

"Working Together is the Answer...Compassion Consciousness is the Goal."

Sharing the Journey

Family Assistance
Foundation

VOLUME 7 ISSUE 1

The Official Newsletter of the Family Assistance Education and Research Foundation

Winter 2009

Our Vision:

To raise compassion consciousness on the part of all helpers by exposing everyone within an organization to the needs of survivors, by directly meeting and hearing from them.

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Foundation to Sponsor Multiple Conferences in '09



Barb Webster, Co-Chair,
Manager, Emergency Response
WestJet

Due to growth and expansion of our membership base, the Board of Directors decided to depart from the annual Symposium this year in order to hold multiple conferences. It is believed that by doing so, the presentations and activities can be tailored to better fit the needs of the specific industries. However, all conferences are open to attendees from every industry and all interested survivors. Each conference will feature current best practices for each industry in preparing, evaluating and testing of emergency response plans with emphasis on Human Services Response.

Aviation Conference

Co-sponsored by WestJet Airlines in Calgary Alberta - Sept 15-16, 2009

WestJet Airlines and the Family Assistance Foundation present a two-day conference that will include the opportunity for attendees to hear from survivors of recent accidents, including family members of Comair Flight 5191 and others. Additionally the tenth anniversary of American Airlines Flight 1420, and the



Ray Gonzalez, Co-Chair,
Manager, Care Team
Carnival Cruise Lines

twenty year anniversaries of United Airlines Flight 232 and US Air 5050, will be marked by presentations from passenger, family and crew member survivors.

A second part of the conference will include the opportunity to observe and participate in an annual WestJet emergency response drill coordinated by Aviem International Inc., Higher Resources Inc., and Crucial Communications.

Hotel reservations:

Delta Calgary Airport
2001 Airport Road, NE
Calgary, Alberta T2E 6Z8.
Phone: 403-291-2600 x 6347
Fax: 403-250-8722

Toll-free USA: 1-800-877-1133
Toll-free Canada: 1-800-268-1133
Group Code: 091309
www.deltahotels.com

Cruise Line Conference

Co-sponsored by Carnival Cruise
Lines in Fort Lauderdale, FL
- May 19-20, 2009 Details being finalized.
Check www.fafonline.org for updates.

Foundation Announces New Team Members

Three experienced family assistance program leaders joined the Foundation mid 2008.

Lamar McEwen, retired from Delta Air Lines, joins the Foundation as Vice President of Operations after a 31-year career at Delta, most recently serving as Manager of Emergency Planning and Operations. An industry expert in emergency planning and response, Lamar brings a wealth of experience to Foundation members, having played a major role in many incidents and accidents, including Swissair 111 and Comair 5191.

Bill Durring joins the Foundation as Director of Emergency Response Planning and Logistics after a career at Delta Air Lines and before that 20 years in strategic planning with the United States Air Force. In his last post at Delta, Bill organized and managed the day-to-day operations for the 1300 member Care Team, as well as leading the response for numerous incidents and two major accidents during his tenure,



Lamar McEwen
Vice President,
Operations



Bill Durring
Director, ER Planning
& Logistics



Jolene West
Director, Internal
Operations and
Administration

Swissair 111 and Comair 5191.

Jolene West joins the Foundation as Director of Internal Operations, after a twenty-five year career at Delta. An experienced member of the Care Team, as well as a member of the airline's Critical Incident Response Program, Jolene brings a wealth of knowledge to the leadership

team of the Foundation having had numerous jobs in Airport Customer Service and In-Flight Management. Known for her Friday Stories, Jolene will also review books and recommend titles related to helping, healing, and other items that we at the Foundation think its members will find meaningful.

Disaster Memorials, Newest Division of Foundation To be Headed by Paul Houle

In January 2009, the Family Assistance Foundation added a new division: Disaster Memorials, headed by Paul Houle. The Foundation has long recognized the importance of memorials in the transcendence of survivors of disaster. Many of our members have played an active role in the development of memorials of the tragedies that changed their lives forever, while others are always reminded of the absence of this vital part of their own history. In the past couple of years, the awareness for the need to take an active role in creating memorials for tragedies that had gone unmarked emerged as a goal for the Foundation leadership. Fortunately, Paul Houle, a private citizen with an intense interest in this subject, as well as direct experience, connected with the Foundation in late 2008. By 2009, the Disaster Memorials Division was begun with Paul joining the Foundation as Director, Disaster Memorials.

Paul Houle is a former United States Army traffic investigator with over ten years experience in HAZMAT operations. Paul graduated from the University of North Florida in 1992 with a BA in history. In 2002, he started research on the 1967 Piedmont Flight 22 mid-air collision over Hendersonville, North Carolina. His efforts led to the establishment of the Flight 22 memorial which was dedicated in 2004.

Paul's work with the Flight 22 memorial project changed his life. He enrolled in the Aeronautical Science Masters program with Embry-Riddle Aeronautical University. He earned his Masters degree in the fall of 2008. His graduate research work concentrated on the establishment of memorials to the victims and survivors of past plane crashes where a memorial does not exist. His work with the Family Assistance Foundation concentrates on the establishment of permanent, tangible, and

respectful memorials for the victims and survivors of all types of disasters. He resides in Boiling Springs, South Carolina with



his wife and son. If you are interested in helping with a specific memorial, email Paul at paul.houle@fafonline.org.

(See more about the Flight 22 Memorial on page 11)

Carnival Cruise Lines wins First FAF Heart Award

The “Heart” award honors an organization that exemplifies outstanding leadership in human services response—leaders who are making a difference within their industries and within corporate society. This year, that award was bestowed upon Carnival Cruise Lines.

Carnival Cruise Lines (CCL) is the first cruise line to develop a comprehensive family assistance program to assist the families of passengers and employees during an emergency. Within a two-year period, led by Vicky Rey, Vice President of Guest Services, CCL has trained more

than 1100 ground-based staff including embarkation and reservations agents, guest relations personnel, telephone responders and shipboard security



Vicky Rey
Vice President,
Guest Services
Carnival Cruise Lines



Pictured (l-r): Jeff Morgan, Millie Martin, Carolyn Coarsey, Ray Gonzalez, Gloria Schlemovitz, and Jeff Braun.

employees, captains, officers and others—on family assistance and how to interact with the media during a crisis. In addition, Vicky and her team led the world-wide efforts at training ground handlers, port agents and tour operators on guest care response.

“Vicky Rey, at Carnival, has led the way within Carnival Cruise Lines in establishing benchmarks within the industry for new standards of guest care, particularly following traumatic events,” said Jeff Morgan, co-founder of the Family Assistance Foundation.

Carnival UK Cruise Lines’ Care Team Wins Customer Service Award



Pictured (l-r): Linda Pastor, Gill Attrill, Andrew Baldwin, Katrina Ashley and Katie Pilcher.

Carnival UK, a Southampton England based Foundation member, took the Customer Service Team of the Year Award in a country-wide competition of teams involved in assisting customers. The team is led by Andrew Baldwin and Katrina Ashley. The entire leadership team (shown in the photo) attended the event along with several Carnival UK executives and Carolyn Coarsey who shared tears along with the team when the announcement came that they were the winners.

Five Plane Journeys, Four Hours Sleep – A Day in Customer Care

by: Helen Bennett,

Onboard Sales Manager

MV Arcadia, Carnival UK

I was in the first group to complete the Care Team training course in Southampton in December 2007. As I was on leave from working onboard ship as the Future Cruise Sales Manager, I decided to apply to do the course. I felt that it would be a great opportunity to learn something new and found, although common sense played a major part, there were definitely things that I had never thought of. At this point I never really thought that I would get to use my newfound skills.

We left Palma on 23rd October 2008 and during our passage to our next port of call in Messina, a female passenger became seriously ill and needed urgent hospital treatment. It was decided that the only thing to do was for Captain Ian Walters to turn Arcadia around and to rendezvous with a helicopter so the lady could be airlifted off. The call went out to all members of staff, which had duties to perform to make the ship secure prior to the arrival of the helicopter.

All the passengers in the forward cabins, from A to E deck up to the forward lifts, were asked to vacate their cabins and make their way up to the Belvedere Restaurant. The Accommodation team worked hard to make sure any moveable items were secured on the deck, the Purser's team made sure all the passengers were out of the cabins and the patient was made comfortable by the superb medical team and it was still only 5.30 am!!

At this point the Loyalty Manager, Barbara Campbell, and I were given the responsibility to look after the passengers who had been evacuated from their cabins and to make sure they were alright. We took one side of the restaurant each and worked our way around the passengers, reassuring them that there was nothing to worry about.

The helicopter came and went and everything returned to normal. Well, apart from the discussions between passengers who had not been disturbed who were asking lots of questions, with some feeling a bit left out.

I was at my desk later that afternoon when I received a call from the Executive



Purser, James Cusick, to ask if I would like to escort the husband of the passenger to Palma. Immediately I agreed. The problem was that there was no direct flight from Messina to Palma so it was felt that the gentleman may need some company. The route to be taken the next day was Messina to Rome to Madrid and then to Palma. The route back was not quite as bad, Palma to Barcelona and then to Naples to re-join Arcadia.

It was a long journey with 3 airports. The first two flights were OK just a little tight for time between arriving and checking-in in Rome but we were fine. The nice thing was that we were upgraded to first class. It was fun at Madrid airport, and for those who have yet to travel through it, be aware that it is an adventure!! We arrived at the terminal only to find out that the next flight departed from the second terminal. This airport is a little different than some others as it has a tube train that connects the two terminals. This takes approximately 10 minutes. Well we made it and had about an hour and a half to wait until our last flight was due. By this point the gentleman, who was 76 years old, had become quite tired and was getting nervous with regards to how his wife would be and he didn't know what treatment she had received. We boarded our last flight for the short trip to Palma, which seemed to take forever. Eventually we arrived and were met by a lovely lady,

Karen Drake, who works for Ocean Village.

We were taken straight to the hospital so the passengers could be re-united. I was invited by the gentleman to meet his wife and their daughter who had just flown in earlier that day from the UK.

I was very pleased to be able to see the lady and to make sure that she was OK after everything she had been through. I went to shake her hand, however, she insisted on giving me a big hug to say thank you for bringing her husband to her. It was very interesting listening to her account of what happened that evening. How she felt about being suspended below a helicopter then whilst being winched up into the sky at the same time as being swung over the edge of the ship with the open sea beneath and the ship disappearing. This is definitely not something for the faint hearted, even if you are seriously ill.

The greatest moment of this whole experience was seeing the look on the faces of the passengers when they were re-united in the hospital. It was very emotional and something that I could not put into words but feel very proud to be a part of.

I would like to thank Dr Carolyn Coarsey for the motivation and thought she puts into her lectures. After attending these you are filled with confidence and trust that you have the knowledge to go forth and help the person in need.

It's All About People

by: Lamar McEwen

As individual Family Assistance Foundation volunteers and responders, we never know which company or organization we might be asked to respond for, or where we might be asked to respond to. How can we adequately prepare for responses for so many different situations and locations?

This is an issue that might seem complicated given the number of FAF clients from a variety of industries which includes cruise lines, commercial and corporate aviation, rail and train companies, and an assortment of companies in industries outside the transportation sector. But if we remember that our primary role is to take care of people, a response becomes easier to understand and much more manageable. A couple of key thoughts that have helped me, personally, to stay focused are:

- 1) First, it's all about people. While we have many support functions and a very strong logistics organization for responses, we should never lose sight of our primary role, which is helping people. Whether it involves working directly with a survivor or surviving family, or ensuring that those who are working with them have everything required to meet their needs, it all boils down to people. All our decisions are influenced by our responsibility for, and commitment to, helping people.
- 2) Secondly, there's a plan. Whether responding to a rail accident, aviation or maritime disaster, or industrial accident, there is a plan. Interestingly, a good plan doesn't change significantly from one event to another. The notification, activation, deployment and, ultimately, the response (which is focused on taking care of people!) is very similar no matter what the event. True, there may be some exceptions, but, generally, all are very much alike. I remember my first major deployment many years ago. I was a volunteer and had never been involved in a response, much less leading people as I was doing during that event. I remember taking it one step at a time. Assessing my situation, getting information, showing up at the airport, boarding the flight, and taking each individual step until I was working the event. The old riddle asks, "How do you eat an elephant?" The answer, "one bite at a time", is very appropriate here.

We should never lose sight of the fact that, no matter what our role or responsibility, our job is ultimately to take care of people. And, we have a plan that we should follow from start to completion, always putting people first.



Lamar McEwen
Vice President,
Operations

Listening: the Care Team Member's Greatest Gift to Survivors

by: Sandra Novak

As a counselor in private practice, in addition to working as a Care Team facilitator for the Family Assistance Foundation and Aviem International, I see many survivors from various types of trauma on a regular basis, and I am continually reminded of the importance of your role as listener during the early stages of crisis.

During the the past year, I have worked with many individuals who suffer from Post Traumatic Stress Disorder (PTSD). PTSD is experienced by some who have had a traumatic event in their life, such as those responded to by Care Team members. The symptoms range from physiological reactions; avoidance of trauma-related feelings; restriction in ability to love to flashbacks of the event. A flashback is not just a recollection of the event. Unfortunately the survivor relives the event with every flashback.

A pattern that has become clear from observing these survivors pertains to skills that Care Team members learn in our

training classes. Feeling emotionally safe, validated and respected is often missing during the first few hours following the traumatic experience. As part of the healing process, safety is something survivors eventually believe they are able to find for themselves.

We know from the Foundation's research, as well as that of many leading trauma experts, the first few hours following a crisis are extremely important in preventing psychological disorders for survivors. The lack of internal safety appears when the survivors maintain a state of constant hyper-vigilance (which means they constantly monitor their environment, for any threat to their safety). This state becomes the norm for their survival.

Validation and helping survivors feel safe comes in many forms. Listening, truly listening, to a person in crisis is the greatest gift we can give. It is very uncomfortable to simply be present with another's intense pain without trying to fix

it. We must recognize that they are emotionally wounded, but not crazy, as many often feel. Listening to survivors is our main way of helping them as they express their pain.

In addition to being a professional counselor, I practice my Care Team skills with every person I work with and have not yet been unable to connect with survivors on the level of understanding that transcends words. The longer I practice the same skills we teach in our classes, the more I am reminded of the importance of the human connection we all have with each other.



Sandra Novak, MSW
Director, Care Team
Operations

What is Compassion Consciousness?

To see the suffering of another human being on some level as our own suffering is to experience empathy. To feel the urge to help another who is suffering means that we feel compassion for them. Our level of awareness determines our degree of consciousness. It is the goal of the Foundation to raise compassion consciousness on the part of all helpers by exposing everyone within an organization to the needs of survivors, by directly meeting and hearing from them, or through the use of video taped interviews of survivors. Further, our research shows that all persons who work for the organization who come into contact with a victim or family survivor following a tragedy will influence their recovery. Therefore, a cornerstone of the Foundation's philosophy involves raising compassion consciousness within all levels of employees from the executives to the front-line workers. We believe that primary and family survivors need to feel compassion from all who work for the organization which they may associate with blame for the tragedy. Our research has shown that this part of the healing process of survivors cannot be out-sourced or delegated to others. Responding agencies also play a major part in emotional recovery of survivors, but since they are seldom seen as responsible for the tragedy, their assistance is perceived as separate and apart from the company's response.



Carolyn V. Coarsey, PhD
President,
Family Assistance Education
& Research Foundation,
FAF Co-Founder



Proven Partners™

Foundation Announces Proven Partners Program

By: Jeff Morgan

The Foundation has always worked over the years to provide its members with fully integrated solutions. However, last year we began developing a program to formally recognize and certify the key partners that helps us provide our members with integrated, one-stop-shop services to meet each member's individual needs. Our new Proven Partners program will help to further identify our partners, who represent the "best of breed" in their respective fields. More details about this important program will be released soon.



Jeff Morgan
President,
FAF Co-Founder

Highlights from 2008 Symposium '08 "Sharing the Journey™ Awards"

The winners of the Annual "Sharing the Journey Awards™" for 2008 went to Jim Hurd (survivor award) and Peter Lovegrove (employee award). Each year the Foundation presents the Sharing the Journey™ Award to one survivor and one employee who have demonstrated exemplary leadership and service in family assistance efforts.

The survivor award was presented to Jim Hurd, a long-time volunteer for the Family Assistance Foundation, for his work in raising the awareness of the needs of families after traumatic losses. After his son, Jamie, perished in the July 17, 1996, crash of TWA Flight 800, Jim was instrumental in uniting the families to create a memorial near the accident site and has attended the memorial each year. To ensure that lessons are learned from the tragedy, he has shared his story at numerous Family Assistance training classes and participated on a task force with Boeing to examine the cause of the explosion that downed the plane and killed all 230 people on board.

Peter Lovegrove, of the Association of Train Operating Companies (ATOC), was presented with a "Sharing the Journey™" award for championing an effort to establish a national Rail Incident Care Team to assist those affected by accidents or incidents involving the UK rail system.

Recipients of the Family Assistance Foundation's 2008 "Heart" and "Sharing the Journey™" awards were presented at a reception at the Hyatt Regency Atlanta hotel in Atlanta, GA. (See page 3.) All three awards were presented in conjunction with a silent auction to raise money for the Family Assistance Foundation's research branch.



Upcoming Human Services Response Training

March 25-27, 2009

Atlanta

May 27-29, 2009

Dallas-Fort Worth

For more information
visit our website at
www.fafonline.org

Highlights from 2008 Symposium



Jeff Braun



Carolyn Coarsey, PhD

Jim Bradshaw, Care Team member to Judy Wilson



SYMPOSIUM



SYMPOSIUM

Chris Stewart, Sunshine Szedeli and Joan Ferris



Sunshine Szedeli, John Umphlett, Peggy Dziech, Evan Parsons, Diane Haschle



Raegan Martin, Kim Schiffmacher, Harriette Hansell, Lisa Swartzwelder

Highlights from 2008 Symposium



Jeff Braun, Jeff Morgan, Carolyn Coarsey, Claudette Pagano, Stan Kuzia



Alhosain Alahdal



Chandra May-Carluz, Diane Haschle, Everett Feltham



Christine Wilson, Roger Girouard, Amy Cann, Scott Andrews



Back row: Merrilee Morris, Peggy Dzeich, John Umphlett, Jim Hurd, Rich Anderson, Barb Skudlarick, Al Griner
Front row: Diane Haschle, Becky Camp, Jolene West, Joan Pontante, Marie Anderson, Christine Wilson



Lamar McEwen, Jeff Morgan, Bill Diring

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Book Review: My Stroke of Insight, by Jill Bolte Taylor, PhD reviewed by Jolene West

Recently I finished reading Carolyn's copy of "My Stroke of Insight" by Jill Bolte Taylor. Some of you may have seen Jill as a guest on Oprah. I missed the episode but thankfully Carolyn heard about it and ordered Jill's book. Her story is amazing. It is uplifting and powerful on three levels: physical, emotional, and spiritual.

Besides, it's not often you get to hear a neuroscientist describe having a stroke, nearly dying and finding Nirvana, and then making a miraculous recovery so that she's back to teaching medical students and sharing her insights with the rest of us!!

Jill's story was of particular interest to me because on Oct 7th of 1995 my mom had a stroke that wasn't properly diagnosed in the beginning. For the first 3 days we were given a glimmer of hope but at the same time we were also told that any rehabilitation would be a long and arduous process. My sisters and I were given the advice to start looking into nursing homes. A few days later we were told it was a brain stem stroke and everything changed. Now we were on a very short time clock to gather family and say our good-byes. The classy lady I knew as mom slipped peacefully away 8 days later on October 15th. I often wondered what life must have been like from her perspective during those last days. Thanks to Jill's story I've been able to have a better sense of understanding and now I have no doubt my mom heard me tell her 'I love you' one last time.

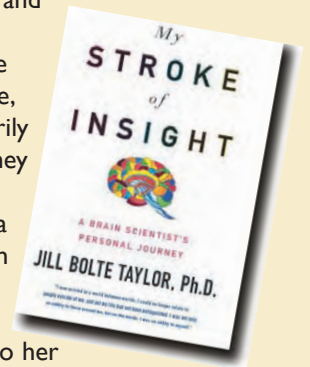
As Jill describes what she went through in the early stages of her stroke, I couldn't stop thinking about my mom. Jill remembers being grateful to everyone who didn't talk over her,

who continued to show her respect and not take away her dignity. When someone has a stroke we need to be mindful that they are still there inside, somewhere. They are only temporarily lost, not suddenly stupid and what they want most, is for someone to find them. The trust issue is huge! Like a dance, let them lead and our position is to respectfully follow.

You'll love reading what her mom did instinctively when she walked into her daughter's hospital room. In Jill's recollection it was just what she needed most in that moment. Today Jill is convinced that the stroke was the best thing that could have happened to her. She learned the value of the right-hemisphere function in providing feelings of peace and well-being that are so often sidelined by our own left-brain chatter.

A fascinating journey into the mechanics of the human mind, "My Stroke of Insight" is both a valuable recovery guide for anyone touched by a brain injury, and an emotionally stirring testimony that deep internal peace truly is accessible to anyone, at any time.

For stroke victims and their families, friends and caregivers, the Appendices titled "Recommendations for Recovery" contain valuable information such as "Ten Assessment Questions" and "Forty Things I Needed the Most." I highly recommend this book!



Responders Attend Advanced Human Services Response Training

by: Amy Cann

Over 50 of the Family Assistance Foundation's responders attended Advanced Human Services Response Training, October 14-15 at the Courtyard Marriott Atlanta Airport, taught by its author Carolyn V. Coarsey, Ph.D. The training was based on over 23 years of research on survivors (passengers, family members, and responders) from world-



Amy Cann
Director, Client Services

wide tragedies including cruise line, railway, air, industrial, and

natural disasters. Many new team members were present from various parts of the world and our team continues to expand in scope and size. Additional classes are scheduled for our Family Assistance Team volunteers and Foundation client members. Upcoming classes will be announced including those for our own Foundation volunteers, members and some classes will be open to the public. Stay tuned!



From time to time the Family Assistance Foundation is called upon to provide volunteers for various incidents. If you are interested in providing caring community service at home or abroad, we would like to encourage you to visit us at <http://www.fafonline.org> - click the volunteer link and fill out an application.

Citizen Journalist Blasts First Picture of US Airway Accident Around the Web and Around the Globe.

Impact on Communications During Emergency Response Huge

by: Jeff Braun

When US Airways Flight 1549 crash-landed into the Hudson River January 15, the first image of the accident didn't come from CNN or Fox News or any other television network. It was a photo posted on Twitter, a popular social media Web site, by a tourist with an iPhone who snapped a picture of passengers as they awaited rescue on the plane's wing and in lifeboats; and uploaded it using the phone's Internet connection.

Within seconds, thousands had viewed the image on Twitter, and within minutes the man who took the photo was on national television, telling his story on MSNBC.

Technology has ushered in a new era of journalism — citizen journalism. The reality is that most all of us carry a device that includes all the tools needed to cover and broadcast breaking news. What this means to FAF member organizations, and others who provide emergency response services, is that there is virtually no lag time between when an incident occurs and when images, video and written reports, might be broadcast, and ultimately find their way from the Internet to the mainstream media. As few as five years ago, I could tell clients they had a window of about 15 to 30 minutes from the time an incident occurred before the first media arrived. Now I tell them they need to be prepared for the fact that the media is already there, and their front-line employees could become impromptu spokespersons because any on-scene observer with a cell phone can effectively be considered the media.

Even before the photo was posted on Twitter, and a full 15 minutes before the national and local media issued their first reports on the crash, other Twitter users issued 140 character online posts, called "micro-blogs," to report what they were witnessing: "I just watched a plane crash into the hudson riv in manhattan," wrote one subscriber. Another user posted this update: "There are people standing on the wings as the plane sits half submerged in the Hudson." In the case of US Air Flight 1549, miraculously, no one was injured. But in this new era of citizen journalism, it's also important to remember that there is no longer a filter on

what gets broadcast. The potential for what we refer to as 'second assaults' becomes enormous. Second assaults refer to events that expose survivors and their families to unnecessarily distressing situations following the initial incident.

The crash of Flight 1549 as an important "teachable moment"

Fortunately, the news on January 15 was good news, but the speed at which images and news reports became part of the public dialogue demonstrates the need, as never before, for readiness—proper training and sensitization of front-line personnel to the realities they may be faced with when crises occur.

By their very nature, crises are emotionally charged and often frightening situations. The Family Assistance Foundation has responded to the realities faced by its members in the face of the challenges created by these ever-emerging technologies. The Foundation is now offering workshops specifically designed to ensure front-line personnel know how to respond, should a crisis occur and they find themselves faced by journalists—citizen or otherwise.



Jeff Braun,
Vice President
Communications

New Book by Recent FAF Symposium Panelist

In March of 2008, just a little over a month after a devastating tornado swept through Union University in Jackson, TN, Tim Ellsworth shared his story of survival on the Media Communications Panel at the 2008 Family Assistance Foundation Symposium. As the university's director of news and media relations, it was Ellsworth's job to respond to the worldwide press after the twister flattened parts of the 290-acre campus, trapping students in dorms, and damaging or destroying a third of its structures.

Ellsworth has now written and published a book called "God in the Whirlwind: Stories of Grace from the Tornado at Union University" which tells the story of the tornado and includes the accounts of students and others who point to God's care and protection for them the night they spent in the eye of the storm.

Published by B&H Publishing Group of Nashville, TN, the book consists of 20 chapters, each a different story about a Union student, family member or employee. Interspersed throughout the book are brief first-person testimonies from students about their experiences during the tornado.

The book is available for purchase at Amazon.com and in many LifeWay Christian Stores.

Memorial of Flight 22 *by Paul Houle*

I first conceived the idea for a Flight 22 Memorial strictly from the standpoint of history. It was, after all, one of the worst mid-air collisions in the nation's history, it was the first investigation of a major plane crash by the newly-formed National Transportation Safety Board (NTSB), and the Secretary-designate of the United States Navy was among the victims. I visualized the memorial in my mind. I pictured it as an inanimate object, perhaps a boulder, fronted by a bronze



plaque engraved with the names of the victims. I did not know these victims. I had no family members or friends on the flight. To me, they were just names on a list, footnotes of history.

As the project moved forward, I started contacting family members of those lost in the tragedy. Suddenly, but with a force that startled me, the faceless, impersonal names on the list became defined. Those lost in the tragedy were people who had wives, husbands, sons, and daughters. They had friends and homes and worked at jobs. On the day of the accident, they were alive; as alive as I was at that point in my life. As my relationship with the family members developed, I did not understand why they became so emotional and thankful at the thought that someone had finally built a memorial to remember their loved ones. Suddenly, during one conversation, it finally hit me: These families and friends—these survivors—had never had a place to visit, a place to call their own, a place where they could fully express their emotions to their lost loved ones, and do so around others who went through the same thing. I quickly realized that there may be a little more than just history going on here.

The attendance on dedication day staggered me. More than 300 people gathered from all around the country to

remember the passengers and crew lost in the tragedy. I could not believe the interaction between these survivors and the memorial itself. This inanimate memorial, at first conceived by me as a gray, cloudy stone fronted by a bronze plaque, suddenly transformed into a beautiful, shiny, animate object reaching out to those crowding around it. I watched the response of the survivors to its beckoning. They reached out to caress the name of the person they'd lost, pulled out pieces of paper and then carefully rubbed each letter with chalk so they could bring a part of their loved ones home with them. This crowd, united only in tragedy, its members unknown to each other, suddenly started reaching out, grasping an unknown hand, embracing each other, crying together, laughing together, and sharing memories together. This was their place now. It no longer belonged to me, not that it really ever did. No papers needed signing, no legal transaction needed to take place for the transfer. These survivors finally had their own place, a place to remember, a place to visit, a place to call their own. They now had the deed, a deed ceded to them and signed by all lost on that tragic day in 1967. All I did was etch those signatures onto a bronze plaque.

Q&A from Bill Diring:

Q. When “the call” comes, what should I do first?

A. You can rest assured that when “the call” comes, the adrenaline will start immediately and your thought processes will be spinning. “What should I do first? Should I pack? Is there someone I need to notify that I am available? Where are my family members and how do I notify them?” In our daily lives we are exposed to stress every day and each of us responds differently. Some time ago you probably attended a training course to prepare you for this day. But the FIRST thing you must ask yourself is, “Am I at a point in my personal life where I can respond without jeopardizing myself and others?” Are the stressors in my current life such that I will not be able to devote my entire energies to the mission? If the answer to that question is yes, you should not deploy. This is a very personal decision and it's the one that must be made FIRST.



Bill Diring
Director, ER Planning
& Logistics

In Grateful Appreciation and Remembrance

The Foundation appreciates all contributions by our members and supporters. We are especially grateful to family members who honor their loved-ones' memories by making donations which help support the Foundation's education and other research. Many of those donors are mentioned below.

- Kathleen Brennan
- Pam Cox
- Mickie Lauth
- CW2 Jeff Arnold



In memory of Mark Griner
by: Al Griner



In memory of: Beth Ann Johnson
by: Glenn and Carole Johnson



In memory of Sara Low
by: Mike, Alyson & Bobbie Low



In memory of Chad Morris
by: Stan and Merrilee Morris



In memory of Chrisha and Brenna Siebert
by: Larry & Helen Siebert



James A. Best
father of Joan Pontante



Joan Pontante, with her brother, Jim Best and father, James.

Joan Pontante and her family lost five members in the crash of Northwest 255 in 1987. Wiliam and Kathy Best and their three children, Bill Best, Jr., Hillary Best, and Katelyn Best all perished in the crash. When Joan's father died at the age of 98, Joan generously requested that friends and family make donations to the Foundation in her father's name. Our heartfelt appreciation to donors Audrey Ulozas and Deirdre Thompson.

Welcome to new FAF members:

Corporate members



Associate Members

