

Sharing the Journey

Family Assistance
Foundation

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

VOLUME 18 ISSUE 2

The Official Newsletter of the Family Assistance Foundation

Summer 2018

AMERICAS MEMBER-PARTNER MEETING, WORKSHOP AND TRAINING JUNE 21-22, 2018 - MIAMI, FLORIDA

GUEST SPEAKERS



Dave Sanderson
Survivor,
Miracle on the Hudson,
US Airways 1549
January 15, 2009

Dave Sanderson is a passenger survivor of "The Miracle on the Hudson", USAir Flight 1549, January 15, 2009.

Dave will discuss his experience from the moment he became aware of the ensuing crisis, the evacuation process and his interaction with all responders following impact. Dave has captured his experiences in his book *Moment's Matter*. Dave will make copies of the book available to the audience and autograph them for those who wish to purchase them at the workshop.



Mike & Tracy Wholean
Survivor,
Tortola Bus Accident,
Celebrity Cruises
December 6, 2015

Tracy and Mike Wholean are survivors of a coach crash in Tortola which took place during an excursion while vacationing on Celebrity Cruises. Tracy and Mike were traveling with their best friends, Mary and Richard Kettner, and tragically, Mary died in the accident. Tracy and Mike will discuss their experiences with the Celebrity Cruises Care Team and others who supported them during this life changing event.



Harriett Hansell
Family Survivor,
Swissair 111
September 2, 1998

Harriett Hansell's brother, Donald Sheer, Ph.D., and his wife, Diane Sheer, died in Swissair 111, September 2, 1998, along with a total of 229 passengers and crew members. Harriett will share with attendees about the role the Delta Air Lines Care Team played in helping her and their entire family navigate the experience from the first contact through the weeks that followed. Harriett will also share about how she and her family have integrated the loss of Donnie and Diane and created a meaningful and successful life in their honor.



Kim Frierson
NTSB - TDA Liaison
former AA CARE Team
Member

Kim joined the NTSB in September 2016, and serves as the primary Transportation Disaster Assistance (TDA) liaison for domestic and foreign air carriers, and U.S. airports. Kim launched to six NTSB investigations, conducted TDA outreach and trained over 1400 participants while supporting family members to multiple-modal accidents. She brings over 18 years of emergency management and family assistance experience. Prior to joining the NTSB, Kim played a major role in the American Airlines CARE Team and held various leadership positions during multiple tragedies.

Norwegian Cruise Line Holdings will host the Foundation's 2018 America's meeting June 20-21, 2018 at NCL's Conference Center, Miami Florida. Survivors' expenses are being co-sponsored by **Royal Caribbean** and Foundation partner, **OnSolve**. The first day of the program will feature aviation and cruise line primary and secondary survivors along with NTSB and employee responders. On day two, the Foundation will host an 8-hour workshop featuring a review of recent responses, case studies and presentations on lessons learned. See agenda on page 2.



Americas Member-Partner Meeting, Workshop and Training



AGENDA

Day 1	June 21st
8:30	Registration
9:00	Opening Remarks
	Welcome Survivors & Speakers
10:15-10:45	Harriette Hansell, Swiss Air Flight 111
10:45-10:50	Q&A
10:50-11:15	Break
11:15-11:45	Tracy Wholean, Celebrity Cruises, Tortola Bus Crash
11:45-11:50	Q&A
11:50-12:20	Dave Sanderson, US Airways Flight 1546
12:20-12:25	Q&A
12:25-1:15	Lunch
1:15-1:35	Gustavo Candelas, Fort Lauderdale/Hollywood Airport Shooting (via video)
1:35-1:55	Kim Frierson, NTSB
1:55-2:15	OnSolve Presentation
2:05-3:00	Reception Centers Panel
3:00-3:15	Break
3:15-3:45	Tracey Gunn, Costa Concordia Survivor - Affects of Trauma (via video)
3:45-4:45	QPR Overview
4:45-5:00	Adjourn & Thank You
5:30-7:00	Networking Event
Day 2	June 22nd
8:30	Registration
9:00	Humanitarian Assistance
	Evolution, Personal Belongings, & Global Efforts
10:00-12:00	Case Studies
	Industry Specific Interactive Group Exercise
12:25-1:15	Lunch
1:15-1:35	Resources & Community Based Humanitarian Teams
1:35-1:55	Special Needs Considerations & Front Line Training & Processes
1:55-2:40	Call Center Support & Information Management
2:40-3:00	Report Card/Self Assessment - Company Specific
3:00-3:15	Break
3:15-3:30	How Much To Share When Making An Emergency Announcement
3:45-4:45	Self Compassion - Employee Health
4:45-5:00	Conclude & Thank You

June 20th

QPR Train-The-Trainer Refresher Course (10am-12pm)

QPR Gatekeeper Training (12:30pm-4pm)

held at the Hyatt Place Miami Airport East

2018 ASIA-PACIFIC MEMBER-PARTNER MEETING HELD AT CATHAY PACIFIC HEADQUARTERS APRIL 10-11, 2018

Cathay Pacific hosted a very successful Member-Partner Meeting on April 10-11. Gus Whitcomb, Head of Group Business Resilience, opened the meeting and welcomed members and guests to the two-day meeting. Family and primary survivors from throughout the region presented to the group about effective, as well as, ineffective parts of responses. Pictures of the family members and primary survivors who spoke are shown with Foundation leaders below. Simon Kennedy and Tahnee Stroet presented about the loss of Yvonne Kennedy, Simon's mother, in the crash of AA Flight 77, September 11, 2001; Bill Leonard presented about his son's death in a plane crash in New Guinea in 2009. Primary survivor, Tracey Gunn, gave a detailed account of how she and her husband survived the Costa Concordia tragedy in Italy in 2012.



**Gus Whitcomb, Head of Group Business Resilience,
Cathay Pacific**



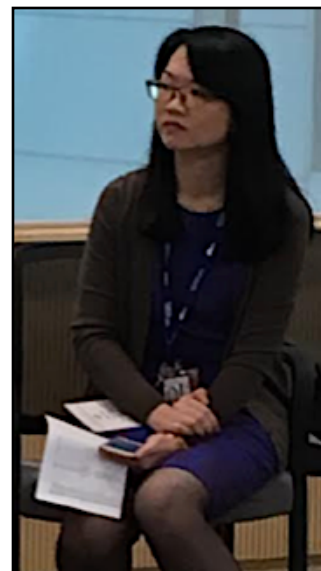
**Stephen Young, Carolyn Coarsey, Family Survivors - Tahnee
Stroet & Simon Kennedy, Russell Goutierrez & Ray Gonzalez**



**Stephen Young, Carolyn Coarsey, Family Survivor - Bill
Leonard, Russell Goutierrez & Ray Gonzalez**



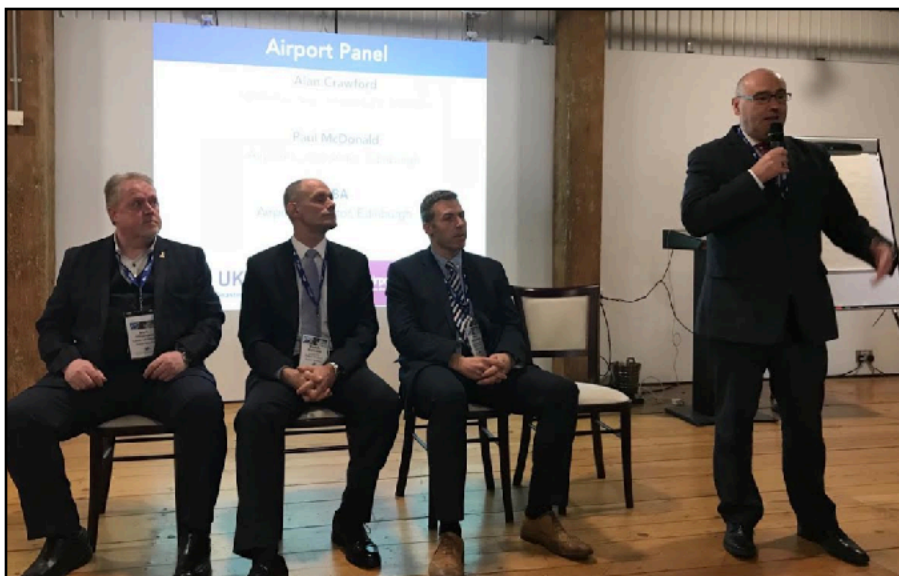
**Stephen Young, Carolyn Coarsey, Survivor - Tracey Gunn,
Russell Goutierrez & Ray Gonzalez**



**Ester Luk, Assistant Manager Inflight Safety
and Standards, Cathay Pacific**

To the left is a photo of Ester Luk who assisted Foundation leadership in coordinating and organizing the entire meeting, including survivor and Foundation staff travel. The Foundation is grateful to Ester, Gus and their entire team for hosting the meeting and making it possible for all of the events surrounding the meeting.

2018 EUROPE MEMBER-PARTNER MEETING LONDON MARCH 13-15, 2018



Alan Crawford, Detective Superintendent, UK Disaster Victim Identification Co-ordinator presented along with (left to right) **Mark Stephenson**, Edinburgh Airport Manager, **Roddy Bainton**, Inspector, and **Paul McDonald**, Chief Inspector, about matters pertaining to Edinburgh Airport's plan for trauma response.



Joanne Mulligan, Norwegian Cruise Line UK, presented during the case studies about how her company responds to survivors.



New Aviem/Foundation team member, **Ana Maria Dumitru**, leads a group discussion with attendees at the meeting.



Foundation leader **Jeff Morgan**, publicly thanks cruise line employee, **Sandra Lerario**, for her presentation about her survival of the Costa Concordia, in January, 2012.

HITTING THE RESET BUTTON ON CARE TEAMS

by Jeff Morgan



Over the past couple of years, we have seen a divergence of ideas and approaches when it comes to what we commonly refer to as humanitarian assistance through the use of care teams, (also widely referred to as special assistance teams). By care teams, we mean those teams, organized by companies and made up of employees who volunteer to be on the company team for the purpose of assisting survivors during a crisis. These employees have training on what the company expects of a care team member, and the company has established procedures as to how the team is mobilized and exactly how they will carry out their responsibilities.

For the Foundation team, and for virtually all of our corporate Foundation members, those team members have all been trained using the practical approach to helping people known as Human Services Response™, a practical approach to helping people, and follow the guiding principles we promote at the Foundation. We continue to hear discussions from the global perspective about who can best serve the public and company employees when an organization has a tragedy during their business operations. The purpose of this article is to highlight findings of the research that became the basis of family assistance programs, i.e., *"The Psychological Aftermath of Air Disaster: What Can Be Learned for Training?"*, Coarsey, C.V., (1992, University of New Mexico, Albuquerque, NM.)

In short, Carolyn's research clearly showed that the only organization that had a long-term effect, either positive or negative, on the well-being of both primary and family survivors was the organization seen as being responsible for the traumatic event. Notice that the term, responsibility, is not intended to reflect liability. We mean the organization that is having the traumatic event, whether it be an airline crash, cruise line excursion accident, etc., or a tornado destroying a retail store. Carolyn's original scientific study showed clearly that while other organizations may have helped (responders, medical, counselors, local community, etc.) and might have done a good or bad job in the survivors' opinions, their response did not predict more or less symptoms of the five disorders associated with trauma.

We have observed a number of tragedies where companies have outsourced the care operation, either to another provider or to governmental organizations. When government agencies deploy, it is to carry out a particular role, but they may decide to fill gaps that the company is not attending. When another provider responds in lieu of the company employees, survivors often ask where the company went when the disaster occurred. While some companies may see this as a relief, the fact is that when a company does not assist its own survivors, the benefits of emotional connection between the company and its survivors is sacrificed. It may sound

easier to bring in a third party, but the company experiencing the trauma forfeits connection with survivors—which in the long-term, is healing for all.

In addition to creating the best outcome for survivors, when company employees (care teams) are allowed to assist survivors with practical needs and family support, there are other benefits to this approach. Thirty plus years of this practice has shown added benefits to include reduced claims, quicker settlements of claims involving injuries and deaths, reduced litigation, and enhanced corporate reputation. Everyone understands that accidents happen, but people also expect companies to be prepared to assist them when things go wrong. When organizations step up to the plate during a crisis, their reputation is preserved and potentially improved. And when tragedy occurs, and the company employees are absent, business and industry are once again painted with the same brush of negative bias, i.e., "Big business only cares about the bottom line."

At the Foundation, in addition to having employees offer practical support to survivors, we also believe in providing options and choices for assistance from various resources, including trauma counseling, pastoral assistance and whatever a survivor feels would be of benefit to them and their families. But our experience continues to show that when it comes to long-term healing for the survivors (the customers, employees, and families), and the organization itself, it takes a large team. And that team includes the organization's employees who are empowered to assist with practical support, in conjunction with services offered by government agencies, and other professional helpers, collectively.

Aviem clients and Foundation members find the collaborative approach we have developed over the years to be most effective. Our approach allows organizations to be seen as the responding company they desire to be, but with the substantial resources of the Foundation standing behind them, coaching as needed, and working with them to ensure there are sufficient assets for a successful response.



Jeff Morgan visits his family of origin in Liverpool.



Stephen Young
 Manager of
 Emergency
 Response
 Operations &
 Training

WHAT OUR SURVEYS TELL US

by Stephen Young

After all is said and done, there is something small that can easily go unnoticed, but can change how the future of training events are planned and organized. The somewhat remedial and “trivial” form is something we at Aviem and the Foundation take seriously. We believe this form of feedback determines how people learn and develop improved ways of assisting families after a tragedy.

After our most recent Member-Partner Meetings, we found that Survivor Presentations along with Case Studies/Discussion were the most beneficial. Closely behind those were Responders and Specialists’ Presentations and the Industry Report Card. For future Member-Partner Meetings it has been requested that we focus more energy on Informational Presentations (Community Response Model, Information Management, etc.) and making our case studies more location and cultural specific.

Aviem and the Foundation are going to mold our Meetings to take more of this data and feedback in to enhance the meetings for all. If you have any additional feedback that you would like to add, please email me at stephen.young@aviem.com.

UPCOMING EVENTS

Miami Foundation Support Team Member Training

Hyatt Place Miami Airport East
 Saturday, June 23, 2018
 Miami, FL

Latin America

Member-Partner Meeting & Training – Chile

September 5 - 6, 2018
 LATAM Headquarters, Chile, South America

Crisis & Emergency Response leaders and Care Team/Special Assistance Teams. Encompassing all aspects of airline and airport planning, organization and responses to any crisis or emergency. Is your Call Center ready?

See the world-class organizations who are our Foundation Members & Partners: [Foundation Members](#).

Guests and future Members welcome!

Atlanta Foundation Support Team Member Training

September 26 - 27, 2018
 Atlanta, GA

New Mexico Foundation Support Team Member Training

TBD
 Santa Fe, NM

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



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

BOOK RECOMMENDATION

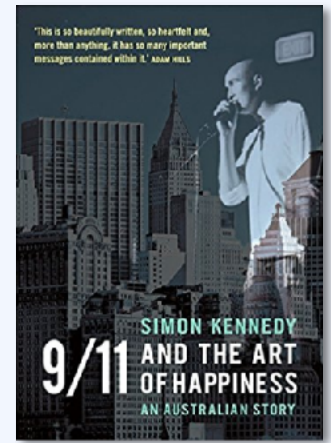
9/11 AND THE ART OF HAPPINESS: AN AUSTRALIAN STORY

By Simon Kennedy

"I, not events, have the power to make me happy or unhappy today. I can choose which it shall be. Yesterday is dead; tomorrow hasn't arrived yet. I have just one day, today, and I'm going to be happy in it."

Groucho Marx

(quote excerpted from Simon's book)



Simon Kennedy

At the April Member/Partner Meeting in Hong Kong, sponsored by Cathay Pacific Airways, attendees had the privilege to meet Simon and Tahnee - family survivors of the 9/11 attack on the Pentagon, in Washington, D.C. At the meeting, Simon, and his wife Tahnee, shared with the audience about the death of Simon's mother, Yvonne Kennedy, and their experiences and interactions with American Airlines, Quantas Airlines, and other agency personnel who assisted them.

Of particular interest to the attendees was Simon and Tahnee's discussion of the support offered them by the Care Team Member, Michelle. Michelle, represented the Quantas Airlines Care Team, a partner of American Airlines. During all of the events that occurred during the first several months after Yvonne's death, Michelle's presence in their lives was one of the most positive experiences that they as a family had.

Simon also signed copies of his book **9/11 And the Art of Happiness** which details his experience with the tragedy from the start. Beginning with the call from his brother, living in London, who awakened him to say that flights had crashed into buildings and wondering if Simon knew her flight number. Simon describes his and his family's experience up through attending the ten-year anniversary memorial in Washington, D.C.

Simon begins his story by re-telling his last visit with his mother before his departure where he reluctantly accepted the paper with her itinerary. As she handed Simon her trip details, she laughingly said, "Here. Just in case the terrorists get me." And she quickly followed with, "See you when I get back. If the terrorists don't get me first."

Simon provides the reader with insight into the painful, yet ultimately gratifying, process of identifying his mother's engagement ring, amidst 'trinkets that represented snapshots of the lives that were lost.' While Simon made his living before his mother's death and still today performing as a stand-up comic, through a reading with popular medium John Edward, Simon learned that he was also a writer. Simon was first skeptical of meeting the medium. However, the accuracy of the communication assured Simon that he had indeed contacted with his mother—and took her advice provided in the reading and wrote his story.

David Speers, the political editor of *SKY NEWS*, endorsed the book this way: "Few books have genuinely made me cry and laugh out loud. This is one." Their presentations touched those of us who met Simon and Tahnee. The book adds significantly to our understanding of who Yvonne was in life. And reading Simon's book shows how her optimism and dedication to helping others influenced her sons to follow in her legacy.

Follow us on Twitter @fafcares
and on [Facebook](#)



Rosangela Maxwell
 Manager,
 Operations and
 Support

SAFE2GO EVENT HELD IN SAO PAULO

by Rosangela Maxwell

On April 5th, 2018, Rosangela Maxwell represented Aviem International and the Family Assistance Foundation at the Safe2Go event, an unprecedented Operational Safety Management Conference hosted by GOL Airlines in partnership with Boeing.

The conference was held at the Amcham Business Center of Sao Paulo, located in the newest financial district on the South West side of the city.

Brazilian and International Institutions representatives from the aviation industry and other industries such as fuel supplier, hospital, insurance and Aviation University were invited to discuss the best practices and shared experiences in the Operational Safety sector.

The rich agenda included topics like Risk Management, Digital Transformation, Internal Attacks, and Social Engineering.

Speakers from different environments highlighted the current practices and suggested new avenues to improve Safety Management.



Waleska Barbosa Fortini, LATAM, Rosangela Maxwell, Aviem and Solange Mauzer, LATAM

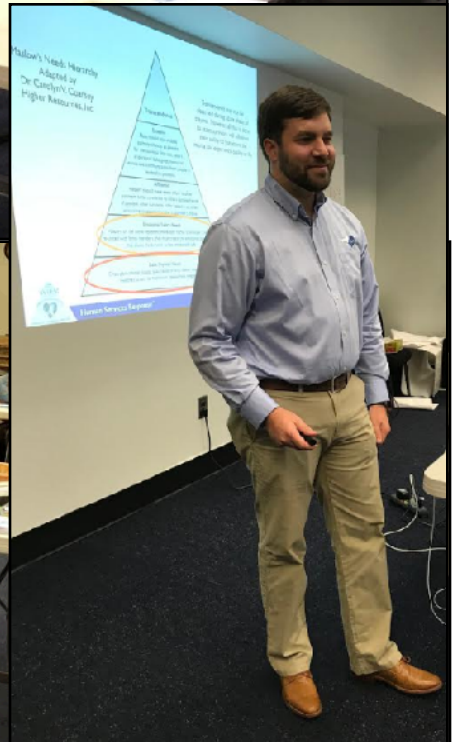


Rosangela Maxwell, Aviem, Fernando Ennes Pedro, GOL and Giovanni Videira, GOL

HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT HSR™ TRAINING FOR AIRPORT CARE TEAMS



HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT HSR™ TRAINING FOR AIRPORT CARE TEAMS - CONTINUED



GLOBAL HSR™ CLASSES



Carolyn Coarsey and Jeff Arnold train clients in Alaska.

GLOBAL HSR™ CLASSES - CONTINUED



Alaska Travel Industry Association Care Team

Aeromexico



Ray Gonzalez conducted training with the leadership team at Aeromexico.

2018 ASIA-PACIFIC MEMBER-PARTNER MEETING - CONTINUED



Simon Kennedy and his wife, Tahnee Stroet. Simon lost his mother on American Airlines Flight 77, September 11, 2001.



Bill Leonard, with his son, Matthew Leonard, who perished on PNG Flight 4684, August 11, 2009



Tracey Gunn was a survivor of the cruise liner, Costa Concordia, on January 13, 2012.

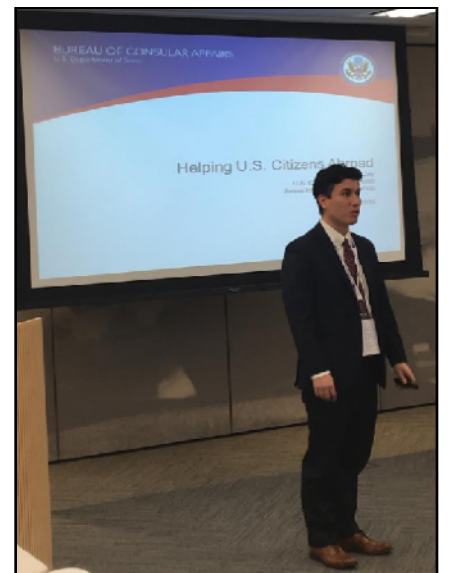


Kathryn Carter and Adrienne Collins spoke via video about the crash of Air New Zealand Flight 901 where their father, Captain Jim Collins, perished on the flight along with 257 others.

2018 ASIA-PACIFIC MEMBER-PARTNER MEETING - CONTINUED



Mike Kavanagh, Ray Gonzalez, Stephen Young, Carolyn Coarsey, James Yatras & Russell Goutierez



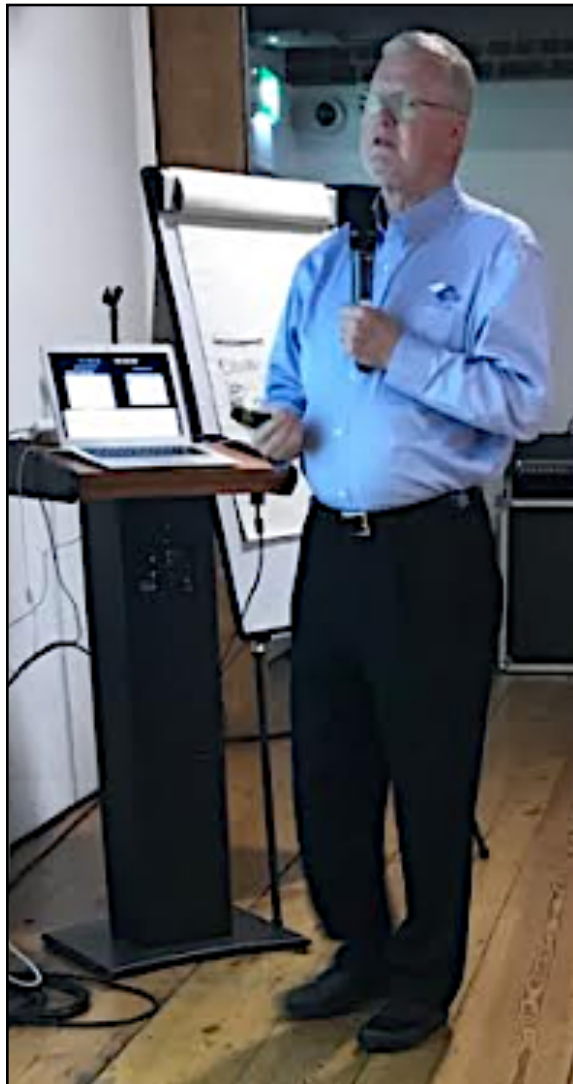
2018 ASIA-PACIFIC MEMBER-PARTNER MEETING - CONTINUED



LONDON MEMBER-PARTNER MEETING - CONTINUED



Jaume Adrover, Aviem, Managing Director – Barcelona, Spain & Rosa Planas



Jeff Morgan discusses strengths and weaknesses of family assistance programs today, according to input from survivors in the Foundation's research.

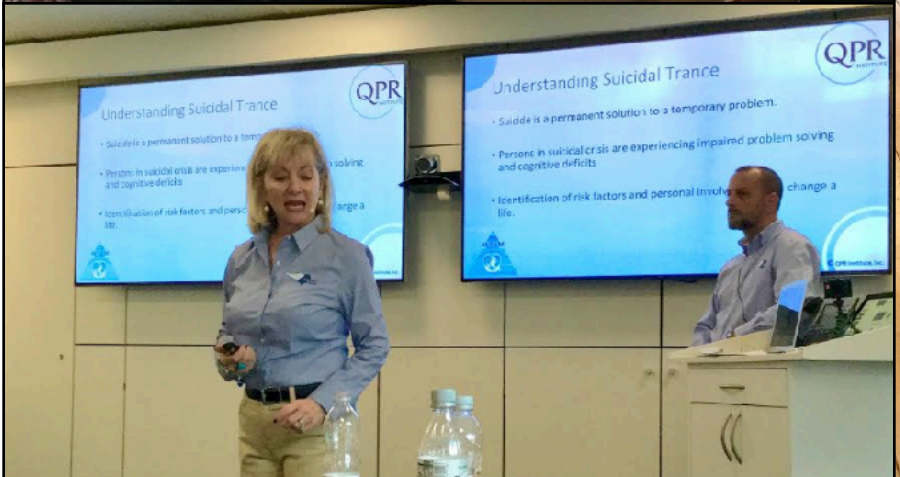


Andrew Baldwin & Sissi Tursi



Nils Markert & Jackie Venes

LONDON MEMBER-PARTNER MEETING - CONTINUED



SAFE2GO EVENT HELD IN SAO PAULO - CONTINUED

