

Sharing the Journey

Family Assistance
Foundation

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

VOLUME 17 ISSUE 3

The Official Newsletter of the Family Assistance Foundation

Fall 2017

TAUCK RECEIVES THE HEART AWARD



Terry Dale, President & CEO, USTOA; Sharyn Cannon, Senior Vice President Human Resources, Tauck; Dan Mahar, CEO, Tauck; & Carolyn V. Coarsey, President, Family Assistance Foundation

The 2017 Americas Member-Partner Meeting was hosted by partner Tauck this past October. All of us at the Foundation, as well as the survivors who spoke to our group, received the warmest of welcomes and greatest of hospitality from our hosts. Tauck hosted a reception the first night of the meeting and treated the attendees to champagne and fabulous food. At the reception, we were joined by the Chief Executive Officer of the US Tour Operators, Terry Dale, who introduced Tauck to the Foundation and Aviem team. Terry assisted Foundation leadership in presenting the Heart Award that acknowledges *outstanding leadership in the evolution of family assistance in business and industry*.

FOUNDATION SUPPORT TEAM MEMBER TRAINING



Attendees of the Foundation Support Team Member Training in Miami, Florida, July 29, 2017



I to r: Kathy Seaver, Liz Malett, Randy Bloasio, Rebecca Sellet, Joanne Gardner, Jeff Morgan, Terry Dale, Sharyn Cannon, Dan Mahar & Carolyn Coarsey

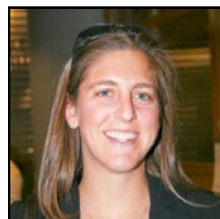
Foundation and Aviem leader, Jeff Morgan, shown here with the Tauck leadership team, at the 2017 Member-Partner Meeting Reception and presentation of the Heart Award. Jeff expressed his heartfelt thank you to the Tauck team for their generosity toward the Foundation and their 'heart' leadership in the tour industry.



Gustavo Candelas & Carolyn Coarsey

Gustavo Candelas presented on the first morning of the meeting. Gustavo survived the shooting at Fort Lauderdale-Hollywood International Airport earlier this year. He provided insight into what was helpful in the response and where improvements could be made.

Lorin Maurer



Scott & Terry Maurer

The Legacy of Family Survivors from Colgan Air/ Continental Flight 3407

Scott and Terry Maurer, whose daughter Lorin perished along with 48 others on the flight and one person on the ground, described the advancements in aviation safety that have occurred as a direct result of the actions of the family members.



David & Denise Saba

David and Denise Saba survived the *Costa Concordia* accident, January 13-14, 2012. The *Concordia* capsized and sank after striking an underwater rock off Isola del Giglio, Italy. The accident resulted in 32 deaths. The Sabas shared with attendees valuable lessons to be used in future post-accident responses.

EVERYONE HAS A PLAN

by Jeff Morgan



Not long ago, while on a business trip, a young man passed by in the airport with a T-shirt that had the famous Mike Tyson quote: “Everyone has a plan until you get punched in the mouth.” It struck me that it was such an excellent analogy for what we so often see in emergency response plans. And this seems especially right

this year with the types of tragedies the Family Assistance Foundation and Aviem have responded to for our members.

When considering the tragedies of this year such as the Fort Lauderdale airport shooting, the Las Vegas shooting, and a train slamming into a busload of senior citizens, they all felt like the “punch in the mouth” kind of events that seem to be making the term “black swan” obsolete. The phrase “black swan” has come to light over the last few years, and Wikipedia describes it as a metaphor that describes an event that “comes as a surprise, has a major effect, and is often inappropriately rationalized after the fact with the benefit of hindsight.”

We see tragedies we don't believe could happen as nearly impossible because of safety management systems, technology, etc. and yet things happen that we never seemingly expected. Our belief that things can't happen leads to the next false premise that since these are so unpredictable, we can not plan for these events. The result? Organizations get “punched in the mouth.”

Rather than keep things “high level” or “flexible,” organizations should work to do just the opposite. Your

plans should be highly detailed on your method of responding to a disaster. And, while not every emergency is the worst case, your programs should be written to respond to a worst case situation. While every situation may be different, the way you react should be consistent as it relates to your processes and procedures.

Think of it this way, when you take a road trip, you follow the same process. First, you have a destination. Secondly, you select a route. Then you start the journey, and while you may have intended to take a particular route, you may choose detours and have other deviations that occur, but you finish the trip to your destination. Your emergency response plans should work the same way.

Having a robust emergency response plan is the only way to ensure that one day you don't get “punched in the mouth.” Let us know if you would like us to help enhance your plan.

Upcoming Events

2018 Europe Air, Land, & Sea Workshop & HSR™ Training

March 13-14, 2018

Museum of London Docklands, London, England

2018 Asia-Pacific Air, Land, & Sea Workshop & HSR™ Training

April 10 - 11, 2018

Cathay Pacific Headquarters, Hong Kong

2018 Member-Partner Meeting

TBD

Miami, FL

2018 HSR™ Open Workshop

TBD

Watch our website and upcoming newsletters where QPR Suicide Prevention Gatekeeper and Train-the-Trainer programs, and upcoming HSR™ Workshops will be announced.



Terry Dale, President & CEO of US Tour Operators, addressed the attendees of the Member-Partner Meeting, emphasizing the crucial nature of friendship and relationships in taking care of customers as well as employees during times of crisis. Terry has been a friend and supporter of Aviem and the FAF since 2007, when he teamed up with our leadership group to help improve training and establish best practice for survivors of various maritime tragedies. At that time Terry headed up Cruise Lines International Association, (CLIA).



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

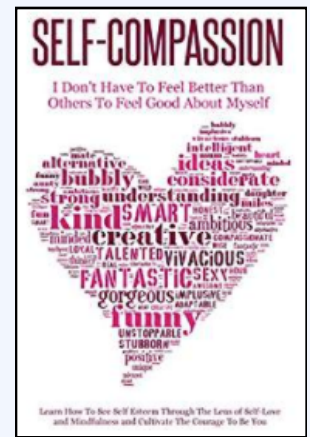
BOOK RECOMMENDATION

SELF-COMPASSION

By Simeon Lindstrom

Today, more than ever, human beings have had to learn new ways to be resilient, know themselves and have the courage to be who they are. *Self-Compassion*, written by Simeon Lindstrom, provides a powerful way of developing compassion for ourselves. Feelings of doubt, shame and low self-worth are known to be part of the human condition. Unfortunately, when not dealt with, these negative feelings can drain our energy and leave even the most compassionate person feeling as though their work for others, including our own families, is not sufficient.

The author explores myths that have become part of our culture and reminds us that we don't have to feel better than someone else to feel better about ourselves. I recommend this book for caregivers because I am convinced that to care for others, we must learn first to care for ourselves.



The article below was printed earlier in 2017 on www.opentohope. Dr. Gloria Horsley, the founder, wrote an endorsement to Carolyn's newest book, *Beyond Dark Skies*, which was released in May of this year. Open to Hope Foundation® is a non-profit foundation with the mission of helping people find hope after loss. The website contains articles, videos and other material which thousands find helpful in their mourning process.

GRIEVING IS A LONELY EXPERIENCE...BUT IT NEED NOT BE

Thirty years ago, while completing my doctoral work in preparation for the career I have today, I was reminded of the difference that one good friend can make to anyone who is grieving. I was in my hometown visiting my oldest sister when a couple dropped in to visit her and my brother-in-law. I was introduced to them both before my brother-in-law and the male member of the couple went outside to tinker with a car engine problem in the garage.

I was somewhat caught off guard when my sister's friend, I'll call Judy, said to me, "Your sister has told me all about you and what you do." Unemployed and still not sure yet what I would be doing after graduation, I was tempted to ask what she meant. But I did not interrupt Judy as I knew this lead in was not about me, much less my career goals. And besides, I knew that my sister, like most of my siblings, knew that my work involved supporting survivors who were grieving—and that was likely, at least in part, what Judy might have been told.

While my sister served coffee, I added the cream and sugar to my cup and prepared to do what I would like to think I do well. I gave Judy my undivided attention and listened to what she had to say.

"Twenty-three years ago," she began, "I lost my young son in a car accident."

"I am so sorry to hear that," I said. I then leaned forward and prepared to hear Judy's story.

"Back then we did not have people like you."

I nodded. Still silent, I felt slightly more comfortable, for at least now I thought I might know what she meant by "people like you (me)."

"All I had was a really good friend." She took a sip of her coffee and continued.

"And every Sunday my husband and I went to her house. The boys, my husband and hers spent their time outside, doing whatever men do together, and I talked to my friend. I told her everything. I mean how much I missed my son and how angry I was about how he died in a senseless accident at such a young age."

Judy paused for a moment, looking off into the distance. Her eyes darted around like she was remembering her past in pictures. Neither my sister nor I said anything. We knew that Judy did not wish to be distracted with small talk while sharing something so personal and deeply significant about her life.

"Every Sunday for the better part of three years I did that. My friend never said two words. Oh, I mean she cried a lot with me when I cried—but she did not try to interrupt me or give me advice. We drank coffee together and she offered me tissues when my mascara streamed down my face with my tears. And she just listened."

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Russell Goutierez
Executive Director

EVENTS DRIVE EVOLVING FOCUS ON AIRPORT, SEAPORT READINESS IN 2018 EVENTS

New insights gained from survivor interviews and response experience will bring increased emphasis on airport and seaport readiness to our 2018 lineup of workshop and training events. The increase in attacks occurring in such facilities, and in other community settings throughout the world, are shedding new light on some critical areas of preparedness.

Interviews with survivors of tragedies, including the 2012 sinking of the cruise liner *Costa Concordia* and the 2017 shooting at Fort Lauderdale-Hollywood International Airport, are providing specific examples of what is needed in terms of enhanced planning and preparation. Our 2018 events will explore improvements

in leadership, communications, and planning that will make a significant difference on how such events unfold and, ultimately, on how survivors recover.

Before Dr. Carolyn Coarsey first developed Human Services Response™ based on research with survivors of airline disasters, little was known about the essential role Care Team members might play in assisting people following such tragedies. We now know that this support is crucial to long-term healing. Identifying new opportunities for better planning and readiness through the latest lessons emerging from our research and response experience is yet another step in the evolution of how best to help people heal.



FOUNDATION PRESENTS TO MEMPHIS AIRPORT STAFF, RESPONDERS

Karen Eckert, sister of Continental Connection Flight 3407 passenger Beverly Eckert, shared her powerful story with airport staff, first responders, and response organizations at Memphis International Airport as part of a presentation by Foundation Executive Director Russell Goutierez.

Beverly Eckert perished on Colgan Air/Continental Connection Flight 3407, February 12, 2009. Beverly's husband, Sean Rooney, died in the World Trade Center, on September 11, 2001. She was onboard the flight as part of a celebration of his 58th birthday and had planned to deliver an address at his high school where his memory was being honored with a scholarship. Beverly and Sean were high school sweethearts, both from Buffalo, NY.

Beverly devoted her life to advocacy following Sean's death. She pushed for a 9/11 Commission, and then for the recommendations of the Commission to be adopted. The week before she died in the crash, Beverly was at a meeting at the White House, along with other families as a guest of President Obama. At the meeting, the President spoke about how his administration planned to handle terror suspects. Following Beverly's death, her sisters, Karen (shown above) and Susan joined with Scott and Terry Maurer and other families of Flight 3407 to improve flight safety for the traveling public.



SPEECHLESS.....

by Jeff Braun



Do you say “please” and “thank you” to Siri?

One of the unintended consequences of our relationships with devices is that they have helped to create a generation of people who are accustomed to simple commands in a raised voice. We may not see the full effect of this in the workplace for

years, but there is much lamentation among HR professionals right now about the lack of soft skills, most especially communication skills.

Currently taking their places in positions of authority is a generation more comfortable with texting than talking, with emailing than conversing, but as humans with the incredible gift of tongues, we still need to speak, and the more important the communication, the more important it is to be able to speak with clarity, credibility and compassion.

In training sessions, we increasingly are seeing younger people who, in crisis simulations, inform their colleagues of the death of a coworker by reading off their phones; no eye contact, no emotion, just a list of facts and a canned expression of concern. Much the same thing in simulated press conferences. It seems clear they would prefer to Tweet or Slack their concerns and condolences.

Let me be blunt. It looks awful and it conveys a horrible message.

Many people of the Screen Generation (I am reluctant to use the M word) have not learned how *or even why* they ought to speak sincerely and make eye contact. This may be more difficult when delivering not good news, but it is actually more important. Reputations are ruined so quickly these days with one leaked video, thus it is essential that every manager make sure that both their internal and external communicators are well versed in the skills of verbal communication. I am confident that most everyone can learn the skill. *The greater challenge may be in convincing them that there is an actual need.*

Some young people may think you are critiquing their personal style or trying to suppress their individuality. After all, they are just trying to keep it real. Some may believe that you are simply not current enough to understand how things have changed. Assure them that after millennia of using spoken words as the primary form of communication and after decades of actual research, there are, in fact, best practices for organizational communication.

Like vinyl records and home pickling, speaking may come back into fashion, but until then it will be necessary to monitor your communicators and lead them to these best practices.

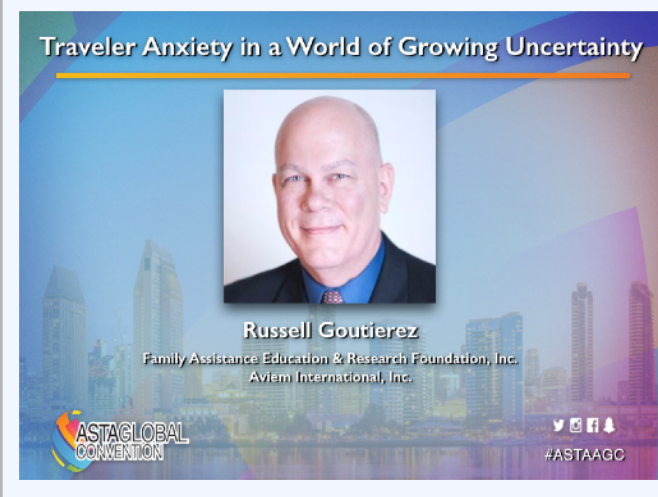
@MaryToddLinc OMG! I can't even! Thoughts & prayers, hugs 2. Text me if you need anything. #RIPAbc #banactors #mental

The Foundation is pleased to welcome its newest members:

- The Hillsborough County Aviation Authority, which operates **Tampa International Airport (TPA)** and three other publicly owned airports in the county; and
- The Minneapolis-St. Paul Metropolitan Airports Commission, which operates **Minneapolis-St. Paul International Airport (MSP)** and six general aviation airports.

Our initiative to collaborate with airports and seaports to deliver prompt and effective family assistance in their specialized environment, and to implement readiness enhancements gained through our research and response experience, is gaining momentum. We're working with several major airports on workshop and training events for 2018.





The American Society of Travel Agents (ASTA) invited the Foundation to present at their Global Convention in August. The goal of the session, titled "Traveler Anxiety in a World of Growing Uncertainty," was to explain how travel agents can use awareness, preparedness, and knowledge to assist clients who are understandably concerned about safety.

Carolyn provided several outstanding examples of how survivors have coped with anxiety from her experience and research archives. Those real-world instances were the cornerstone of the presentation, which gave the travel agents insight, tips, and strategies they can use to help transform their customers' concern into confidence.

Jamie Biasiada of *Travel Weekly* did a great job of describing the presentation in the following article.

EASING THE ANXIOUS TRAVELER

By Jamie Biasiada / September 01, 2017

Watching the news today can give travelers plenty of reasons to be anxious. But armed with the right information, travel agents can help allay their concerns.

"What we really want to get across to them is all it takes is a little bit of awareness, a little bit of preparation, a little bit of research, and they'll feel a lot better about where they're going," said Russell Goutierez, executive director of the nonprofit Family Assistance Foundation, which is dedicated to supporting people after tragedies.

During a workshop at the ASTA Global Convention last month in San Diego, Goutierez, who is also a vice president at disaster management firm Aviem International, gave agents a roadmap of strategies to follow to turn the anxious traveler into a confident one.

First, he said, agents should urge their clients to focus on what they can control. He gave an example (albeit, an extreme one) of a man who had survived a plane crash, but his job still mandated frequent air travel.

In order to control the situation and make himself more comfortable, the man made a list of airlines he considered trustworthy and decided to fly only on those carriers, a plan his employer readily agreed to accommodate.

Next, agents should encourage their clients to prepare for their trips by researching and buying travel insurance. Agents can point them to resources such as the U.S. State Department's information on other countries, and should encourage them to sign up for the department's Smart Travel Enrollment Program (STEP) and register their trip with the nearest embassy or consulate.

It's also important to know phone numbers for local emergency services; embassies and consulates and the State Department's Overseas Citizens Services (1-888-407-4747 from the U.S. and Canada, or 1-202-501-4444 from overseas). Goutierez recommended adding the numbers as contacts in one's phone before traveling abroad.

Preparation is key if a traveler does face some kind of crisis. When a crisis happens, he said, emotions tend to outweigh logic. A person's ability to reason is diminished and they can experience a loss of equilibrium.

After focusing on what they can control and properly preparing for a trip, travelers should reach a state of self-efficacy and become more confident about their travels, Goutierez said.

Travelers can also ask suppliers they work with if they deploy care teams in the event of an incident. Care teams are specially trained to give practical, emotional and logistic support to those who have been involved in accidents, emergencies or crises. Most airlines and cruise ships have them at the ready.

As an example of a care team's value, Goutierez played a video of Harold Ruchelman, who had been on a Celebrity Cruises sailing in South America when the shore excursion bus he and his wife were on tumbled off the side of a mountain. Ruchelman survived but his wife did not.

The excursion was operated by a third party so Celebrity had no obligation to get involved in the situation, Goutierez said, but they did, sending care team members to stay with Ruchelman in the hospital day and night.

In the video, a fully recovered Ruchelman expressed his gratitude not only to Celebrity but to parent company Royal Caribbean Cruises Ltd., bolstering research showing that a quick, caring response from a supplier makes a difference.

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In 2017, Carnival UK will celebrate a decade since the beginning of their Care Team. Carolyn was asked to write an article for a special edition of their Care Team newsletter where they honored their team and highlighted their program. With permission, the article is repeated for the Foundation readers.

A DECADE OF CARE CULTURE AT CARNIVAL UK

It is hard to believe that a decade has already elapsed since I had the privilege to begin working with the Care Team leadership group at Carnival UK in Southampton. From the moment, I met Andrew Baldwin and shortly after that, Katrina Ashley, now Katrina Raynsford, I knew that these individuals were committed to taking the training from the classroom into every possible area within the organizations. Within a short time, Kat was joined by Gill Attrill, and after that, I witnessed the growth of an entire department in record time. I knew then that as a team, they would establish more than a Care Team program. I knew they would develop what we at the Family Assistance Foundation refer to as, "A Care Culture."

The best proof that the Care Culture is now engrained in the organization is the fact that this approach for supporting guests, crew members, employees, and families in crisis, is still alive and growing ten years later. The Care Team programs originated in the US, with research that I conducted in the late 80's which showed the power that employees had to influence how passengers, crew and family survivors recover after a crisis in their workplace. And beginning in 2006 with a sister cruise line starting the approach in the cruise line industry, the training programs were modified for guests and crew member crisis response on ships.

Later as I began to interview guests and employees who survived crises involving Carnival UK ships, I began to see immediate evidence that the Care practice was influencing how these survivors were healing and transcending the tragedies. Also having the privilege to work with Andrew to bring the program on board the ships, I witnessed how quickly onboard leaders embraced the philosophy of Care and how rapidly what started as a program for supporting guests, was adopted for supporting crew members and all employees of the organization.

While many companies have started Care Team Training over the first thirty-plus years since its onset, organizations with much less commitment have dropped the training and the programs. At Carnival UK, the program is not only still alive, but it is also growing and expanding in its tenth year. I have tremendous respect for Andrew, Kat, Gill, and their other team members as they continue along this path. Research continues to show how kindness and compassion on the part of employees can have a life-changing effect on the survivors who are suffering - and the team at CUK are doing their part!

UK Leadership Team



Verena Yeates, Vicky Morgan & Sam Cox



Katrina Raynsford, Andrew Baldwin & Gill Attrill

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“We did not have people like you back then. All I had was her. And she had no formal education or any training on how to help me. She just listened and always had time for me. She never once refused to have my husband and me over on those Sundays.”

With the last sentence, Judy looked at me intently and I sensed it was time for me to speak. “Judy,” I began, “You did not need someone like me. You had something better than a stranger with some training and the best of intentions. You had a true friend who instinctively knew what you needed from her. I can only say that I wish more of us had a friend like her when we are grieving. I think you were fortunate and I am glad that you had such a wise friend.”

Shared Grief

Over the years of interviewing family members who have described their grief process, I have been struck by the similarity between Judy’s and others’ stories. When I ask people what helped them during the first years following their loss, repeatedly the theme of having one person to share their innermost feelings continues to be dominant. Counseling may or may not be part of their healing process, but counseling is not what most people are describing. This one person is someone who has no formal role in their grieving process but rather is a friend who has no agenda other than to support the one who is grieving.

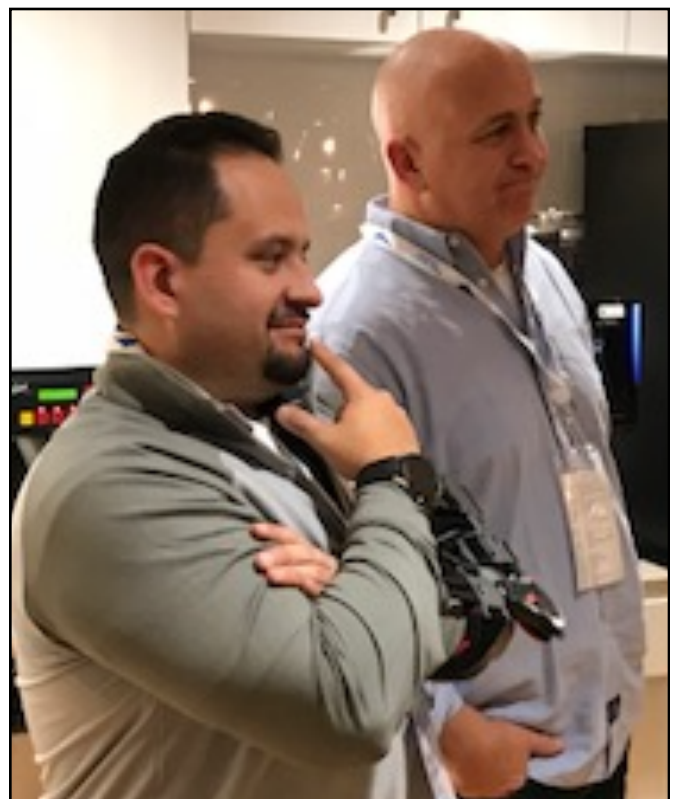
As a grief educator one of the most important questions that I ask anyone who is working through the grief process pertains to this. *Who are you sharing your innermost thoughts and feelings with? Or, Who is your primary or ‘go to person’ who listens to you?* Integration of the loss of a loved one involves fleshing out every thought and every feeling that comes into our minds and preferably with someone who cares about us.

Having someone who will take our call, no matter how late or early or frequent when we are grieving is a gift that has no price tag because it is priceless. Friends do not keep office hours or watch the clock when we are crying about our pain. I advise all my clients to seek whatever resources they believe will help them, including counseling, discussions with physicians, ministers, trying various grief support groups and engaging in bibliotherapy (reading articles, books and the like.) But most importantly, I advise all who are grieving to look for a friend they can spend time with who allows them to be their true self.

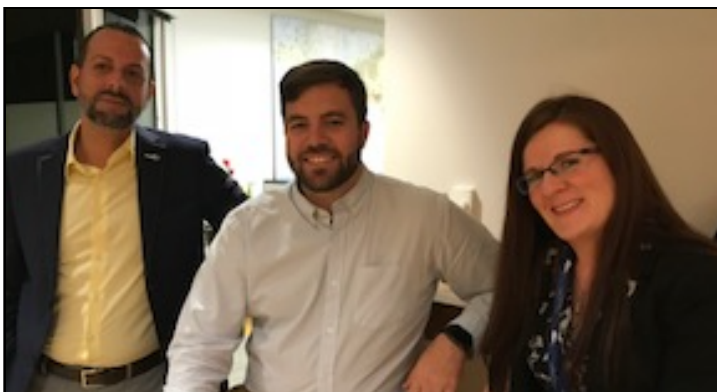
And if you can be that person for someone else who is grieving, remember as in the case of Judy’s story, you may become the single most important factor in their recovery process. And who would not want to be that for someone we truly care about?

MEMBER-PARTNER MEETING

Tauk Headquarters, Wilton, CT
October 11-12, 2017









Attendees of the 2017 Americas Member-Partner meeting at Tauck Headquarters in Wilton, CT posed for a group photo during the meeting.



Foundation Support Team Member, Joe Wagner, Jr. a professional videographer, generously provided the FAF with footage of the survivor presentations and other speakers for training purposes. Joe is a former airline Care Team member and has been a part of the Foundation's team since 2005.



Family Survivor Terry Maurer, and other attendees at the meeting, listen to comments made by Tauck leadership at the reception, hosted by Tauck.

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and on [Facebook](#)

QPR TRAINING

The Foundation began Suicide Prevention programs in 2017 for all industries which we serve. Specifically, we have developed a Train-the-Trainer, both online and live, for cruise line trainers. At the October Member-Partner meeting, we rolled out the live program for aviation. The first aviation trainers are shown here along with Foundation leaders.



L to R: Stephen Young (FAF), Evan Antolin, Ray Gonzalez (FAF), Michelle Bauman, Renee Aivaliklis, Russell Goutierez (FAF), Carolyn Coarsey (FAF), Rosangela Maxwell (FAF), Kriste Hauswirth & Chris Crocker



AIR, LAND, & SEA WORKSHOP

July 28, 2017

Miami, FL







NORWEGIAN CRUISE LINE HUMAN SERVICES RESPONSE™ TRAINING

August 16 & 17, 2017 - Miami, FL



On August 16 and 17, 2017, Ray Gonzalez facilitated Human Services Response™ (CareTeam) Train-The-Trainer classes for the teams at Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas. Alice Cain-Moore, NCL Director of Guest Relations, and Gair O'Neill, Oceania Cruises Sr. Director, Guest Relations and Risk Management, became the newest members of HSR™ trainers. Pictured above are Alice, Gair, Ray and their new CareTeam members for the three brands.

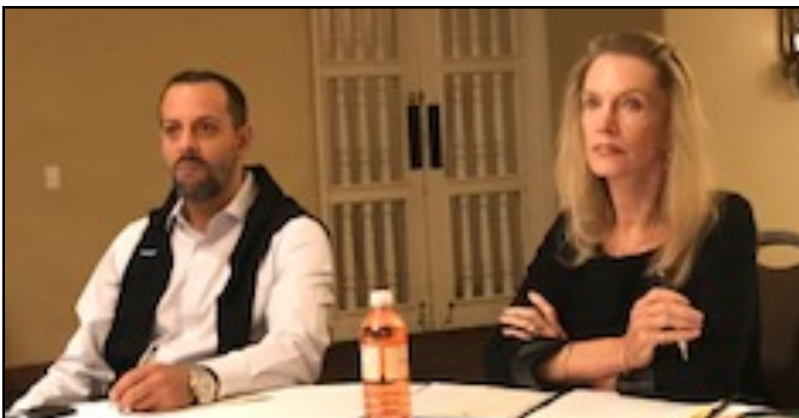
FOUNDATION HOLDS INITIAL PARENTS SUPPORTING PARENTS WORKSHOP

August 23 - 24, 2017
Santa Fe, NM



Front row: Terry Maurer, Diana Wade, Helen Siebert, Carolyn Coarsey; second row: Dede Young, Jeff Morgan, Stephen Young, Scott Maurer & Ray Gonzalez; third row: Larry Siebert, Don Wade, Jim Hurd

Parents and long-time members of the Foundation joined with FAF leadership and interested support team members to lay the groundwork for a survivor outreach program which we expect to roll out in 2018. The Foundation will team with other parent support groups to offer our experience with others who wish to learn more from our long-term family survivors.



FOUNDATION SUPPORT TEAM MEMBER ANNUAL TRAINING

September 20 - 21, 2017
Atlanta, GA







Cathay Pacific retirees who are joining the Foundation Support Team attended Care Team training at Cathay Pacific on September 12-13, 2017



Transport for London Care Team Training was held on October 31 - November 1, 2017



Jet Aviation Care Team Initial and Refresher Training on November 8-9, 2017