

# Sharing the Journey

Family Assistance  
Foundation

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

VOLUME 16 ISSUE 3

The Official Newsletter of the Family Assistance Foundation

Summer 2016

## MEMBER-PARTNER MEETING IN LONDON



**DECEMBER 6 - 7, 2016**

**Museum of London Docklands**

Day one of the December meeting in London will feature case studies of family assistance response involving aviation, rail industry, cruise line and other industries. The first panel features a presentation by the father of a young man who died on Malaysia Flight 17, that went down near the Russian-Ukraine border, where all 298 on board perished on July 17, 2014. The Family Liaison Officers (FLOs) who assisted him will also present on the importance of early communication with families and offering support throughout the process.

Day two will begin with Detective Inspector Howard Way, OBE, from the UK National Disaster Victim Identification Unit, London Metropolitan Police, explaining how reliable identification of human remains is achieved following a mass fatality tragedy. He will also discuss sharing information and the importance of providing accurate and honest information to families.

Participants will also receive training on the QPR model for suicide prevention, a research-based intervention that everyone can learn in order to recognize warning signs of potential suicide. The intervention emphasizes a simple approach for assisting co-workers, family, friends and is proven to be effective.



## 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**

## FOUNDATION JOINS QPR INSTITUTE IN MAJOR CORPORATE INITIATIVE FOR DEPRESSION AWARENESS AND SUICIDE PREVENTION



**Jeff Braun, Dr. Paul Quinnett, Dr. Carolyn V. Coarsey & Jeff Morgan**

Dr. Paul Quinnette, founder of QPR Intervention and the QPR Institute, presented at the 2016 Member-Partner meeting on the rise in completed suicides and the effective intervention that all can learn. QPR stands for Question, Persuade, and Refer. QPR emphasizes the power that all have to prevent suicide by recognizing warning signs that may lead to an attempt to take one's life. Research clearly shows that peers, friends and family members can and do prevent suicide when trained to recognize signs of hopelessness, helplessness and other signs of depression.

The leadership team at the Foundation, along with several Foundation corporate members, attended a Train-the-Trainer course which certified them to conduct a two-hour module for training the QPR program. Classes will be offered to all Foundation members and Aviem clients in addition to classes in community organizations, schools, churches, and other groups.

The Foundation will announce more Train-the-Trainer classes in the future, as well as other opportunities for members and clients to receive training.

We have an amazing opportunity to partner with Dr. Paul Quinnett and the QPR Institute. If you are interested in learning more about suicide prevention you can click on this link (<http://fafonline.org/links/>) and read more about what each course offers. Once you decide which course you would like to take there is an option to apply a Checkout/Promotion code (on the QPR website). The QPR Institute has been gracious to give us a discount and, if you would like to use that discount, you can contact Stephen Young at [stephen.young@aviem.com](mailto:stephen.young@aviem.com)

## FLIGHTS 3378 & 3379 MEMORIAL DEDICATION BRINGS COMFORT AND HOPE

*Note: The Memorial Program and Information Supplement are both available online. Please go to [www.fafonline.org](http://www.fafonline.org) and click on [Newsletters](#). DVDs will be available to order on October 1, 2016. Please contact Dede Young at [dede.young@fafonline.org](mailto:dede.young@fafonline.org) to order your copy.*

On May 14, some 300 people came together on a sunny Saturday morning to witness the dedication of the Flights 3378 and 3379 Memorial. The site was Carpenter Park in Cary, NC, and among the attendees were a Flight 3379 survivor, many families and friends of those aboard both flights, members of the community, and staff from both the Town of Cary and the contractors who constructed the park and Memorial. The Cary and Morrisville Fire Departments contributed a beautiful American flag display along with an Honor Guard and pipe and drum corps.

The Memorial is in a beautiful, tranquil setting in a quiet corner of the park. Each Memorial Stone lists the names of those lost, and the Flight 3379 wall lists survivors' names on its reverse.

Charlotte Adams' lovely violin rendition of *Ashokan Farewell* was a fitting backdrop for the remembrances. A bell was tolled as Captain Dee Sherrow recited the name of each person who perished on Flight 3378; Lauren Anderson, Flight 3379 survivor, then called the names of those lost on that flight. Family members and friends came forward as each name was spoken to lay flowers and mementos on an empty seat, each of which symbolized one of 27 cherished souls. Lauren then recited the Flight 3379 survivors' names in a tribute to their courage and perseverance.

The bravery and dedication of responders from various agencies and organizations was recognized by calling the names of each entity as any member present stood to be recognized.

The Fire Department Honor Guard then led a procession to the Memorial itself, where three clergy members led the group in prayer.

Reverend Lourduraj Alapaty, from St. Michael the Archangel Roman Catholic Church, began with a general blessing, after which Pastor Josh Franklin of the Good Hope Baptist Church blessed the Flight 3378 Memorial stone and Pastor Ervin E. Milton of the Union Chapel Church of Christ blessed the Flight 3379 Memorial stone.

After the blessings, all who had laid flowers in remembrance were called to the center of the Memorial and the group simultaneously released Monarch butterflies representing one of the 27 souls lost.

The pipe and drum corps concluded the ceremony by playing *Amazing Grace* while leading a procession back to the tent and parking area.



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## FEATURE ARTICLE FROM THE CHAIRMAN OF THE FOUNDATION, JEFF MORGAN

### *Nothing is as ever as simple as it seems (or you would like it to be)*



Many aspects of the family assistance process are not well-understood, which often undermines an organization's success in executing their family assistance plan. We often get questions from Members, and run into issues when we're facilitating training, that illustrate this point, and perhaps the most murky subject we encounter is regarding making First Contact and ongoing communication with families.

We consistently have clients asking to drill with us on activating and testing the call centers. In 2015, we did 56 such exercises, and almost all were only to test our ability to handle inbound calls. Rarely does a Member request to practice the critical First Contact outbound calls that are so essential to a successful response, though we do practice these in many of our client and internal training classes.

There is clearly confusion about "who to call back." While many talk about notification, few are able to talk in detail exactly how they will do this. The questions seem to be (across all industries):

1. Is there a designated emergency contact number?
2. Who is the closest family member that has called in or inquired about someone?
3. Does the person who we may be about to give detailed information to have enough personal information about the person being inquired about to be considered a "credible" contact?
4. Do we tell everyone that calls in and is considered "credible" what's going on?
5. Do we talk to every family member or only the "legal" next of kin?
6. Do we even take calls from non-family members?

I could go on, but you get the idea. We often find companies trying to come up with a steadfast rule, or black-and-white procedure, that will make it very clear what an employee or helper is supposed to do. But it's just not that simple.

The same issues exist when it comes to which persons will receive assistance as part of our response. We've heard rules, most often created by insurance underwriters or lawyers, to determine which family members will get support. This includes criteria such as only "immediate family" or "blood relatives," etc. Again, the problem, if you really want to help families, is that we live in a world where things are just not that simple.

As an organization, you must decide what your objectives are. Are you in an industry that is regulated with regard to how you must help families? If so, are you just trying to check (tick) the box? You want to have good rules but perhaps haven't thought about whether these rules truly meet family needs. In other cases, we see where organizations are grossly underestimating what it's going to take to support all the families that will be impacted. This happens when it's not understood just how many family members can be involved or how many responders are needed to effectively manage the workload.

"Situational awareness" is a concept that must be applied to come anywhere close to supporting families effectively and avoiding committing lots of second assaults. A generally accepted definition of situational awareness, applied to family assistance, would read something like this:

Situational awareness is the ability to identify, process, and comprehend the crucial elements of information about what is happening with a family as it relates to the trauma and your organization's response to it. Simply stated, it's about knowing each affected family and what their needs are, given the current situation. While you want to support families in a consistent manner, all families' needs are different; the goal is not necessarily to treat all families "equally" but to meet their individual needs.

Those with a more obsolete, legalistic view might say, "Well, if we do this for one family, we'll have to do it for all families." Perhaps, but families who are truly traumatized are just trying to survive - not keeping tabs on what you are doing for all families. However, there are many common needs, and there will be things you can and should do for all families.

So, our approach for making First Contact with families in a call center environment is as follows:

1. Anyone who calls in can be told the information that has been released publicly, either by your company or other official agencies;
2. Review all relevant information at hand, including existing emergency contact information;
3. If a person has provided emergency contact information, the wishes of that person should be honored by contacting the designated individual, whether they are a close family member or not;
4. While the first option should be to reach out to a designated emergency contact, we do not do so to the exclusion of other close family members who may be calling into a call center. We communicate with the designated emergency contact to ensure they are making contact with other family members, or to get permission for us to call the other family members, with a focus on who appears to be the closest family member at that time (spouse, etc.);
5. When we talk to a close family member, we let them know that other family members have called in and ask if they prefer to contact those other family members or would like our assistance in calling the other family members;
6. Fairly soon into the process we establish a primary point of contact through which most future communications will flow. This may or may not be the "legal" next of kin, as the family decides who they want in this role.

So, as you are developing or refining your own company procedures, know that, while it cannot be as simple as following a single rule, there is a process that can guide your teams in how to respond and make First Contact with families.



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

## BOOK RECOMMENDATION

### *Second Firsts: Live, Laugh, and Love Again*

by Christina Rasmussen

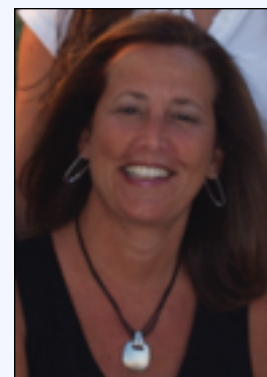
Reviewed by Carolyn V. Coarsey

Kathy Johnston, whose husband Kevin perished in Colgan Air Flight 3407, recommended this book, as she found it immensely helpful. I then read it and now have another *new* favorite to let other survivors know about.

The author wrote her master's thesis about bereavement at the University of Durham in England, in 1998, but really began to understand grief in 2006 when her 35-year-old husband died. After a devastating and emotionally draining three-year struggle with colon cancer, he died, leaving her with two young daughters to raise. It was at that time that Christina realized that her education was only academic and not at all helpful to her in her own healing.

At that point the author began to study the biology of the brain and began to apply what she was learning to create her own model for healing which she calls the Life Reentry Model. She explains how humans have the ability to rewire the brain to move past the fear and sadness that rules one's life following loss. Christina uses examples of her own experience in explaining her model for healing in conjunction with stories of others she has helped. Her book is both informational as well as inspirational. Christina also created Second Firsts, an organization to help people create a pathway back to life after loss.

Kathy highly recommends this book for those who are grieving and, after reading it, I can see why. This practical approach to healing and recovery is rich with information about how the brain works during grief. The book also offers encouragement about our own power to help ourselves heal in the wake of tragic loss.



**Kathy Johnston**

*continued from page 3*

We could not reach all of the families of those lost, and some were unable to attend. In those cases, first responders who were at the scene of one of the accidents, along with employees of American Airlines and American Eagle, volunteered to perform the remembrances as noted in the list following. Each felt privileged to have such a special opportunity, and this approach ensured that each of those lost could be appropriately honored. It also illustrated the remarkable circle of care and compassion that includes everyone touched by these accidents.

### Flight 3378

**Passenger or Crew Member:**

Glenn Bogitsh  
 Libby Bogitsh  
 Michael E. Grindle  
 Henry A. Lewis  
 John V. Oliver  
 Roger I. Wilcox

**Remembrance by:**

Mark Justice, First Responder  
 Lisa Miller, First Responder  
 Jerry Miller, First Responder  
 Terrence McCullough, American Airlines  
 Dave Ferrell, First Responder  
 Noonie George, First Responder

### Flight 3379

**Passenger or Crew Member:**

Dennis Allain  
 William Gibson  
 Capt. Michael P. Hillis  
 Scott A. Johnson  
 Bryan V. Kerchal  
 Keith J. Korhorn  
 F/O Matthew I. Sailor  
 Douglas T. Suckow

**Remembrance by:**

Ken Jenkins, CARE Team  
 DeeAnn Feuerstein, American Eagle  
 Michael Davis, American Eagle  
 Kim Frierson, CARE Team  
 Lauren Tascione, CARE Team  
 Bo Lusardi, American Eagle  
 Lisa Maldonado, CARE Team  
 Lisa Maldonado, CARE Team



**Russell Goutierez**  
Vice President,  
Operations and Member  
Support

## ***Panel Explores Airport Support Solutions***

Aircraft accidents and, more recently, terrorist attacks have highlighted an increasingly urgent need for airports. Plans, procedures, and resources for rendering immediate support to the people involved must be in place.

At our Member-Partner Meeting, family survivors and emergency planners from a major airport and airline discussed how best to provide that support following incidents and accidents at or near an airport.

Our panel, moderated by the Foundation's Russell Goutierez, was comprised of:

- Kathy Johnston, whose husband Kevin died on Continental Connection Flight 3407
- Scott and Terry Maurer, whose daughter Lorin also perished on Flight 3407
- Colleen Brooks, Administrative Manager for Fort Lauderdale-Hollywood International Airport
- Barb Webster, Spirit Airlines' highly respected Director of Emergency Response & Business Continuity
- Sandra Novak, trained counselor, long-time airline employee, and Foundation Care Team member

Our family survivors discussed their personal experiences and explained what would have been helpful to them given the specific circumstances. Colleen recounted her efforts following a serious engine fire that resulted in an aircraft evacuation at her airport; Barb spoke to that incident, and more generally, based on her broad range of experience. Finally, Sandra explained the importance of prompt support from a trained counselor's point of view.

Russell then presented the Foundation's solution: our Airport Community Emergency Support™ (ACES) initiative. Based on Dr. Carolyn Coarsey's proven Human Services Response™ model, ACES offers airports a cost-effective partnership that will augment their current resources with services such as:

- A toll-free family and friends information line answered by trained call center staff
- Trained, local Care Team responders who can be on scene rapidly to provide support
- Advance coordination and planning to ensure an efficient response
- Training courses, materials, and resources customized for the airport environment

The Foundation is working with airports including Fort Lauderdale-Hollywood International, Miami International, and Phoenix Sky Harbor to further develop the ACES program.

A video of the Airport Panel is available. Please contact Dede Young at [dede.young@fafonline.org](mailto:dede.young@fafonline.org) to learn more.

## **FOUNDATION SUPPORT TEAM UPDATES** ***FAF Recruiting New Support Team Members***



**by Amy Cann**  
Vice President, Client  
Services & Call Center  
Operations

The Foundation has experienced a lot of growth in our corporate membership this year, increasing our need for additional Support Team members around the world to respond as Care Team and offer First Contact telephone support to families in crisis. Please take a minute to consider people you know— friends, family members, current/former colleagues, church members, community leaders — who might be a good fit with the Foundation. A flexible schedule is

crucial, and individuals employed by companies who are current corporate FAF members are not eligible for the Foundation's own support team. Our next Human Services Response™ training class will be held on September 22/23, 2016, in Atlanta, GA. Please refer potential candidates to the Membership tab on our website at [www.fafonline.org](http://www.fafonline.org).



**Celebrating August Birthdays with Amy Cann,  
Heather Ramsey and Jeff Morgan**

## A True Bond



**Jennifer Kinney**  
Vice-President,  
Corporate & Technical  
Services

Due to popular culture, the last name “Bond” is a lot to live up to, and there is no doubt that Chris Bond of the industrial aviation service company, Bristow Group, does. Chris is Bristow’s Manager for Emergency Response and Search and Rescue (SAR) Standards. He began his career flying as rearcrew in helicopters in 1967 with the Royal Navy and has flown approximately 11,000 hours in the SAR role, operating as rearcrew in a wide variety of SAR Helicopters types worldwide. He has been personally involved in the rescue of **over 1,100 people** in both maritime and land environments across the globe.

For years, Chris has kindly put up with my tired “Bond, Chris Bond” jokes, and I hoped he would also allow me to interview him for our Member Spotlight series; he graciously agreed. I gleaned even more insight during our conversation on his firsthand experience of rescuing others, his 40 years at Bristow, and how his history has impacted his dedication to humanitarian response.



**Chris Bond**  
Bristow Group

***Please describe some immediate reactions you’ve found from those you have rescued through the years.***

There are different levels of people my team and I have rescued. Many of them have had to wait quite a while to be found, so they are already hypothermic, or worse. Those are the ones that aren’t conscious enough to react and just need immediate medical care. Those that are conscious, again there are different levels, but most of them are more than willing to accept help. There was one lady I rescued who was attempting to take her own life because of a recent breakup with a boyfriend. At some point in the water, all of her clothing had come off, and when she realised it, she became absolutely hysterical. We finally got her calmed down to the point where she could start to speak properly. I reminded her that firstly she was covered with a blanket and, secondly, if she was more worried about the clothing issue than losing the boyfriend, that might give her some context about the breakup! And then she just clicked and realised I was right! It was quite profound.

***Are you ever able to follow up with any of the people you’ve rescued throughout the years?***

Very rarely, but there was one lady I was able to see six weeks after her rescue; she came back to say thank you to us. She told me she remembered this huge guy with a really tiny head that she wanted to thank. I’m a small guy so, when I told her it was actually me who saved her, she looked at me like I was from another planet! She said, “No, it wasn’t you!” I said, “I’m sorry to say it was!” It was because of this perspective change that she had through stress and the beginnings of hypothermia.

***Our readership, many of whom are Care Team members providing emotional first aid to people, may be interested to hear how you use touch when you are saving someone.***

You have to be intuitive about it, and very aware of what you’re doing, and do that in a way that can give them comfort. Of course, what works for one person on one particular occasion, won’t work for another person on a different occasion, which is where intuition comes in. Tone of voice, body language, and eye contact are essential in order to do that and to obtain trust.

***What is your ultimate goal when it comes to relative response and family assistance at Bristow?***

I want a fully-integrated friends & family support program. I want the whole side of the humanitarian response laid out, the processes and procedures to be in place. This will allow us to affectively respond in a case of a humanitarian response, either to our crews, or families, as appropriate. And to be a market leader, not for the sake of being a market leader, but to really push the boundaries of what we feel that should be there as a common sense humanitarian practical approach. You have to keep a positive attitude about it.

***Your personal attitude, from my experience working with you, is to always err on the side of generosity when it comes to friends and family; is that fair to say?***

Yes, certainly, and that has been driven by the Foundation’s and Aviem’s direction and all of our team work together. And I’m particularly keen to take the ethics we’ve instilled into SAR, and the team work of SAR, and transpose it onto our humanitarian response.

Chris has an additional job as full-time granddad. More of his history with Search & Rescue for the Royal Navy can be found in other publications, including the book *On the Wire* written by his colleague, Dave Peel.



## CRISIS COMMUNICATIONS TRAINING

### *Don't be Tone Deaf During a Crisis*

by Jeff Braun



Our hope is that the summer brought time to think about your preparation for communication during an emergency or crisis. Those who attend our Human Services Response™ (HSR) training learn the importance of using the right words and tone when responding to people who have been directly touched by a tragedy. They learn how to avoid “second assaults” in their interactions.

Unfortunately, it's common to see the individuals who are the public face of a company responding to a situation not as sensitive or aligned in how they communicate both vocally and with the written word. In many instances they're not familiar with HSR™ and they've not updated or practiced their spokesperson skills. In preparing people who will be interacting with the media and other audiences, it's critical to write, drill and train in a new way.

The old authoritarian “command-and-control” approach is dated and ineffective. It's natural for someone to become defensive and protective of the company brand and unintentionally cause harm. Training must illustrate why it's important to fight those tendencies and the importance of connecting with people during a high-stress time to build credibility, confidence and a sense of community. Training can also serve to update expectations on how quickly the demand for information can overwhelm the inexperienced. Giving your spokespeople a chance to practice and drill crisis communications efforts is very effective in calibrating everything.

Best practice is to ensure that those who will have a public communications role in your organization are periodically trained throughout the year. Timing is something we cannot control, so it's prudent to schedule regular practice sessions to make sure everyone is on the same page on what should be communicated and the tone that should be used. Don't forget to talk through the possible scenarios with your team, including those on the front lines. Having the right strategy goes well beyond just the words and tone; it will also be the overall attitude your team displays as you deal with a difficult situation.

If I could catch a rainbow  
I would do it just for you,  
And share with you its beauty  
On the days you're feeling  
blue

If I could build a mountain  
You could call your very own,  
A place to find serenity,  
A place to be alone

If I could take your troubles  
I would toss them in the sea,  
But all these things I'm  
finding  
Are impossible for me

I cannot build a mountain,  
Or catch a rainbow fair,  
But let me be what I know  
best,  
A friend who's always there

Captain Susan Ryan-Bisig of the Independent Pilots Association (IPA) presented about Care Team response to UPS Flight 1354 which crashed in 2013. She told a story about a poem by Sandra Lewis Pringle which, due to popular request, we have printed here.



We are so proud of our recent 5th grade graduates:  
Sam Kinney, son of Jenny Kinney; Ava Cann, daughter of Amy Cann;  
& Andrew Ramsey, son of Heather Ramsey



## Saving Will...

### Foundation Leader recognized for saving a life.



**Stephen Young**  
Manager, Production  
& Marketing

It was Saturday, April 2nd, 2016. The church I was doing an internship with took a group of 150 middle and high schoolers to the Laguna Beach Christian Retreat Center in Panama City Beach, Florida, for an impactful Spring Break. Everyone quickly unpacked and rushed down to the highly anticipated beach. Sunscreen was applied along with a smile on everyone's face in awe of the giant waves they could play in. As I walked down to the beach I saw the red flag, warning of high surf and strong currents, and neglected to make a big

deal out of it, since there were students already in the water and I assumed they could all swim well. The other leaders and I were down at the beach watching the students play in water that was up to their thighs. I was talking with some students on the beach and one of our leaders came up to me and asked if the students were too far in the water. I shrugged it off, thinking I didn't want to be the fun-killer, and said, "They should be fine."

Before turning back to talk to the students, I glanced into the ocean to watch them enjoy the water. Conversation was brought back to reality with others on the beach for no more than a minute, until I checked to see if the students were still enjoying their time in the water. I noticed that they had gone out a lot further. So, I proceeded to call to one of the students, who was already in the water, to go out a little further and wave to the rest of the students to come in.

At this moment, I still did not think that anything was wrong. As our group continued to talk, I looked toward the water and realized they had gone out even further. I immediately jumped up and began to whistle, waved my arms and yelled for them to come in. As I was yelling, a lady that was sitting down about thirty yards to my right came over and said, "They are yelling for help, someone has to help them." I looked for a "superior adult" to tell them what was going on. Luckily one of the pastors had just walked down to the beach and I looked at the shock on his face and told him that I was going to go out there and help them.

I took off my shirt, threw my phone in the sand and started to run out into the water. I began to swim out to the students using the riptide to my advantage, while hundreds of thoughts were going through my head, but the most prominent one was just get to them. As I arrived to the first group of panicking students, I reminded them that it was extremely important to stay calm and to listen to my instructions. This group of eight students was clutching on to a boogie board and I looked at them, gripped with fear, and told them that they needed to swim parallel to the shore and then swim in. They exclaimed, "We can't do it, we can't." I responded with, "You have to." They finally gave in, listened to me and got to safety.

But, before I left these students to attend to others, I told one student, whom I had grown pretty close with, to stay strong and for him to be a leader. I encouraged them, then turned away to swim to two other students not too far away. Once I was able to reach them, I asked them to hold onto me to allow them to catch their breath. I gave them the same instructions and told them that we would swim in together.

As we began to swim into shore, I took another look around to see if anyone else was left in the water. That was when I saw a young boy with his face down in the water. I immediately left the two boys and swam to assist him. I got to him and turned him over in the water to see that his lips were completely blue, his eyes were shut, he was unconscious and he was barely breathing. I could not believe this was actually happening. I put my arm around him and held his head up out of the water with my hand and began to pray as I swam into shore.

As I was swimming, I continued to pray that God would give him life and to not give up. As I was swimming, I felt like I was not getting anywhere and, in a last bit of desperation, I attempted to do CPR while treading water. I hit him in the chest once and immediately went underwater. It was hurting more than helping, so I continued to swim in, encouraging the boy to keep breathing in hopes we would make it to help in time.

We made it to the sandbar that was fifteen yards off shore and I yelled for someone to call 9-1-1. A bystander replied that they had, and I told them that I needed help immediately. Two gentlemen rushed through the water to the sandbar to assist me in getting the boy onto the shore. He was taken out of my hands and carried onto the beach where CPR was administered by one of our leaders. As I waded through the water to get to the

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**Stephen and Will at the hospital**

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shore, the adrenaline wore off and I realized I had a pounding headache. I laid down on my stomach, face in the sand just high enough that the waves were hitting my feet, and continued to pray and recover. The young boy was taken by ambulance to the nearest hospital twenty miles away.

As I was recovering on the beach, all I could think of was seeing him in the water and my pounding headache. The paramedics attended to me several times and asked if I needed to go to the hospital. Each time I replied that I didn't and that I just needed some rest. I asked for two friends of mine to take me up to the retreat center so I could wash off and recover. On the way, I encountered another paramedic who instructed me to get on the gurney. They took my vitals again and asked me if I needed to go to the hospital. At the

insistence of a group leader, I gave in, and they loaded me into the back of the ambulance.

Will, the young boy, was admitted to the PICU where he was diagnosed with double pneumonia. He was intubated and sedated. When Will's parents arrived, the ER doctor informed them that he did not think Will would have made it through. He said that Will was a true miracle based on the amount of ocean water that he ingested and the amount that he had aspirated into both his lungs. Will spent the next four days in the hospital and fortunately was able to make a full recovery. I was able to visit with Will and his family, who took the above photo of us in the hospital.

Will is a freshman in high school this year.

## THAT WAS THEN; IF THEN WAS NOW



**Mike Kavanagh**  
Regional  
Coordinator,  
Australia & New  
Zealand

Back in the 1980s I was the acting Reservations Supervisor in an airline call center.

One day, a member of the team failed to arrive at the start of their shift. Not hearing from them, an hour later I commenced trying to contact them through their home telephone number. After several hours the phone was answered by someone who identified himself as a Detective Sergeant with the state police. He gave me a number to contact for further information regarding the employee.

I called the number which turned out to be the local police station and was informed that the person who lived alone had been found dead.

The next day I received verbal advice from management that I should look to employing a replacement for our deceased colleague.

I now needed to clear the work station of personal belongings. There was nothing in any manual to guide me on disposal of these items. I was made aware that the deceased had been estranged from their family and, as the belongings in the desk draw appeared to be of little value, I assigned them to the waste bin.

So that was using my head to get the job done.

*Fast forward to the present...*

Having undertaken the Family Assistance Foundation, Inc. Human Services Response™ training, I would now adopt a different process if I had the opportunity to do over again the disposal of this colleague's personal belongings. I would involve my heart.

Any personal belonging and dispensable, low-value company property would be left untouched. Even if estranged, family would be invited to the office to claim these items. The workstation would remain vacant until this is done.

In the event that the family are unable or decline to visit, the belongings would be packed respectfully and delivered to the family, provided they are willing to receive them. The personal belongings would only be disposed of if that was the family's wish.

If the family visit the office, they would be welcomed and given an explanation of their loved one's contribution to the workplace. Those colleagues who indicate a willingness to do so would be introduced to the family. Not all employees are comfortable in this situation, so it should be voluntary.

With the family's consent, as many employees as possible who wish to do so should be permitted to attend any funeral or commemorative service. An opportunity can also be arranged for colleagues to meet socially to celebrate their colleague's service to the company. Attention should be paid to any employee whose mood changes or who demonstrates a change in their level of work: intervention may be necessary.

At some point, discussion would take place with the nominated next-of-kin about any outstanding salary, vacation and other monies owed by the company. Not just a check in the mail.

This is thinking and acting using both the head AND heart.

It has been many years since I had to deal with the death of my colleague, but workplace death or the death of an employee outside of work hours happens, and the company's role needs to be managed with compassion.

The involvement of company representatives in a death outside the workplace is not considerable. However, a workplace death requires a much higher level of Human Services Response™. Every company HR manual should contain at least two directives on what is expected in the event of an employee's death – What to do and how to do it.

Aviem International Inc. is the leading provider of crisis-related training and the largest provider of family assistance training, based on the Human Services Response™ concepts, developed by Dr. Carolyn V. Coarsey. Aviem also offers leading-edge crisis communications training for dealing with the media/public. Operations training courses include the latest best practices in emergency management concepts for companies and other non-governmental organizations.

## DESCRIPTION OF VIDEOS AVAILABLE FOR SALE FROM APRIL MEMBER-PARTNER MEETING

**Jeff Morgan**, President and CEO of Aviem International, Inc. and Chairman and Co-Founder of the Family Assistance Education & Research Foundation, opens the 2016 Member-Partner Meeting with a thorough discussion of the history of the evolving field of family assistance. Jeff weaves in the tragedies which led to the regulations which govern airline response to families as well as other legislation in this field within other industries on a global perspective.  
(Length of DVD: 17:09, Price: \$99)

**Jeff Morgan**, President and CEO of Aviem International, Inc. and Chairman and Co-Founder of the Family Assistance Education & Research Foundation, discusses the 1996 Family Assistance Act and how it has evolved over time. Jeff delves into how, after the United States adopted the act, other countries and agencies began to follow suit.  
(Length of DVD: 17:05, Price: \$99)

### **Family Survivors:**

**Jim Hurd** is a family survivor of TWA 800. Jim lost his son, Jamie in the accident on July 17, 1996. Jim recollects his thoughts and tells his story of how he found out Jamie was involved in the crash. Jim takes you through what happened that day and what his life is like today.  
(Length of DVD: 35:56, Price: \$99)

**Kathy Johnston** is a family survivor of Colgan Air/Continental 3407. Kathy lost her husband, Kevin, in the accident on February 12, 2009. In her video Kathy explains the challenges she faced getting confirmation that Kevin was on the flight and the importance of families getting through to an airline the first few hours following an accident. She describes what was helpful and harmful in the airline's response to the families of the fatal accident.  
(Length of DVD: 10:48, Price: \$99)

**Scott and Terry Maurer** are family survivors of Colgan Air/Continental 3407. The Maurers lost their daughter, Lorin, in the accident on February 12, 2009. Scott and Terry describe the challenges they faced in getting information in the first few hours following the accident and the difficulties in communicating with the employees who were assigned to help them over the phone. Scott and Terry emphasize the importance of having adequate phone lines and trained personnel to interact with family members during the first 24 hours.  
(Length of DVD: 20:21, Price: \$99)

**Larry and Helen Siebert** are family survivors of TWA 800. Larry and Helen lost their only two children, daughters Chrisha and Brenna, in the accident on July 17, 1996. Traveling with them to Paris were their first cousin Stephanie and her husband Dan. Stephanie was the only child of Larry's sister and her husband. The Sieberts describe their survival in the aftermath of the tragedy and how much giving back to others has meant to them in their being able to live beyond the loss of their children.  
(Length of DVD: 26:46, Price: \$99)

**Paul and Susan Smith** are family survivors of ValuJet 592. The Smiths lost their son, Jay, in the accident on May 11, 1996. Paul and Susan recall their memories and emotions of Jay while discussing the airline's response in the aftermath of the accident. Looking back over twenty years since the accident, they discuss how their spirituality has been a driving force in their lives today to help cope with their tragedy.  
(Length of DVD: 24:34, Price: \$99)

### **Care Team Responders:**

**Captain Susan Ryan-Bisig** is a member the Independent Pilots Association and flies for UPS. Captain Ryan-Bisig describes her role as Care Team member in supporting the co-pilot's family who died in the crash of UPS Flight 1354 in 2013. Captain Ryan-Bisig discusses challenges she and her teammates faced in offering sensitive and well-received assistance to the entire family in the aftermath of the accident.  
(Length of DVD: 27:18, Price: \$99)

**Amy Cann** serves as Vice President of Client Services and Call Center Operations for Aviem International, Inc. and Vice President, Family Support Services for the Family Assistance Foundation, Inc. In this presentation Amy describes a response to a challenging tragedy faced by one of the client-members in 2015. She touches on seven complexities of lessons learned in this response, including sensitivities involving the discussion of what appeared to be the intentional grounding of a flight which killed the pilot who was flying the aircraft.  
(Length of DVD: 22:32, Price: \$99)

### **Airport Community Response Panel:**

**Russell Goutierrez** is Vice President of Operations and Member Support for the Family Assistance Foundation and Vice President, Operations and Business Development for Aviem International, Inc. Russell introduces the Airport Community Workshop Panel and sets the stage for offering Human Services Response™ to all responders on duty at the time of an accident. Russell discusses ideas for increasing response efforts by increasing the volunteer base at an airport.  
(Length of DVD: 4:44, Price: \$299, Part of the Airport Community Package deal)

**Sandra Novak**, MSW, formerly a flight attendant for Delta Air Lines, now works as a crisis counselor in Broward County. Sandra assists airports, airlines and other groups in providing family assistance following a crisis. Sandra is also a trainer on family assistance and Care Team response. In this video, Sandra discusses the importance of listening and validating survivors, particularly in the first hours after the tragedy.  
(Length of DVD: 4:18, Price: \$299, Part of the Airport Community Package deal)

**Barbara Webster** is the Director of Emergency Response for Spirit Airlines, Inc. In this video, Barbara discusses the incident that occurred at the Ft. Lauderdale Airport with Dynamic Airways in 2015. She relays the complexities that happened, how Spirit Airlines helped in this accident and how Emergency Response Groups and Airport Community Response Initiatives are crucial for airports.  
(Length of DVD: 8:01, Price: \$299, Part of the Airport Community Package deal)

### **Mental Health Professional**

**Dr. Paul Quinnett** is a clinical psychologist who developed QPR and the QPR Institute. In this presentation, Dr. Quinnett reviews compelling statistics about suicide and explains that suicide is preventable.  
(Length of DVD: 53:29, Price: \$199)  
(See page <http://www.qprinstitute.com/individual-training> for more information about QPR and Dr. Paul Quinnett and [here](#) for Foundation QPR Programs.)

If you consider bringing QPR into your company, the Foundation will make the video available at no charge.

## TRAINING CLASSES



**Joyce Leung, Yvonne Yip, Dr. Carolyn V. Coarsey and Ester Luk  
Cathay Pacific, Hong Kong**



**Jeff Morgan & Turk Erdem, Avianca Airlines**

### Avianca Airlines - Bogota, Colombia



**Avianca Safety Team**



**From left to right: Paola Estepa, Jaime Adrover, Teresita Uribe Gutierrez and Vivana Rocha**

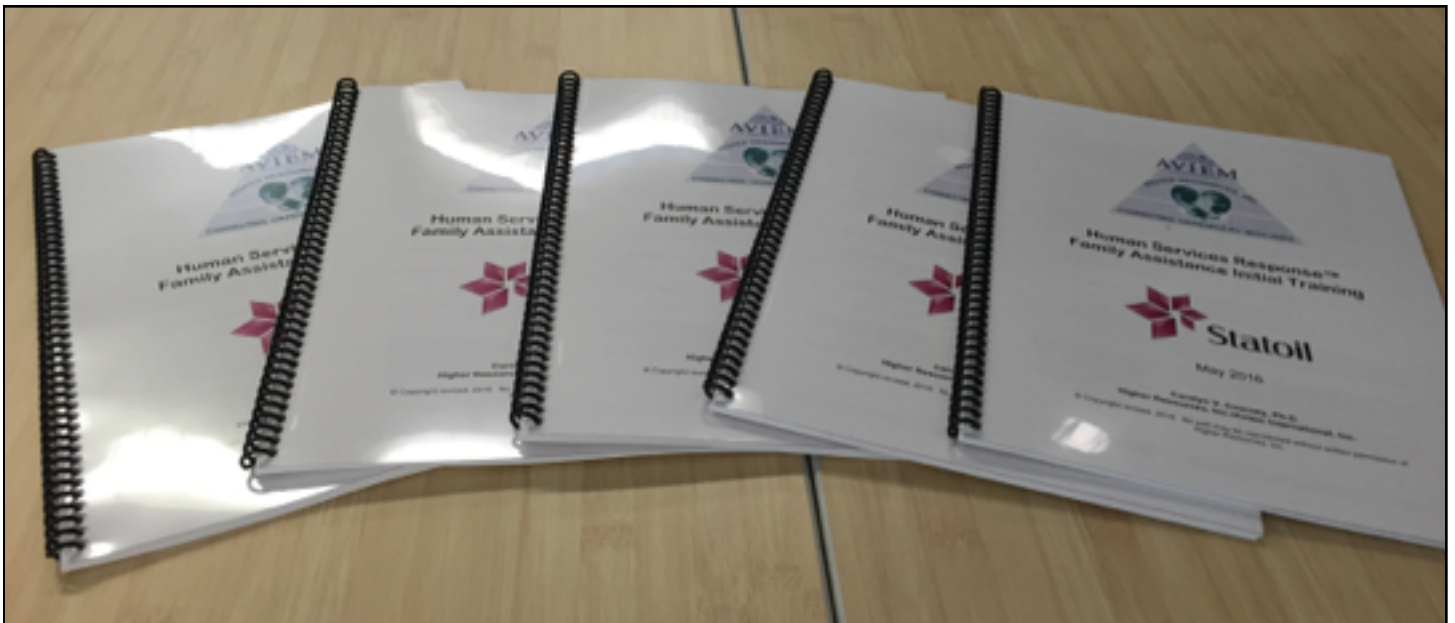
### ATIA - Anchorage, Alaska



### Norwegian Air Shuttle - Oslo, Norway



### Statoil Canada - Calgary, Alberta, Canada



### SAS Institute - Cary, NC





# MEMBER-PARTNER MEETING, SANTA FE, NEW MEXICO APRIL 27 - 28, 2016



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# MEMBER-PARTNER MEETING, SANTA FE, NEW MEXICO



# AMERICAN EAGLE FLIGHTS 3378 & 3379 MEMORIAL DEDICATION





