

Working Together is the Answer...

Sharing the Journey

Family Assistance
Foundation

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Official Newsletter of the Family Assistance Foundation

Fall 2007

Jennifer Hagel to Keynote 2008 Symposium

Jennifer's husband, George Smith, went missing on their honeymoon.



In July of 2005, Jennifer Hagel and George Smith were married in a storybook wedding near the water in their home state of Rhode Island, USA. For their honeymoon they sailed on a Royal Caribbean cruise ship, a honeymoon that initially

surpassed either of their expectations. After visiting dream vacation spots such as the South of France and Rome, while approaching the coast of Turkey, Jennifer awoke to learn that George had gone missing sometime while she slept.

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Symposium 2008

The 2008 Family Assistance Foundation Symposium will be held **April 7-9, 2008** in Atlanta, Georgia, at the Hyatt Regency Atlanta Hotel.

Be sure to mark your calendars for this important date. Complete details will be available on the FAF website at www.fafonline.org.

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2007 SYMPOSIUM MARKS A FOUNDATION MILESTONE



The 2007 Family Assistance Foundation Symposium featured, for the first time, survivors from cruise ship accidents and assaults. Symposium participants had the privilege of hearing from both the survivors and from

industry personnel who shared both the bad and good as two different panels highlighted some of the problems

that have plagued the industry as well as a report on changes being made by the industry to ensure that survivors, regardless of the nature of the trauma, are handled in a much more compassionate manner than survivors in past accidents and assaults have experienced.

Cruise industry personnel participating on the panels included Vicky Rey, Carnival Cruise Lines; Lynn White, Royal Caribbean Cruise Lines; and Bill Sera, also of Royal Caribbean Cruise Lines.

FAF HOLDS ITS FIRST UK CONFERENCE

Peter Lovegrove, Champion of the UK Rail Care Team and Operations Support Manager for the Association of Train Operating Companies (ATOC), London, England, attended the Foundation's 2006 Conference in Atlanta and decided that he wanted to bring a similar conference to his country in conjunction with the Foundation. As a result of Peter's vision, November



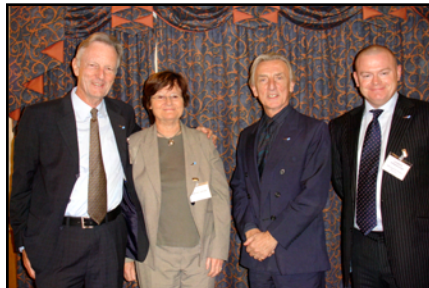
Over 150 delegates participated in the 2006 UK conference.

23-24, 2006, the Family Assistance Foundation co-sponsored a workshop with ATOC in Dudley, West Midlands near Birmingham, England.

Attended by rail employee responders, police officers, other helping professionals, and survivors from throughout the country, the conference was viewed as a huge success to those who attended. The goal of the workshop was to equip delegates with the knowledge, inspiration and means needed to provide the best possible support to those whose lives have been transformed as a result of disasters.

Highlights of the workshop included presentations by survivors from numerous tragedies involving UK citizens. Survivors included two Tsunami families: Jane and Robert Brewster, whose son, Nic, and fiancée, Tina, died during the Tsunami, December, 2005; and Erik Richard, whose grandson Charlie was the youngest British citizen to die in the Tsunami. Other family survivors included John and Angela Cork and Trevor Lakin whose children, Ali and Jez, were killed by a terrorist bomb in Sharm el Sheikh, Egypt, in 2005. Finally, the family survivor panel included Sharon Holden whose daughter, Helyn, died in a terrorist bomb in Kusadasi, Turkey.

Primary survivors included Danny Biddle and Susan Harrison who survived the London bombings of 2005. Susan and Danny expressed



Speakers included Robert and Jane Brewster, Eric Richard, Family Survivors; Darin Birmingham, London Metropolitan Police Service

their gratitude to those who helped them on the day of the tragedy and since. Toni Punshon was injured in

the same terrorist attack in which



Jeff Morgan, Amanda Whyte, Carolyn Coarsey, Peter Lovegrove

Sharon's daughter died. Toni described her survival along with that of several of her family members who survived the same terrorist attack.

The two-day event was opened with a presentation by Detective Superintendent Ann Harrison, Deputy Chair of the Family Liaison National Executive, followed by presentations from responders from the rail industry, Transport for London, airline representatives, and UK Local Authorities.

Evaluations and feedback from participants showed the event to be a very successful effort on the part of ATOC and the Foundation.

The Foundation owes a great thank you to Peter Lovegrove and Amanda Whyte for their crucial efforts in making this conference a great success.



SIMPLE GESTURES MEAN THE MOST

By Ester Moore

A dash of determination, a pinch of creativity, and a pound of love are all the ingredients Jean Schnaak needed to produce a heartfelt work-of-art. To give her husband a private reminder of her feelings for him was all she wanted to do for Valentines Day 1994; her expression of love has turned into the Loving Heart Collection by Jean Schnaak®.

No more ties, silk boxers or gadgets, Mrs. Schnaak wanted a way to express her love with a more personal gesture, so this registered nurse turned into a fabricator. Jean's first *Loving*

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2007 Family Assistance Foundation Symposium

The 2007 Symposium was held on May 1 & 2 at the Atlanta Hilton Hotel. This photo essay shows some of the highlights of this year's event.



Family Survivor Merrilee Morris receives the "Sharing the Journey" Award presented by Bill Durring, Delta Air Lines.



Evan Parsons, Delta Air Lines, also receives the "Sharing the Journey" award presented by Jeff Morgan, Family Assistance Foundation.



Susan Harrison, survivor of the London Underground bombings on 7 July 2005, was this year's keynote speaker.



The Foundation hosted our first Cruise Ship Survivors Panel. L-R: Kimberly Edwards, Nancy Nelson, Ken Carver, Shannon Nowlan.



A second Cruise Ship panel featured passenger and family survivors and industry personnel. L-R: Bill Sera, Royal Caribbean Cruise Lines, Paige Krisnamurthy, Family Survivor, Vicky Rey, Carnival Cruise Lines, Suzanne Eisenberg, Family Survivor, Harold Ruchelman, Passenger Survivor, Lynn White, Royal Caribbean Cruise Lines



The Survivor Reception is a favorite for all attendees, held to honor our survivors and provide a great opportunity for talk and fellowship. Jim Hurd, Family Survivor - TWA 800; Barb Webster, WestJet.



The 2007 Symposium included a large UK contingent: Front Row: Susan Harrison, Michael Greenwood. Back Row: Evan Parsons, Joan Sewell, Martin Head, Joyce Lynas, Terry Devoil, Darin Birmingham, Lucy Payne, Robert Brewster, Graham Walker, Rob Darg

JENNIFER HAGEL TO ADDRESS 2008 SYMPOSIUM

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In an instant Jennifer lost George and life as she had dreamed that it would be. Today, little is known about George as the investigation is still open. Faced with no answers and little to go on, Jennifer has started a new life. Attendees at the 2008 symposium will hear from Jennifer as to the power that one person can have over helping a family survivor find renewed hope for life. We hope that you will join us this year and learn from Jennifer and others about the impact that you and your team members can have on the lives of everyone who goes through tragedy.



Jennifer & George

FOUNDATION RECOGNIZES THOSE WHO CARE: ABOVE AND BEYOND

Each year the Foundation will announce two winners of the **Sharing the Journey Award™** for members. The first one goes to an employee who has contributed to helping survivors above and beyond their daily job. This may or may not be related to a formal response and also could include any activity where an employee of a member organization has personally contributed to a survivor (primary, family, or other employee) in need of assistance.

The second one goes to a survivor who has offered assistance which furthers the mission of the Foundation. Some of the criteria might include speaking in classes and workshops, volunteering to help with the Symposium and other activities, helping other survivors and other leadership activities related to family assistance.

Nominations must be made to the FAF website before March 15th. Please indicate why you believe this person should receive the award by stating what the individual has done that has contributed to furthering the goals of the Foundation in helping survivors. The Board of Directors will announce the winner at the 2008 Symposium. The 2007 winners were Merrilee Morris, mother of Chad Morris who perished in US Air Flight 427, September 8, 1994; and Evan Parsons, Delta Air Lines, Manager, Emergency Planning - Europe, Africa & Asia. Merrilee has spoken at over 50 family assistance classes during the past 4 years and has volunteered countless hours to assist the Foundation with Symposia, workshops and other activities. Evan Parsons has personally responded to requests for assistance from the Foundation on numerous occasions, including the Bahrain Boat Disaster in 2006, and the London Underground Bombings in 2005. Evan never hesitates to assist families, regardless of the circumstances. (See pictures on page 3)

FAMILY ASSISTANCE **HEARTAWARD™** ESTABLISHED

While many organizations have plans to respond to major disasters and mass casualty accidents, the “heart and soul” of an organization is revealed in its ability to mobilize and offer support to affected families, employees and the public during both small and large scale tragic events.

Acknowledging this, and consistent with its mission to support and improve business and industry response to emergencies and disasters, the Family Assistance Foundation Board of Directors will present a new award at its 2008 International Symposium.. The FAF **HeartAward™** will recognize an organization that exemplifies outstanding leadership in human services response—leaders who are making a difference within their industries and within corporate society.

An organization does not have to be a member of the Foundation to receive recognition, but it must display the tenants of corporate social responsibility in placing people at the forefront of both emergency response situations as well as the ongoing support of

employees, customers, the public and others during times of tragedy.

“We want to continue our efforts to highlight those who are doing an excellent job of handling the human dimension of any tragedy,” said Dr. Carolyn Coarsey, co-founder of the Family Assistance Foundation. “This new award will allow us to continue to illustrate how empowered employees can instill the humanity behind their corporate logo.

“Many organizations have response plans in place that fail to consider the human dimension of a crisis,” Coarsey added. “We intend to raise the awareness of this ‘gap’ by recognizing a leader that is advocating significant change.”

Applications and more information on nomination eligibility will be available in January from the Foundation (Check online at www.fafonline.org). It is important to note that employees may nominate the company for which they work. Self-nominations and peer-to-peer applications are also welcome.

**FAF PANEL, “CRISIS COMMUNICATION IN THE NEW MEDIA WORLD” IS A HUGE SUCCESS
PLANNING IS ALREADY UNDERWAY FOR 2008**

Cell phones with both still image and video capabilities, Internet-based outlets that allow virtually anyone to both post and view stories that have instant international reach—these are just two examples of the sweeping changes in the media. The challenges businesses face communicating in the new media world were the focus of a panel on Crisis Communications at the Family Assistance Foundation (FAF) Symposium earlier this year.

“With news and rumor traveling at breakneck speed,” said Jeff Braun, FAF board member and Vice President of Communications, “it’s imperative that companies have specific strategies for communicating with everyone—the media (both traditional and new), employees, guests and other crucial audiences.”

The panel featured representatives from health care and airline industries, as well as educators. Each shared behind-the-scenes challenges and emotions of managing three very different high-profile crisis situations—each of which attracted international attention—and emphasized the value of the Family Assistance Foundation’s Care Team network and resources in mitigating the emotional fallout of such events.



Peggy Flynn, Children’s Hospital of Philadelphia

Peggy Flynn of Children’s Hospital of Philadelphia walked audience members through the decision making process involved in the aftermath of the horrific shooting that occurred in the tight-knit Amish community of Nickel Mines, Pa. In all, three girls were dead at the scene and two more died at the hospital. At least five others were critically wounded before the gunman turned his weapon on himself. Flynn recounted the unpredictable struggles and strategies followed by her staff as they worked to communicate in a very sensitive environment. She emphasized the institution’s approach to protecting the Amish families that were affected by the tragedy. In this crisis, hospital communicators determined they needed to end the openness normally provided to the press to respond to the wishes of the families.

Chad Campbell of the Guilford County School District in Greensboro, N.C., faced an altogether different challenge when he responded to the news that there was a trash can fire at one of the local high schools and drove up to find the building totally engulfed in fire and no students in sight.

From the moment he arrived at the scene, the demand for answers and the need to respond to parents, employees, students and the media was intense.

“We quickly found that the amount of incoming information and requests were overwhelming,” Campbell said.

And the crisis didn’t end when the fire was put out. Almost immediately, the district had to mobilize to accommodate students and teachers in alternative school locations and utilize the media to relay these plans to the community



Jeff Braun addressing this year’s Symposium.

members, as well as handle the outpouring of goodwill and support from the community.

As was discussed during Peggy Flynn’s presentation on the aftermath of the Nickel Mines, Pa., school shooting, there are few more fragile and challenging situations a communications professional will be



Chad Campbell, Guilford County School District.

faced with than having to respond to situations that involve the death of a child.

Marilee Mcinnis of Southwest Airlines provided unique insight into her company’s experience responding to an accident at Chicago’s Midway Airport that injured a number of passengers and killed a 6-year-old boy. She related the stress and grief

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SIMPLE GESTURES MEAN THE MOST

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Heart™ was fashioned out of a pair of discounted heart shaped earrings where she attached an appropriate clasp onto one and gave to her husband to wear inside his flight jacket. Jean's husband, Neil, is a pilot for EOS Airlines, an FAF member. "Because my husband is a pilot he can't wear a lot of jewelry" she said, "his watch and wedding ring are it." So, she produced a small pin to be worn discreetly inside a jacket, as a tie tack or on a belt.

Now you can get your own *Loving Heart*™ to give to your special someone, or wear it in remembrance of a loved one, at the e-boutique, www.lovingheartcollection.com. A small operation. Jean processes the orders, packages the items and hand-ties all of the bows herself and proudly proclaims, "I wouldn't have it any other way."

This is a great gift for those separated by distance, for those that don't like to wear a lot of jewelry or for yourself. The Loving Heart Collection offers us a way to say, "I love you", "I'm thinking of you", "I miss you" every day to those that are here with us in body and in spirit.



FAF'S NEW BOARD OF DIRECTORS & ADVISORY PANELS

Following changes to the FAF Bylaws, the Foundation elected new directors to the FAF Board of Directors and also formed two new advisory panels. The Bylaw changes reduced the number of board positions from 11 to 5. This move allowed FAF to streamline its everyday operations and operate more efficiently. In conjunction with the board changes, FAF also created two new advisory boards: the Member Advisory Board and the Survivor Advisory Board. The purpose of the Advisory Boards is to support the Board of Directors in helping to develop various policies and

procedures and to assist with various projects and initiatives that the Foundation may undertake from time to time. The Board has named the following to the Survivor Advisory Board: Barb Skudlarick, Al Griner, Susan and Paul Smith, Helen and Larry Siebert, Jim Hurd, Joan Pontante, Merrilee Morris, Rich and Marie Anderson and Claudette Pagano. The Member Advisory Board will be announced in the near future and featured in the Spring 2008 Newsletter.

FOUNDATION APPOINTS SYMPOSIUM PLANNING COMMITTEES

As with all previous Symposia, members play a big part in planning each year's Symposium. As Foundation efforts ramp up in putting together the 2008 Symposium, planning committees, under the direction of Dr. Carolyn Coarsey, have been announced as follows:



Aviation Planning Committee

Bill Diring, Delta Air Lines; Barb Webster, WestJet Airlines; Lisa McCartney, Limited Brands; Russ Potter, US Airways; Kim Frierson, American Airlines; Tom Murphy, Reclaiming the Skies Institute; Walt Houghton, FAF Board Member

Cruise Line Planning Committee

Bill Sera, Royal Caribbean Cruise Lines; Ray Gonzalez, Carnival Cruise Lines, Heather Van Der Wal, Holland America

Survivor Planning & Support Committee

Barb Skudlarick, Jim Hurd, Joan Pontante, Merrilee Morris, Al Griner

Healthcare & Industrial Planning Committee

Marci Kagan, Sandra Novak - Aviem International, Inc.; Jeff Braun, Crucial Communications Group

Rail Planning Committee

Peter Lovegrove, Association of Train Operating Companies-UK; Bobby Bonds, Amtrak

Stay tuned for further updates and details as the Symposium draws near.

Photo Album: 2007 Survivor Reception

Each year at the Symposium, the Foundation honors all survivors who come to the Symposium to help educate those who attend, those who volunteer for the Foundation and those who attend to fellowship with Symposium participants.



Walt Houghton, FAF Board Member; Michael Greenwood, Susan Harrison, London Bombing Survivor



Bertha Espinoza, Dorothy Georges, Carnival Cruise Lines; Joan Ferris, Southwest Airlines; Ray Gonzalez, Milly Martin, Edy Meadows, Carnival Cruise Lines



Douglas O'keeffe, Northwest Airlines; Jack Murphy, Family Survivor, Anna Drzewiecka, LOT Polish Airlines; June Marsb, Joan Pontante, Family Survivors



Merrilee & Stan Morris, Family Survivors; Sandra Novak, Aviem International, Inc.



Above: Susan Ezzell, Carla Callaban, US Airways; Kim Bennett, Aviem International, Inc.; Stephanie Tonn, Nancy Rudbeck, US Airways



Right: Lisa MacCartney, Harriet Hansell, Limited Brands; Peggy Zaun, AirFlite/Toyota

2008 SYMPOSIUM PREVIEW

In addition to an opening address by Jennifer Hagel regarding Cruise Line response to tragedy, the 2008 Symposium will feature many speakers and panels pertaining to family assistance and employee support.

Among the many panels, the Foundation will honor the twentieth and tenth year anniversaries of Pan American 103 and Swissair 111, respectively. Carole and Glenn Johnson, whose daughter Beth perished in Pan American Flight 103, where a total of 270 people were killed, will report on where they are in their lives today and will be joined by other family survivors of the tragedy.

Judy and Tim Wilson, whose son Jonathan died in the crash of Swissair 111, along with Lanita Moss, whose husband Tom Hausman also perished in the crash, will make presentations about how they have integrated the tragic events of September 2, 1998, into building new lives in honor of their deceased loved-ones.

A Swissair 111 family member who is newer to the Foundation, Hariett Hansel, will also join us on the panel. Her brother and sister-in-law also perished in the crash. Hariett, like most of the families that we have heard from, was profoundly impacted by the Swissair and Delta Air Lines Care Teams and will report on their family's experiences, then and now. Additional speakers will be announced in regular updates about the Symposium.

Along with family survivors of Swissair 111, the attendees will hear from response leaders of both airlines -



The Hyatt Regency Atlanta Hotel will be headquarters for the 2008 Family Assistance Foundation Symposium. The Hyatt, with the blue dome of the Polaris Room has become a classic Atlanta landmark.

Bill Diring, Manager of Delta Care Team, and Margrit Schilling, formerly with Swissair. They will be joined by Care Team Members who responded to families.

Plans are being finalized for panels on family assistance in many areas including crisis/media communications for all industries, cruise line family assistance activities, airport responses for corporate as well as commercial aviation, and others. Watch our website www.fafonline.org for additional information on panels and speakers as well as other activities for the 2008 Symposium.

2008 SYMPOSIUM TO FEATURE NEW BOOKSTORE - WE NEED YOUR HELP!

The Family Assistance Foundation Book Store will make its debut at the 2008 Spring Symposium scheduled for April 8 and 9 in Atlanta, GA. We are eager to start ordering books and various supplies. Currently, we are compiling a list of books we believe will be appropriate and beneficial for our members and attendees. We want to include your book recommendations. It is our plan to have available the most comprehensive and helpful books we can locate and stock.

Please send us the titles and authors of books you have found indispensable, insightful, and spiritually uplifting as you have worked with the Foundation or sought healing for your own loss. A



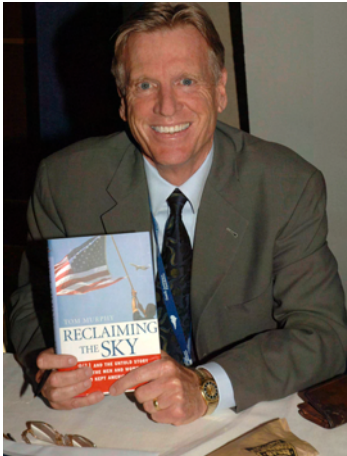
couple of sentences about the book would also prove helpful as we add them to our list and make our book ordering decisions.

Stan and Merrilee Morris along with Christine Wilson have volunteered to stock and host our FAF Bookstore. The Morris' son, Chad, died aboard USAIR Flight 427 in 1994. Merrilee has been a supporter of Family Assistance since meeting Dr. Carolyn Coarsey in 1995. Stan has volunteered in various capacities at the last three symposia. Christine is a furloughed Delta Employee from Boston. She is an experienced Care Team Leader who participated in the Swiss Air 111 crash in Halifax in 1998 and is now a member of the FAF team.

Your FAF Book Store Volunteers are eager to receive your book recommendations. For example, Christine recommends a book called:

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PARTING SHOTS - 2007 FAF SYMPOSIUM



Tom Murphy, "Reclaiming the Sky" (www.reclaimingthesky.com/)



Bill Williams, Ginny Campbell, Family Survivor; Kevin Darcy, SSI, Inc.



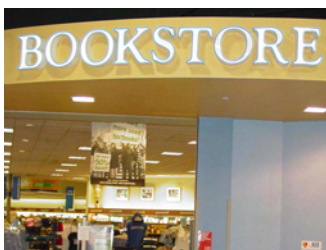
Harold Ruchelman, Survivor; Amy Cann, Aviem International, Inc.



Darin Birmingham, London Metropolitan Police, presents Dr. Carolyn Coarsey with an official English Police Bobby Helmet.

BOOKSTORE

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"Ended Beginnings" by Claudia Panuthos. "This book is wonderful and it helped me find peace. I have since recommended this book to several people who have lost a child and it has gotten many positive reviews."

- The Annual FAF Symposium
- Research Projects on survivors and employee responders
- Memorial Assistance for other survivor groups in honoring their loved ones
- FAF logo products (jewelry, journals, cards for resale)
- Publicity

Please take advantage of the FAF Bookstore and its peer recommended book selections while attending the Symposium. A listing of available books will be included in your Symposium Material. Do drop in and check us out!

Send your book lists to carolyn@higherresources.com or amycann@aviem.com. With your help, we will have a hugely successful FAF Bookstore debut!

Please note that the proceeds from our FAF Bookstore Sales will go toward various Foundation projects including:

- Survivor scholarships to the symposia and other training events

FAF HOLDS ITS FIRST FAMILY ASSISTANCE WORKSHOP IN ASIA-PACIFIC REGION



Participants of the first Family Assistance Foundation Family Assistance Workshop in the Asia-Pacific Region.

FAF held its first Family Assistance Workshop in the Asia-Pacific Region on 29-30 November in Kuala Lumpur, Malaysia. The workshop, co-hosted by Malaysia Airlines, was held at the MAS Academy in Kelana Jaya. Over 75 were in attendance for this ground breaking event.

Dr. Carolyn Coarsey covered the basic concepts of Human Service Response™ and led group discussion on providing family assistance support when confronted with a profusion of cultural, ethnic and racial diversity. Participants learned universal principals of helping based on the fact that we are all humans before anything else and that there are things

we can do to help that transcend race, culture and religious backgrounds.

The workshop also focused on how to move from knowing what needs to happen in a disaster response to actually executing a plan effectively. Jeff Morgan covered the key aspects of having sufficient details in a response plan to ensure everyone

understands their particular roles & responsibilities and that there are sufficient resources to complete all tasks. The goal is to ensure that all survivors receive consistent support, regardless of their location or circumstances.

The workshop included participants from Beaumont



Participants discuss a case study in a breakout session.



Malaysia Airlines was co-host for the workshop and MAS volunteers provided terrific assistance to the FAF in putting on the workshop.

& Son Aviation, Cathay Pacific Airlines, Etihad Airways, Garuda Indonesia, Malaysia Airlines, Philippine Airlines, Qatar Airways, Royal Caribbean Cruise Lines, Royal Brunei Airways, Saudi Arabian Airlines, Singapore Airlines and others. In addition, Matt Hughes from Aspen Medical and Mark Fischer from BMS CAT, both FAF proven partners, also attended and spoke briefly to workshop participants.

Special thanks go out again to FAF member Malaysia Airlines for their generosity and assistance in making this workshop a great success.

THE FOUNDATION WELCOMES ITS NEWEST MEMBERS

The Foundation would like to welcome our newest members who joined us during 2007



CUNARD



Get out there.®

MEET YOUR BOARD OF DIRECTORS

Following changes to the Foundation's Bylaws approved by the Board of Directors and General Membership, FAF elected new members to the board this year. In the next few issues of the newsletter we will be highlighting each board member and providing you with an opportunity to get to know your board a little better.



Jeff Morgan
President & Co-founder



Carolyn V. Coarsey, Ph.D.
Vice President & Co-founder



Jeff L. Braun
Vice President, Communications
Family Assistance Foundation



Walter E. Houghton
Board Member



Richard Anderson
Board Member
Family Survivor



Marilee Mcinnis, Southwest Airlines

associated with finding out a child had died after thinking that everyone had survived with only minor injuries. It was the airline's first fatality in an accident. She shared statements from Gary Kelly, the chief executive officer of Southwest Airlines, and helped illustrate the value of communicating how care teams respond to support those involved in tragic situations.

"It was great to see so many people from so many different backgrounds focus on improving industry's response to tragedies," said Peggy Flynn of Children's Hospital of Philadelphia.

The FAF research and training programs promote a comprehensive approach to communications through the media and all communications channels, understanding that information can become assaulting toward families of those impacted by tragedy if not managed correctly.

"It's easy to become overwhelmed with the pressure persistent press requests can bring," Braun said, "but each of the communicators who shared their stories with the panel kept a close watch on what was being relayed to the press and how it impacted those involved in each of these tragic situations."

Panel members discussed how the use of new media, such as cell phone cameras and social media outlets like Facebook and MySpace, provide added pressures and challenges.

"The reality that individuals can record video on cell phones and broadcast it almost instantaneously to a global audience was a factor in all of the situations discussed by the panel," Braun said. This reality emphasizes the need for comprehensive crisis communications planning so that, when a situation arises, it's simply a matter of activating the plan. The result is an ability to quickly and credibly respond to all audiences.

Audience members agreed that the panel provided new insight into the challenges professional communicators and other responders face in emergency and crisis situations.

"Having an acute awareness of the vulnerabilities in today's communications environment is vital to the success of those involved in the emergency response," Braun added. "As many agreed, it is increasingly more challenging to ensure that all communications gaps are covered."

Based upon the positive responses to the panel, the Family Assistance Foundation is planning for its 2008 Symposium to include a greater emphasis on trends in crisis communications with a pre-symposium briefing, along with specific case studies and a discussion of the latest techniques and strategies. The program will also include crisis communications panels highlighting best practices.

"The Symposium was extremely valuable to me as a communications professional," said Chad Campbell of Guilford County Schools. "The opportunity to share and receive 'real life' tips and information for dealing with a crisis from top experts in their field was invaluable."

Calendar

November 29-30, 2007

FAF Workshop, Kuala Lumpur, Malaysia

January 7, 2008

Online registration opens for the 2008 Symposium

March 7, 2008

Early registration deadline for 2008 Symposium

April 7, 2008

2008 Symposium Pre-conference activities & early check in

April 8-9, 2008

2008 Annual FAF Symposium, Atlanta, Georgia

Check www.fafonline.org for regular updates.

About the Foundation

The Family Assistance Foundation, Inc. is an independent non-profit corporation founded in 2000 for the purpose of empowering people following tragedy. Its mission is to support and improve business and industry responses to emergencies and disasters. The Foundation's annual symposium provides member organizations, as well as survivors, the opportunity to share lessons learned and information about how to continually improve response efforts and business practices. Foundation education and training programs support members by monitoring the long-term outcomes of those impacted by tragedy. Promoting awareness and building skills and knowledge for those who are charged with responding are crucial elements of the Foundation's fully integrated training programs for business and industry.