

Sharing the Journey

Family Assistance
Foundation

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

VOLUME 16 ISSUE 4

The Official Newsletter of the Family Assistance Foundation

Fall 2016

MEMBER-PARTNER MEETING IN LONDON DECEMBER 6 - 7, 2016 - MUSEUM OF LONDON DOCKLANDS



Highlights of Upcoming Member Partner Meeting in London

- Malaysia Flight #17, Surviving Father and Family Liaison Officer (FLO) of Passenger
- Experienced UK Police Officials to Discuss Lessons Learned from recent tragedies
- FAF/Aviem Leadership Jeff Morgan and Joan Sewell, MBE to discuss relationship between responding company and Police FLO's
- Disaster Victim Identification presentation by Detective Inspector Howard Way, OBE
- Case Studies from Care Team Leadership
- FAF Leader Jeff Braun provides update on preparing managing media communications in advance of crisis



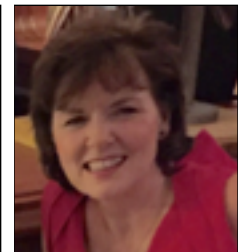
Joan Sewell, MBE, retired Metropolitan Police Officer, & Family Liaison Officer (FLO) Advisor will introduce our UK presenters.



Detective Inspector Howard Way, OBE, of the Metropolitan Police will discuss Disaster Victim Identification in light of recent international disasters.



Brian Power
British Transport
Police and Retired
Metropolitan FLO



Audrey Teodorini
Retired Metropolitan
Police FLO
Coordinator

MEMBER-PARTNER MEETING, HONG KONG APRIL 25 - 26, 2017 Cathay Pacific Headquarters

Foundation member Cathay Pacific will host the Member-Partner meeting April 25-26, 2017. The program will highlight working with survivors and agencies in the Pacific Rim. Registration opens January 3, 2017.

**US 2017 Member-Partner
Meeting Place and Date
Announcement Coming Soon**

ALASKA CARE TEAM INITIATIVE TESTED



Russell Goutierez
Executive Director

Our 49th state is massively large, but the majority of its tourism operators are small, sometimes employing just a few people. An ongoing challenge has been bridging the support gap that is often present when accidents involve smaller companies that cannot muster the resources available to larger organizations. Years ago, following two aircraft accidents in Alaska, Foundation Co-Founder Dr. Carolyn Coarsey saw this contrast first-hand. In those two instances, there wasn't even anyone available to answer the phone much less provide comprehensive support to the people involved.



Carolyn very much wanted to find a way to close that gap, but the Foundation was on the sidelines then with no way to make a difference. Later, she saw a partnership with the Alaska Travel Industry Association (ATIA) as a way to elevate post-tragedy support throughout Alaska to better match the worldwide standard established by laws, regulations, and growing public expectations. ATIA and the Alaska Railroad have both enthusiastically supported the initiative.

For example, October of 2015 found the Foundation's Russell Goutierez at ATIA's Annual Convention in Juneau for a concurrent session presentation. The goal was to inform ATIA members about the program and learn more about their needs, all with the mutual objective to create a statewide resource – an Alaska Care Team - to enable ATIA members to respond quickly and with minimal outside support.

Russell traveled back to Alaska in March 2016, where he facilitated the first Human Services Response™ (HSR™) course for 38 prospective members of the new Alaska Care Team.

That represented significant progress to be sure, but the project was still very much a work in progress when a June 2016 accident occurred in the Arctic National Wildlife Refuge. The tragedy claimed the lives of two adventurers during a rafting expedition on the wild and remote Kongakut River. Through ATIA, the tour operator's owner sought guidance from the Foundation on how to best assist the families of the two women who perished.

Each family had very different needs, but a remarkable coalition emerged to help meet them: the tour operator's owner, Dan, and his team; ATIA's Erica Hedman; ATIA member organizations, including the Lakefront Anchorage Hotel, Hertz Car Rental, and Alaska Airlines; Foundation Regional Director for Alaska, Jeff Arnold; and the Foundation leadership.

The ATIA's October 2016 Annual Convention in Anchorage provided the opportunity to further raise awareness and to discuss the partnership's role in supporting the families of the Kongakut River tragedy. Erica Hedman and Jeff Arnold joined Russell to describe how the parties came together to determine and meet the families' needs. The response was very enthusiastic.

The next Alaska Care Team training is scheduled for February in Fairbanks, and the Anchorage presentation opened new opportunities for additional relationships and partnerships that will help the Foundation expand our capabilities and reach.



Jeff Arnold, right, the Foundation's Regional Director for Alaska, describes how he worked with a tour operator during the June 2016 response to a rafting accident in the Arctic National Wildlife Refuge. Beside Jeff is Erica Hedman of the Alaska Travel Industry Association, who also played a crucial role in supporting the families.

AMERICAN EAGLE FLIGHTS 3378 & 3379 MEMORIAL DEDICATION DVD IS READY TO ORDER



Little McKenzie's mother told us that the niece of Flight 3379 Captain Michael Hillis "walked right over to the wall and placed her hand in that spot" during the family's visit to the Flights 3378 & 3379 Memorial.

You may purchase a DVD by sending an email to Dede Young at dede.young@fafonline.org or by sending a check to Family Assistance Foundation 555 North Point Center East Suite 400 Alpharetta, GA 30022. The cost of one DVD is \$13.21 which includes shipping. To order by credit card, please call Dede Young at 404-881-2895. To order online, click [here](#).



Family members, friends, first responders, and American Airlines CARE Team members placed bouquets of flowers on empty chairs which represent the vacant seats left by deceased passengers and crew members as part of the ritual at the Memorial dedication service on May 14, 2016 in Cary, North Carolina.

2017 SURVIVOR OUTREACH PROGRAM

How you can help FAF help survivors

Workshops aimed at helping survivors will begin in summer of 2017. You can help us raise money to support the program by selecting the Foundation as the charity which you wish to support with each purchase you make from Amazon. It costs you no more money—as it is Amazon's way of giving to charities of their customers with each purchase. All proceeds from this fund will go directly to survivor workshops and outreach programs. Here's how you can help:

Here's how:

1. Go to the site: www.smile.amazon.com
2. If it is your first time visiting the site, you will be prompted to select a charity to donate to. Scroll down and search for a charity.
3. Type in "Family Assistance Education & Research Foundation" and click search.
4. It may be a couple of charities down, but select FAERF and on all eligible purchases a donation will be made to the Family Assistance Foundation.

If, you have already visited the site and selected a charity and now want to change it here's how:

1. Select your account on the right hand side.
2. Scroll down to the settings section and the second from the bottom there is an option to change the charity.
3. Select the charity of your choice.

FEATURE ARTICLE:***Flight Attendant, Artist...Healer******Do You Know Who is Serving Your Beverage?*****by Carolyn V. Coarsey, Ph.D.****Linda Odom**

Having started my aviation career as a flight attendant for a major airline, I have always known first-hand how fascinating flight attendants as individuals can be. When the flight attendants have a moment, as they often do on long flights, and the service is mostly complete, I enjoy learning about who they are, about their backgrounds, previous jobs, and other things they enjoy sharing.

Recently on a flight between Albuquerque and Atlanta, on Delta Air Lines, I met Linda Odom, a truly fascinating person. Linda began her career as a flight attendant with Delta in 1990, after having a successful job in human resources in a different industry. During her

career as a flight attendant, Linda has played many different roles, many involving supervising flight attendants, and filling multiple support roles.

One of her favorite roles involved being a member of Delta's Critical Incident Response Program where she offered psychological and emotional support to flight attendants and other employees following traumatic experiences. She was asked to assist employees during the Swissair 111 accident response, where Delta sent a large number of Care Team and logistical employees to help support the families of the 53 Delta passengers and one flight attendant who perished in the crash and families of many others of the 229 souls on board.

After the intense assignment during the Swissair accident, Linda survived a tornado and a serious car accident. These experiences produced a turning point in her life and Linda took a sabbatical from her ground job. While working through her own traumatic experiences, Linda learned about art therapy programs, including Art and Healing. She went back to school and began to study how she could use her love of art to help others.

While Linda was studying about art programs for helping others, her own father suffered a stroke and Linda witnessed first-hand how this type of tragedy could turn a family upside down. Her father, once strong and capable quickly lost his independence and had to relearn to speak again, walk again, and other functions that most take for granted. This gave Linda personal exposure to the need for helping others in a creative way that helped individuals in their healing while helping them re-gain their dignity.

The last six months of her father's life, Linda sat at his bedside sketching and working with her pastels. Linda's father died after seven years. This was her first time to come face-to-face with her own mortality. More than ever, Linda wanted to find a way to give back to others. Much success followed Linda, and today she combines her career as a flight attendant for Delta along with her love of helping others experience art as part of their healing process.

Linda has now been conducting her program "The Power of Art in Healing" for 6 years. She has two other artists who assist her with the services she provides under contract for the hospital. She offers classes to patients, families and caregivers, as well as helping patients in their individual rooms. Linda compares her program to occupational therapy and combines the art with music, and gentle movement.





Linda is shown with a gentleman with dementia whose family hired her to help him with her healing art therapy.



QPR Quick Quotes

Would you give an hour to save a life?

© Paul Quinnett, Ph.D. Founder and CEO of the QPR Institute
presented by the Family Assistance Foundation. Edited by Carolyn V. Cooney, Ph.D.

Reprints available from QPR Institute or Family Assistance Foundation

QPR Quick Quotes to run opposite the Foundation's publication, **Wednesday Wisdom**.

Starting in January 2017, the Foundation will feature a bi-weekly article about suicide prevention presented by the QPR Institute's Founder, Dr. Paul Quinnett. The articles will relate to workplace examples illustrating how education and awareness about depression and symptoms of suicide can and has saved lives.

COLUMBINE: AN EXAMPLE OF HOW KNOWING WHAT TO NOTICE IN OTHERS MAY PREVENT DISASTER



Stephen Young
Manager, Production
& Marketing

The QPR Institute was founded by Dr. Paul Quinnett in July of 1999, in hopes of training people to detect and in return, prevent suicides. He developed QPR after the model of CPR, but QPR has a little different meaning, QPR stands for Question, Persuade and finally Refer. After several years of research as a clinical psychologist, Dr. Quinnett has found that this method is an extremely effective way of reaching those who may be considering suicide and

preventing it. I had the opportunity to speak at our annual training this past September on the topic of *Columbine* and some warning signs that the killers, Eric Harris and Dylan Klebold, displayed. I would like to continue the conversation and examine the signs and symptoms that Eric and Dylan exhibited and if QPR was implemented in their community, (School, After-School Programs, Neighborhoods, etc.) would the outcome have been different?

While analyzing the lives of Eric Harris and Dylan Klebold on the outside, they would seem like normal teenagers that occasionally got into trouble. Eric was the life of the party, the "cool" kid at school. Everyone loved to hang out with him and he could do no wrong. He had everything going for him, he had a girlfriend, he was good-looking, smart. It seemed like Eric's life was perfect. Dylan on the other had was meek, self-conscious and had a tough time making friends. He longed for friendship and Eric gave it to him. They played off of each other's personality and created this "super bond" between them, where no one could separate them. Dave Cullen the author of *Columbine* did extensive research to find out every detail of their lives, from their friends, to their teachers, all the way to Eric's psychiatrist. He sat down with all of them and followed their stories for the next 10 years, just to find out what made these boys want to commit these heinous crimes.

In Cullen's book he was able to uncover several instances that were turning points in Eric and Dylan's life that ultimately lead to their deaths. In the next couple of paragraphs, we will look at specific events that occurred in Eric and Dylan's life, and if someone had QPR training could they have intervened to hopefully change the outcome.

Event One: On August 7, 1997, a "concerned citizen" found Eric's website where Eric talks about how his plans to create bombs and then go on "missions" to detonate them. Eric's website was reported to the local sheriff's office where the report was read, the papers were filed and no further action was taken.

Event Two: In the fall of 1997, Eric writes an assignment on school shootings and killing sprees and feels it is due to the availability of purchasing a gun and the lack of school security. In *Columbine*, Dave Cullen confirms with "*Gun Digest* said you could get a Saturday night special for \$69." Eric then writes, "It is just as easy to bring a loaded handgun to school as it is to bring a calculator." Eric's teacher replies, "Ouch! Thorough & logical. Nice Job."

Event Three: On November 22, 1998, Eric and Dylan traveled with their friend Robyn to the Tanner Gun Show. At the gun show Eric and Dylan wanted to buy a gun, but are only 17 years old and you must be 18 to purchase a gun. Robyn is 18 and decides to buy the guns for them. In an interview days after the school shooting, she told the interviewer that she assumed that they were buying the guns to go hunting and felt that she did not need to ask further questions.

Here are just a few examples in the book, *Columbine*, where Eric and Dylan show signs of depression, anger and suicidal thoughts. In the above mentioned references there were also specific points that if the sheriff, teacher or friend was trained in QPR there would have been a different result. At the Foundation we are excited to be rolling out our QPR program where we train individuals, communities or companies on how to actively detect signs of suicide and teach how to approach each situation. If you would like more information, please contact me at stephen.young@aviem.com.



Stephen shared his story of saving Will from the riptide in April, 2016, with Kiwanis of Sandy Springs, GA, after which he received *The Medal of Honor for Saving a Life From the Perils of the Sea*.



Athens, Georgia Rotarians hear a hero's story

Young hero: Stephen Young shared his incredible story with the Rotarians.

HELP FROM SOMEONE WHO KNOWS

From a mutual friend and colleague to the course leaders, Iris Bolton, who lost her son to suicide in 1977, here are 25 things to keep in mind and to share if possible. Feel free to print this list or look it up on the internet and download it.

25 TIPS FOR SURVIVORS OF SUICIDE

- **Know you can survive.** You may not think so, but you can.
- **Struggle with "why"** it happened until you no longer need to know "why" or until you are satisfied with partial answers.
- **Know you may feel overwhelmed** by the intensity of your feelings but all your feelings are normal.
- **Anger, guilt, confusion, forgetfulness** are common responses. **You are not crazy-you are in mourning.**
- **Be aware you may feel appropriate anger** at the person, at the world, at God, at yourself.
- **You may feel guilty** for what you think you did or did not do.
- **Having suicidal thoughts is common.** It does not mean that you will act on those thoughts.
- **Remember to take one moment or one day at a time.**
- **Find a good listener** with whom to share. Call someone if you need to talk.
- **Don't be afraid to cry. Tears are healing.**
- **Give yourself time to heal.**
- **Remember the choice was not yours.** No one is the sole influence in another's life.
- **Expect setbacks.** Don't panic if emotions return like a tidal wave. You may only be experiencing a remnant of grief, an unfinished piece.
- **Try to put off major decisions.**
- **Give yourself permission to get professional help.**
- **Be aware of the pain** of your family and friends.
- **Be patient with yourself** and with others who may not understand.
- **Set your own limits** and learn to say no.
- **Steer clear of people who want to tell you what or how to feel.**
- **Know that there are support groups,** which can be helpful, such as The Compassionate Friends.
- **Call on your personal faith** to help you through.
- **It is common to experience physical reactions** to your grief; i.e. headaches, loss of appetite, inability to sleep, etc.
- **The willingness to laugh with others and at yourself is healing.** [Giggle On!]
- **Wear out your questions, anger, guilt, or other feelings** until you can let them go.
- **Know that you will never be the same again, but you can survive and go beyond just surviving.**

Whatever else you say or do, know that you are not alone in trying to help survivors of suicide and that many groups now offer support and help to those who have lost loved ones to suicide. If a support group for suicide survivors is not available in your area for referral (check for a listing at www.afsp.org) please lend your support to the idea of starting one. Always be kind to the survivors as they are experiencing a special kind of emotional hell on earth. Grief is a very personal thing and each person will grieve individually. Your kindness and compassion will help the healing begin!



Carolyn V. Coarsey, Ph.D. President and Co-Founder, Family Assistance Foundation

BOOK RECOMMENDATION

Black Box Thinking

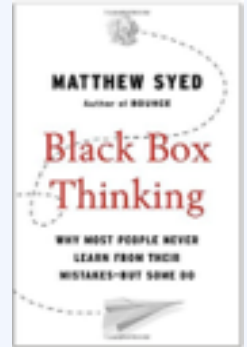
Why Most People Never Learn from Their Mistakes but Others Do - By Matthew Syed

Reviewed by Carolyn V. Coarsey

Matthew Syed draws a comparison of fatal mistakes made in the medical industry which most of the public never hear about and mistakes made in the aviation industry which receive exhaustive investigations—and the results of the investigation are shared with the world, all for the purpose of prevention of the same mistakes in the future.

The author reveals that preventable medical error is the third-biggest killer in the United States, causing more than 400,000 deaths every year. More people die from mistakes made by doctors and hospitals than from traffic accidents. And because of malpractice settlements with nondisclosure clauses, most of the mistakes are never made public.

The book is a fascinating read and reminds all of us, regardless of our profession, that success can happen only when we confront our mistakes, learn from our own version of a black box, and create a climate where it's safe to fail.



Aviem/Foundation Annual Training - September 22 & 23, 2016



Family Survivors Scott Maurer, Terry Maurer, Kathy Johnston, Tina Siniscalco, Joan Pontante and Jim Hurd



Survivors and other Care Team members train together as one team.



JEFF ARNOLD NAMED FOUNDATION'S REGIONAL DIRECTOR FOR ALASKA

Anchorage resident Jeff Arnold has a new hat to add to the many he already wears: he is the Foundation's new Regional Director for Alaska. The role involves helping out as needed, whether as a knowledgeable local resource to our Members there, actively supporting a response as Jeff did in June following a fatal rafting accident, or helping shape our evolving Alaska Care Team initiative with the Alaska Travel Industry Association.

Jeff has been incredibly supportive of the Foundation and our mission for many years. He is one of the many selfless, courageous individuals who we at the Foundation know as the "true experts" – survivors, family members, responders, and others in the ripple that encompasses everyone affected by a tragedy.

Traveling on business in 1999, Jeff was one of 134 passengers and crew to survive the crash of American Airlines Flight 1420 in Little Rock, Arkansas. Sadly, ten passengers and the captain perished. The experience led Jeff to begin presenting at training sessions for airline Care Teams and other organizations who found his insights valuable in improving their plans and procedures.

One of his observations during a visit to Alaska Airlines was how helpful it would be for survivors and families, who we know are in a regressed state due to traumatic stress, to have something tangible describing what the Care Team does and how to get in touch. In response, the airline created a foldable business card, variations of which are now in use all over the world.

Jeff's adventures began at an early age. He grew up in Huntington Woods, MI, and in 4th grade, accompanied his father for a five-month project in Tehran, Iran. A high-school fencer, Jeff placed in the top 10 of the Mid-West championships for saber and foil.

After his commissioning in the US Army Reserves in 1981, Jeff graduated Central Michigan University and entered active duty with the US Army. He trained as a Quartermaster Officer and earned his Parachutist's Badge by completing the rigorous Army Airborne School. He drove the Alaska-Canada Highway and reported to Fort Richardson, Alaska in December 1982. Military assignments took Jeff to many places before he left active duty to return to Anchorage and join the Alaska Army National Guard in 1989. He has since served on Alaska's State Emergency Response Commission and Joint Terrorism Task Force, and earned a Masters of Strategic Studies from the US Army War College in 2004.

"Kind" and "generous" are the words Jeff brings to mind for those of us who know him. His blood donations stand at 21+ gallons and counting; he visits patients as part of the Spiritual Care Department at a local hospital and is the current Chair of Anchorage's Operation Stand Down program to assist homeless veterans; and he is active in his church as Sacristan Coordinator, lector, and lay Eucharistic Minister.

Jeff exemplifies the "Alaska spirit" of neighbor helping neighbor and we are proud that he will represent the Foundation in our majestic 49th state.



HSR™ Training, September, 2016

EMPLOYEES AND SOCIAL MEDIA:

Can you stop it during negative events?

by Jeff Braun



It was just five years ago that Snapchat began taking over the phones of high school kids. Twitter launched 10 years ago at about the same time that Facebook opened its pages to anyone over 13, moving beyond its .edu only users. On Valentine's Day, 2005, something called YouTube

made its debut.

It can be hard to remember life before social media and viral video, as they have become ubiquitous and essential to people in every corner of the planet. We all acknowledge that information - both accurate and inaccurate - is freely available for all to consume, and each of us who posts or uploads is a content creator. Take a moment to think about how much *you* have created in the last decade.

According to research by Careerbuilder, nearly one in five employers say they have dismissed a worker over something that they posted online. There are famous examples as well, like the demise of the multimillion dollar empire of celebrity chef Paula Deen which started with a Tweet.

For better and worse, everyone is adding to the internet. A question we often get is "How can I keep the people who work here from posting inaccurate or damaging things about this company or the people who work here?" The short answer is - you can't.

That does not mean you simply throw your hands up in dismay and hope for the best. It does mean that your workplace should have a clear social media policy, but a paragraph or two in an employee handbook is not always read and easily forgotten, especially in the heat of a moment that seems unusual or significant.

The fact is that many people's first reaction to non-ordinary situations is to grab their cameras and/or post about the goings on. There's little conscious thought about how damaging sharing this information could be to the families involved in both tragic and disturbing circumstances. This was brought horrifyingly home by a recent video of a woman unconscious on the floor of a store, her toddler pounding on her and crying while the nearby adults do nothing but shoot video.

When people react without thinking, all the policies in the world won't help. What is needed is frequent sensitization and reminders of the harm that can fall their company, their coworkers and their own careers unless they ***think before they thumb.***

We suggest reminders in internal newsletters, on bulletin boards, posted in rest rooms or however you communicate, that reach people on a *personal and emotional level*. Use examples from life where innocent people have been hurt by thoughtless posts or people have lost their jobs. Imagine finding out your spouse was cheating via Facebook? And there are more than a few cases of where people have learned of a loved one's death on Twitter. Raising awareness, sensitivity and compassion is the key to managing this aspect of communication.

Before you post, ask the following:

Is this **Necessary**?

Is this **Appropriate**?

Is this **Sensitive** to those involved?

Is this **Accurate**?

Can this **Wait**?

If the answers are no, no, no, no and then yes, then just say NAW. ***Think before you thumb.***

There is little chance that society will turn away from social media any time soon, but most people will be careful when reminded of the serious damage that can be done by something as simple as words typed on a phone, or an image shared with the world.

See examples of social media horror stories on the following links:

[Social Media CIO Stories](#)

[Social Media Got Them Fired](#)

Videos of the outstanding presentations from our 2016 Member-Partner Meeting in Santa Fe are available now. Please contact Stephen Young at stephen.young@aviem.com for details or to order.

ANNUAL TRAINING





