for international business executives. Flying EOS is more akin to flying on a corporate jet than sitting in a typical business class section.

www.eosairlines.com



Focus Air

Focus Air is a new and well financed, cargo airline dedicated to the B747F Wet Lease market. They currently own and operate two (2) Boeing 747/ 200/ 300 Freighters. Focus Air is a dedicated carrier to the world's ACMI market. A standard ACMI lease includes: Aircraft, Crew, Maintenance, Insurance. Long-term ACMI leases and charter activities are coordinated through their Corporate Headquarters in Fort Lauderdale, FL.

www.focusaircargo.com



MaxJet

Washington-based MAXjet Airways is the industry's first all-business transatlantic airline to offer everyday low fares for true premium service. Operating B767 aircraft configured with 102 business class seats with 60" pitch, MAXjet offers upscale meal service, airport lounges and portable on demand entertainment to its passengers at value-based

fares. MAXjet operates transatlantic routes that began in November 2005, from New York (JFK) to London (Stansted). Beginning on March 15 2006, they will fly between Washington Dulles to London (Stansted).

www.maxjet.com



Safety Services International

SSI offers top-of-the-line safety consulting services to the world's aviation industries and government authorities. SSI consultants have investigated accidents and worked on safety issues in all parts of the world and have built solid working relationships with the world's operators, manufacturers, and investigative and regulatory authorities.

www.safeserv.com



SkyWest

SkyWest Airlines, based in St. George, Utah, operates as a partner carrier to two of the world's largest airlines. SkyWest provides service as United Express in partnership with United Airlines along the West Coast and out of United's Denver and Chicago hubs. At Salt Lake City, SkyWest operates as Delta Connection under a marketing agreement with Delta Air Lines. SkyWest is the world's largest independently owned regional airline. SkyWest

was named the Number One On-Time mainland airline in the United States by the Department of Transportation for 2004, a year in which they carried 13.4 million passengers. System-wide, SkyWest has more than 9,000 employees and serves a total of 124 cities in 38 states and three Canadian provinces with approximately 1,500 daily departures.

www.skywest.com



WestJet

WestJet was founded in 1996 by four Calgary entrepreneurs led by Clive Beddoe, who saw an opportunity to provide low-fare air travel across western Canada. The airline operates a fleet of Boeing aircraft featuring new Next-Generation 737 aircraft with leather seats and more legroom. Transborder service commenced in the fall of 2004 to the cities of Los Angeles, San Francisco, Phoenix, Fort Lauderdale, Tampa, Orlando, and New York. Service to Palm Springs began in January 2005. WestJet was recently recognized for having the most admired corporate culture in Canada, according to The 2005 Canadian Corporate Culture Study by *Canadian Business* and Waterstone Human Capital Ltd.

www.westjet.com

VLM Airlines

Right from the start (February 1992), VLM (short for 'Vlaamse Luchttransportmaats-

chappij' - Flemish Airlines) builds a reputation as a regional business airline



offering time-saving connections between major economic centres in Europe. VLM Airlines won the ATW "Regional Airline of the Year" in March 2006. They are based in Antwerp, Belgium and fly to 11 destinations within Europe.

www.flyvlm.com

FAF Member Orientation

As part of any member's enrollment or other organization's renewal, we offer an FAF Orientation program specifically designed for your needs. We can meet with your team leaders and/or members to conduct a session which includes learning about the notification and activation process, who's who, and crucial contact information (24/7). Contact Kelley Cox at kelleycox@fafonline.org for further information or to arrange for your companies orientation session.

Atlanta Site of '07 Symposium

The Family Assistance Foundation Symposium returns to Atlanta for 2007. The two-day Symposium becomes a biennial event, alternating with our one-day conference in alternate years. This allows the Foundation to put more time and planning into our larger Symposium and gives us an opportunity to focus on our members with a "member's only" meeting on the years in which the one-day conference is held. We hope to announce the dates for our 2007 Symposium in the very near future.

FAMILY ASSISTANCE FOUNDATION 2005 SYMPOSIUM HITS THE JACKPOT! (APRIL 4-5, 2005)

Our first Family Assistance Foundation (FAF) Symposium “away from home”, hits the jackpot in our host city of Las Vegas, Nevada! By all accounts, our attendees enjoyed a different venue and our planning committee deserves a big round of thanks for all their hard work in putting together this year’s event. We also appreciate the generous support of our sponsors who also help make it happen. We are grateful for the wonderful support and participation of our survivors and their families. Without their

personal commitment and sacrifices, none of this would be possible. Their personal stories touch us all, and teach us to be more compassionate and understanding as we learn to improve this important process for all organizations that have to respond to accidents and disasters.

The evaluation results were very good to excellent overall. Survivor presentations were rated extremely valuable and most attendees gained much insight. Attendees suggested we incorporate more time for lessons learned. We

appreciate the time you took to provide us your comments and will work to incorporate this into future programs.

Planning Committee

Kudos to the Planning Committee for doing such a wonderful job on this year’s event. Lead by Carolyn Coarsey as Chairperson, Jeff Arnold, Richie and Marie Anderson, Jim Hurd, Merrilee Morris, Jacque Bastys (Alaska Airlines), Kim Frierson (American Airlines), Bobby Bonds (Amtrak), Chris Woods (Independence Air), Kathleen Schrader and their team at (America West

Airlines). Thanks to Cherie Damron, who provided her professional photography services and did a great job for us.

Sponsorship and Donations.

THANK YOU Airbus, Alaska Airlines, Allegiant Air, America West Airlines, Claudette Pagano, DCC, ESI911, ID Shop, Independence Air, SSI and Virgin Atlantic Airways. THANK YOU Jeff Arnold, Paul McIntosh, Carole and Glenn Johnson, Stan and Merrilee Morris, Mike, Bobbie and Alyson Low.



Richard & Marie Anderson lend a hand during registration. Their daughter, Lauren, was a survivor on American Eagle 3379.



Family Assistance Foundation 2005 Symposium Attendees



Bobby Bonds, Amtrak, talks about disaster preparation.



Jeff Morgan greets attendees.



Mike Low, Survivor, and Kelley Cox. Mike lost his daughter, Sara, on 9/11 on AA Flight #11.



Stan & Merrilee Morris (lost son, Chad, on USAir 427), Richard & Marie Anderson (family survivors), Carolyn Coarsey (lost fiancé on Delta 191), Jim Hurd (lost son, Jamie, on TWA 800) and Barb Skudlarick (passenger survivor and former flight attendant).



Claudette Pagano, survivor of an air taxi crash, presents Jeff Morgan with a \$1,000 donation for the Foundation.



Survivor Teresa Marler & Carolyn Coarsey. Teresa's sister Debbie was a flight attendant killed on AA 587.



Survivor Group attending 2005 FAF Symposium



Attendees enjoying reception sponsored by Allegiant Air.



Survivors Kathleen and Gilbert Manning. Their daughter Sarah and her family, husband Rod and daughters Rachel & Grace, were killed on Alaska 261.



Jeff Braun (The Ammerman Experience), Kelley Cox, Kevin Darcy (SSI), Carolyn Coarsey & Jeff Morgan



Rodney & Brenda Ross. Stepmother Maureen was killed on Egypt Air 990.



USAirways employees enjoying Survivor Reception



Robin and Diana Kellow lost their daughter, Elaine, in the Ladbroke Grove (Paddington Station) train crash.



Mary Gilbert (Manager of Crisis Management, UK Foreign & Commonwealth Office), Jeff Morgan and Carolyn Coarsey.



Jill Houck, Bill Durring, & Wendy Mervis of Delta Air Lines



Carole Johnson, Cyrano & Cyrena Latiff (with son Ruzdeeno) and Glenn Johnson. The Johnson's daughter Beth was killed on PanAm 103. Cyrano was 1st Officer on Singapore Air Flight 006.

SPECIAL THANK YOU TO AMERICA WEST (NOW US AIRWAYS), AMERICAN AIRLINES AND VIRGIN ATLANTIC AIRWAYS!

Special thanks go out to America West now US Airways, American Airlines and Virgin Atlantic Airways for their extra help and effort during two recent events. Our colleagues at American Airlines and Virgin Atlantic helped family members following the U.K. Bombings. The individuals lost their brother and the FAF worked with the Metropolitan Police Family Liaison Officers to assist in their travel from the States to the U.K., and their return home. Our colleagues at US Airways sent four volunteers to Houston, Texas to help a member organization assist their employees in the aftermath of Hurricane Katrina. Hundreds of employees were unaccounted for and their families in the Gulf region severely impacted. They did a great job on the phones and appreciated the opportunity to have first hand experience in responding to a disaster. KUDOS to all our members that provided help during these difficult times. YOU MADE A DIFFERENCE and it was appreciated by all those that benefited from it.



Kelley Cox, (Director of Operations for the Foundation) Sherry Richard, (Senior Vice President of Human Resources, Global-SanteFe) Jon Marshall, (CEO GlobalSanteFe), Laura Vance and Amber Heinz (US Airways).

THE 2006 FAMILY ASSISTANCE FOUNDATION CONFERENCE IS BROUGHT TO YOU BY:



The Foundation will continue to provide updates on the conference on its web site at www.fafonline.org. Currently, over 16 panelists are scheduled to participate in the conference. Please contact the Foundation at 1-770-753-6416 or via email at symposium@fafonline.org with any questions or other requests. We look forward to seeing you there!

CONFERENCE SCHEDULE

Wednesday, April 26, 2006

- 7:00 Registration
- 8:00 Welcome and Announcements
- 8:30-10:00 **9/11 Families—Where are they now?**
- Families at 5 years, post September 11, 2001, share about their lives today and discuss involvement in activities that honor the lives of their loved ones who perished during the terrorist attacks of 9/11.
 - Mike Low, Father of Sara Low, American Airlines Flight 11
 - Tom Rog er, Father of Jean Rog er, American Airlines Flight 11
 - Rosemary Dillard, wife of Eddie, American Airlines Flight 77
 - Cathie Ong-Herrera and Harry Ong, brother and sister of Betty Ong, American Airlines, Flight 11
- 10:00-10:15 Break
- 10:15-11:45 **Employees and Responders—Where are they now?**
- Employee and agency responders will share about their own healing since September 11, 2001 and how the the disaster has shaped their lives.
- Jim Sayer, American Airlines Flight Attendant, spoke to Amy Sweeney, one of the flight attendants, over the phone as the tragedy was unfolding
 - Elyse Kitterman, American Airlines Employee Assistance Program Manager, responded to employees and their families on 9/11 and multiple accidents and incidents
 - Father Richard Uftring, Airport Chaplain, Boston Logan International Airport responded to employees on 9/11 for American and United Airlines
 - Mike Bellone, a medic who responded to 9/11, participating in rescue and recovery
- 11:45-12:30 Lunch
- 12:30-2:00 **Honoring Families of ValuJet 592 and TWA 800**
- The ten-year anniversaries of ValuJet 592, May 11, 1996 and TWA 800, July 17, 1996 will be honored by family members of passengers who perished. Investigators will discuss improvements in aviation safety that resulted from the crashes.
- Susan and Paul Smith, parents of Jay
 - Larry and Helen Seibert, parents of Brenna and Chrisha, Aunt and Uncle of niece Stephanie and her husband, Daniel
 - Jim Hurd, father of Jamie
 - Greg Fieth, Investigator-in-Charge, ValuJet 592, NTSB (retired)
 - Kevin Darcy, Boeing Investigator (retired)
- 2:00-2:15 Break

2:15-3:00 Family Support and the London Underground Attacks

Terrorist attacks in London, July 7, 2005 resulted in a multi-agency response for assisting families. Duncan McGarry, National Police Family Liaison Advisor for the Metropolitan Police in the UK will share lessons learned. Duncan co-wrote guidance around setting up Family Assistance Centres following mass fatalities. He was later asked to help implement this plan after the attacks on London on 7th July 2005. The Family Assistance Centre was able to provide information, support, and a range of facilities to more than 600 people in the weeks and months after the attacks.

3:00-3:15 Break

3:15-5:15 Family Assistance during Hurricanes Katrina and Rita

- Phyllis Mayo directed the State of Louisiana's Call Center during Hurricane Katrina from September 2, through December 31, 2005. Never having directed a call center prior to this, Phyllis will share a unique story with great recommendations on the subject of delivering family assistance over telephones
- Walter Houghton, Assistant to the Director of Aviation at Fort Lauderdale-Hollywood International Airport in Broward County Florida, will share his experience during his activation as the Florida Emergency Response Team responder for Hurricane Katrina. Walt ran the Superdome Helipad in downtown New Orleans for several days following evacuation of the city. He shares his unique perspective as an aviation and military professional involved in the mobilization, family assistance and employer liaison for National Guard and Reserve troops in Florida and Vermont.
- Sherry Richard, Senior Vice President of Human Resources for Global Santa Fe and Yvette Woods, Senior Human Resource System Administrator, share their experience during Hurricane Katrina and Rita as they attempted to locate about 1,000 employees in total with about 400 at significant risk due to the hurricane path. Their organization was able to safely evacuate their rig workers, but wanted to assist their employees and their families located in the Gulf region to provide logistical and emotional support.
- Vicky Rey, Vice President of Reservation Administration for Carnival Cruise Lines, will share her experience as the person in charge of coordinating guest housing on three Carnival vessels contracted by FEMA and deployed to the Gulf region (two in New Orleans and one in Pascagoula, MS) to assist survivors and provide temporary housing. Vicky is a 25-year veteran of Carnival and has a vast range of experience in dealing with large numbers of distressed and displaced passengers and many crisis situations.

5:15-5:30 Closing Remarks



5TH ANNUAL FAMILY ASSISTANCE
FOUNDATION CONFERENCE
HOLIDAY INN DOWNTOWN ATLANTA
ATLANTA, GEORGIA, USA
APRIL 26, 2006

REGISTRATION FORM

(REGISTER ONLINE AT WWW.FAFONLINE.ORG)

Name: (First)	(Last)
Company:	
Title:	(Phone)
Address:	
City:	State: Postal Code:
Province	Country:
E-Mail:	
EARLY REGISTRATION – Registrations must be received <u>on or by</u> April 1, 2005	
Foundation Members:	
<input type="checkbox"/> Individual Registration	US Dollars \$225.00
<input type="checkbox"/> Group Registration – 5 or more from same organization must attend	\$150.00
Non-Foundation Members:	
<input type="checkbox"/> Individual Registration	US Dollars \$275.00
<input type="checkbox"/> Group Registration – 5 or more from same organization must attend	\$225.00
STANDARD REGISTRATION – All registrations received <u>after</u> April 1, 2005	
Foundation Members:	
<input type="checkbox"/> Individual Registration	US Dollars \$325.00
<input type="checkbox"/> Group Registration – 5 or more from same organization must attend	\$250.00
Non-Foundation Members:	
<input type="checkbox"/> Individual Registration	US Dollars \$375.00
<input type="checkbox"/> Group Registration – 5 or more from same organization must attend	\$325.00
Payment Information	
Amount: _____	<input type="checkbox"/> Check or Money Order <input type="checkbox"/> PO# _____
	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express
Card Number: _____	Exp. Date: _____
Signature Required: _____	
Invoices can be provided upon request. Wire transfer details provided upon request. Make checks payable to the Family Assistance Education Foundation, Inc. (FAERF)	
Use Group Registration list to register other group participants.	
MAIL PAYMENT AND FORM TO: FAF Conference Registration, 2475 NorthWinds Parkway, Suite 200, Alpharetta, Georgia 30004.	
FAX FORM TO: 1-770-753-6100	

GROUP REGISTRATION FORM

Please use this form to provide details on other group participants. Make copies of this form if necessary.

1		
Name: (First)	Last:	
Company:		
Title:	Phone:	
Address:		
City:	State:	Postal Code:
Province:	Country:	
E-mail:		
2		
Name: (First)	Last:	
Company:		
Title:	Phone:	
Address:		
City:	State:	Postal Code:
Province:	Country:	
E-mail:		
3		
Name: (First)	Last:	
Company:		
Title:	Phone:	
Address:		
City:	State:	Postal Code:
Province:	Country:	
E-mail:		
4		
Name: (First)	Last:	
Company:		
Title:	Phone:	
Address:		
City:	State:	Postal Code:
Province:	Country:	
E-mail:		