

Sharing the Journey

Family Assistance
Foundation

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

VOLUME 12 ISSUE 1

The Official Newsletter of the Family Assistance Foundation

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The Family Assistance Foundation, Inc. is an independent non-profit corporation founded for the purpose of empowering people following tragedy. Our mission is to support and improve business and industry responses to emergencies and disasters.

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FOUNDATION HOLDS FIRST AIRPORT COMMUNITY WORKSHOP AT PHOENIX SKY HARBOR INTERNATIONAL AIRPORT



Jeff Morgan, Chris Rausch, Karen Eckert, Scott Maxwell, Carolyn Coarsey

On October 30-31, 2013, the Foundation conducted a workshop with the leadership team of Phoenix Sky Harbor International Airport where the entire airport community came together to plan and prepare for working with survivors following an incident or accident. The 65 attendees included the Sky Harbor Airport leadership team, local chaplains, and representatives from the American Red Cross, Air National Guard, American Airlines, Delta Air Lines, Jet Blue, Great Lakes, Southwest Airlines, Sun Country, United Airlines, US Airways, and Phoenix Mesa Gateway. Foundation leadership team, Jeff Morgan, President of Aviem International, Inc. and Dr. Carolyn V. Coarsey, President of Higher Resources, Inc. worked with Chris Rausch, Manager

of Emergency Preparedness, and his team to deliver the highly interactive workshop.

Karen Eckert, whose sister Beverly Eckert died in Continental Express/Colgan Air Flight 3407, presented her personal story of how the airport employees responded to her and their family, with major emphasis on how the response might have been improved. A follow-up interview with Chris Rausch features more information about why he teamed up with the Foundation to offer the workshop.

AVIEM/FAF ANNUAL MEETING IN SANTA FE, NM

Aviem International, Inc. and the Family Assistance Foundation, Inc. hosted our Annual Meeting on January 23-24, 2014, at the La Posada Resort & Spa in Santa Fe, New Mexico.

The two-day meeting took on a distinctly "hands-on" focus in addressing the new realities of responding to emergency situations. Environments and pressures rapidly change in times of crisis, and companies are increasingly outsourcing functions previously provided by employees in the transportation industry and other business sectors. This and unprecedented influence of social media has created new challenges for response planners. Participants spent the two days in a crisis simulation, role-playing and assessing the various components of a fully-integrated response. Most plans are theory-based and look comprehensive on paper. However, when they are activated, unexpected vulnerabilities are often exposed, impeding the ability of an organization to effectively respond. Participants at the January meeting had an opportunity to practice their response to a simulated accident, while receiving feedback from peers and experienced responders.

Our guest speaker, Mike Low, father of Flight Attendant Sara Low, who died on American Airlines Flight 11, on September 11, 2001, shared his experiences from his eight-year journey for truth about the final moments of the flight. Mr. Low answered questions about his experience, which included the important role that the American Airlines CARE Team and other employees played in his family's healing and adjustment to the loss of Sara.

More information on the meeting will be featured in the next newsletter.

UPCOMING AVIEM/FAF ANNUAL MEETINGS

December 9-10, 2014
London, England

March 5-6, 2015
Santa Fe, New Mexico

AN INTERVIEW WITH THE MANAGER OF EMERGENCY PREPAREDNESS, PHOENIX SKY HARBOR INTERNATIONAL AIRPORT



Chris Rausch

Question: Why did you decide to co-host an Airport Community Workshop with the Family Assistance Foundation?

As the Manager of Emergency Planning and Response for America West Airlines and then US Airways, I've established and maintained a professional relationship with the Foundation. They provided training for our Care Teams and, as a result, I felt very confident that the FAF would provide the best possible family assistance response training for Sky Harbor Airport staff, partners and stakeholders.

Question: What was your vision for the workshop?

As the manager of Sky Harbor's Emergency Preparedness section, I maintain relationships with our airlines partners and understand how airlines provide certain resources to accident victims, families and friends following an accident or incident. However, I wanted our staff to be a resource and support to our partners, as it's highly probable that our staff would be assisting in family assistance efforts prior to airline deployment and throughout the response. In addition, I see a need for Sky Harbor to have its own airport family team to provide assistance should we have a situation specific to Sky Harbor Airport i.e. Sky Train/bus accident or an

emergency terminal event.

Question: Did the Foundation Directors, Coarsey and Morgan, meet your expectations for the workshop?

Most definitely! Carolyn and Jeff are not only innovative trainers who have a wealth of knowledge and experience; they set the standard for providing effective family assistance response processes. They offer a very personal touch, making each training opportunity unique, realistic and very easy to relate to.

Question: Do you recommend that other airports work with the Foundation to offer a similar workshop?

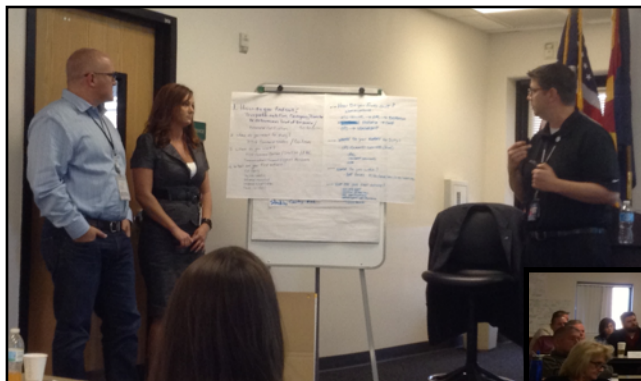
Yes, I highly recommend other airports work with the Foundation. As each airport is different, the FAF can help tailor family response processes that complement the airlines' established plans. For the times when an airline is not responsible to provide family and friend support, the training, insight and support offered by the Foundation will be invaluable to the airport and the communities it serves

Question: Are there any other comments that you want to make?

No one wants to think about having a disaster, but as a thriving airport we face the reality of something happening, sometime. When the unthinkable occurs, the immediate needs of our customers, airline partners and stakeholders is of paramount concern and responsibility; therefore, preparation, planning and a timely response are extremely important. Knowing the Foundation is available to supplement our processes with knowledgeable and experienced staff that can assist in the training, planning and response, should we need it, is extremely reassuring. We can't always control what happens at Sky Harbor Airport but, thanks to the FAF, we can control how we react to a situation.



Chris opens workshop



Darin Sanders, Gina Henry, Chad Larimore,
Southwest Airlines

The participants enjoyed the highly interactive workshop



FEATURE ARTICLE FROM THE CHAIRMAN OF THE FOUNDATION, JEFF MORGAN



FAILURE TO LAUNCH

The Asiana Flight 214 accident this past July in San Francisco caught the attention of many in the airline industry due to the questionable response, which we now know has been deemed a violation of the US Foreign Air Carrier Family Support of 1997, and the US Department of Transportation

has imposed a \$500,000 fine.

While we were saddened to see that expected immediate actions did not happen for Flight 214, it was not a surprise. Having been involved in airline disaster response planning since well before the first US Aviation Disaster Family Assistance Act in 1996, we have seen an evolution in planning, training and best practices, prompted by family survivors in the late eighties advocating for better treatment from airlines, followed by the first scientific research published by Dr. Carolyn V. Coarsey in 1992. This also resulted in the development of the first researched-based training for family assistance best practices. Unfortunately, we've also seen a steady decline in true preparedness, precipitated largely in part to the attacks on the World Trade Center on 11 September 2001.

The passage of the Aviation Disaster Acts in the US in 1996 and 1997 certainly caught the attention of the global airline industry and, as such, there were significant improvements in emergency preparedness from 1996 until 2001, with the industry probably reaching its peak in 2000.

However, the airline industry was decimated following 9/11. Consider the following facts:

1. Both airline passenger traffic and capacity fell drastically after 9/11.
2. This resulted in one of the largest reductions in workforce ever seen in an industry. US airline employment reached a peak in 2000 of approximately 650,000 employees. By 2010, that number had dropped to 500,000, a 28% drop, yet passenger loads have returned and exceeded those prior to 9/11.
3. The post-9/11 world also helped propel a shift in flying from major network carriers to new, low-cost carriers. That then drove the network carriers to shift more of their flying from domestic to international, and more open skies agreements permitted more carriers all over the world to fly to new destinations.
4. There have been 22 airline bankruptcies since 9/11, with a number of those ceasing operations entirely.
5. Airlines have lost 55 billion dollars since 9/11.

Oddly enough, another significant factor in the decline of overall industry preparedness is the fact that the airline industry is in its safest period since the dawn of the jet age. 2012 was the safest year for aviation since 1945 (based on statistics compiled by the

[Aviation Safety Network](#)). Remember that the US laws came on the heels of two major fatal accidents in 1996: ValuJet Flight 592 and TWA Flight 800. However, in the years prior to ValuJet there had been 14 major fatal accidents involving US carriers (there were many others internationally, but the US accidents had the most influence on the evolution of the law). Unfortunately, as the collective memory fades, the motivation and recognition to be more prepared also fades. Social psychologists tell us that "primacy/recency," a phenomenon that explains how people learn and remember, likely applies here. People remember.

So what has been the net effect of all of this on emergency preparedness?

1. Loss of disaster response experience - Many of those airline employees who responded to major accidents during the late eighties and nineties are gone. Many retired, either because of reaching retirement age or in taking early retirement packages with all of the post-9/11 reorganizations and downsizing. Others were simply pushed out of the industry during the downsizing of the industry following 9/11.
2. Budget Cuts - Obviously, no business areas were safe from the devastating cuts made by airlines in the post-9/11 years, and money for training, additional staff, exercises and other activities were severely restricted.
3. Changing Attitudes - As so often happens in many areas, the lack of fatal accidents and the ever-improving safety record caused airline management to reexamine their priorities and, while they may not have stated it out loud, the attitude in many cases was: "Do we really need to be this prepared? After all, we're running a safe airline; we haven't had an accident in x years and we'll just deal with it when it happens."

However, even with less training, tighter budgets and changing attitudes, another interesting phenomenon has emerged: we've almost outsmarted ourselves. In the years following the passage of the disaster acts, the US law has served to create a global best practice that has spread around the world, and other countries have adopted similar laws with similar requirements for assisting passengers and families following accidents or other disasters. Along with these developments has come training courses, industry groups and additional third-party providers offering a variety of training, planning and consulting services. As such, all of us who work in this industry have gotten very smart. We know all the acronyms: FFRC, SRC, PIC (or PEC), EPIC, CMC, JFSOC, FAC. I could go on, but you get the idea.

What we find most often is that many can "speak" about family and survivor assistance, but they can't execute a plan, or at least not execute one well. So often, in all of the training, workshops, and learning opportunities, most of the discussion is about what to do but not HOW to do it. And, therein lies the problem. WHY we have this problem is actually another article for another time. But the immediate question is: what do we do about it?



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

From the Editor

FROM PTSD TO POST-TRAUMATIC GROWTH (PTG)

Humankind has not woven the web of life.

We are but one thread within it.

Whatever we do to the web, we do to ourselves.

All things are bound together. All things connect.

-Chief Seattle

Tape two of the Foundation's recently released training videos, entitled "**Survivors Share the Wisdom Gained from Loss**," shows parents and siblings of passengers who died in crashes featured in the videos describing how their grief was transformed when they began to help others who were grieving similar losses. For many, reaching out to others marks the turning point in their recovery and integration of their losses.

"We don't see traumas as good things...but they're the starting point for people." - *Richard Tedeschi, psychologist at University of North Carolina at Charlotte and pioneer in the PTG field*

The September/October issue of *The Optimist* features the research of University of North Carolina at Charlotte psychologists, Tedeschi and Lawrence, both pioneers in the field they are calling post-traumatic growth (PTG). Concerned that most psychologists have traditionally *only* studied disorders (PTSD) and problems, these men began to conduct studies of people who had overcome difficult setbacks such as paralysis, blindness, or loss of a lifelong partner. They found that many people experienced transformations that could be grouped into five themes: better relationships with others, improved personal strength, heightened spiritual satisfaction, renewed appreciation for life, and a desire to find new possibilities, interests & professional pursuits.

Employee Helpers feel the beneficial effects of helping others

Foundation research on employees who help survivors of workplace trauma reveals that they, too, feel that helping survivors improves the quality of their lives. When asked the number one thing they have learned from their assignments, the response is nearly always the following: greater appreciation for their own family and friends, along with an increased desire to help all people.

Good News for Survivors and Helpers

Today, research studies abound on the subject of happiness psychology—i.e., what helps people maintain happiness, live longer, and enjoy productive lives. The value of positive thinking and practicing the "golden rule" is no longer simply ideas repeated by our parents and schoolteachers; science supports their value in shaping our own lives. Researchers who study happiness psychology look at why and how humans flourish with a focus on studying the roots of positive emotions—such as joy, compassion, connection, resilience, and optimism—and have found that trauma often furnishes the reason to make major life-changes.

In the January/February issue of *Spirituality and Health*, the findings of professor of clinical psychology Dr. Sonja Lyubomirsky are highlighted, which indicate that the mood boost of helping others promoted a sense of connection and stress reduction, which translates into better health. Further, her findings showed:

- When patients with chronic pain help others, their pain diminishes.
- Study participants who pumped iron actually held weights longer if doing so allowed them to raise money for charity versus raising money for themselves.
- Alcoholics who help others are twice as likely to stay on the wagon.
- Altruistic teens were more likely to go on to graduate from college and have more successful careers than teens that were more self-focused.

Doing good can have as big an impact on your health as eating healthful foods and exercising.

In summary, our survivors and employee helpers who participate in our Foundation research teach us more than how to help others during a post-disaster response based on their experiences and losses—they are also modeling for us how to transform our own life's losses into improved health and well-being for ourselves as well as the planet.

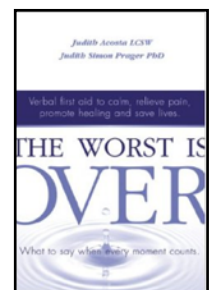
EDITOR'S RECOMMENDED BOOK

THE WORST IS OVER - VERBAL FIRST AID TO CALM, RELIEVE PAIN, PROMOTE HEALING AND SAVE LIVES

BY JUDITH ACOSTA, LCSW, & JUDITH SIMON PRAGER, PH.D.

by Carolyn V. Coarsey, Ph.D.

Saying the right words can physiologically and emotionally alter the outcome of serious situations and can ease a survivor's experience in the present and in the future. When verbal first aid is used in a trauma, helpers are changing the way it is processed and mitigating its impact down the line.



Continued on page 8

NOSE HAIR, CLEAVAGE, AND T-SHIRTS: FOCUSING ON YOUR APPEARANCE IN OUR HIGH DEFINITION MEDIA WORLD

by Jeff Braun



Nokia has introduced a phone with a camera that takes 41 megapixel pictures; that is about twice the pixels of a very good professional camera and about 20 times what you need for a nice quality photo to post online. In short, anyone with a few hundred dollars can carry a super HD camera in their pants.

What does this mean for you?

Appearances count. They always have. Whether it is a quick TV interview, a blogger shooting video, that remote interview, teleconference, or even a Skype call, what you look like matters. People are already poor listeners and easily distracted, as anecdotal evidence shows and data is beginning to prove, so the little things that would never have mattered in the days of black and white TV have become **huge** and **highly defined**.

A quick refresher – when you are representing and there is a potential to be on camera (there is always a potential to be on camera - re-read the first sentence) dress for your role. The crab fisherman and the parish priest dress differently, but if the crab fisherman is headed to church...you get the idea.

Years ago, we told people to use network anchors as their guide on how to dress for TV. That is no longer true. Since the advent of HD, anchors at the networks seem to be getting younger and the women slimmer and more likely to show cleavage and wear form-fitting tops. If you are going to look to TV anchors as a guide, ladies, watch only PBS.

The single most important rule of thumb is – don't let anything distract. Check your teeth. Spray down your hair, people of both genders, especially if you are going outdoors. Unkempt eyebrows and nose hair, glasses askew, jewelry that moves when you do, and shiny skin can cause the viewer to fixate on minutia and completely miss your message. Everyone needs translucent powder on hand to de-gloss the skin, and men should pay particular attention to their foreheads, however far back they go.

Gentlemen – there is no such thing as a no-iron dress shirt. Always wear a crisp white T-shirt under a dress shirt whether you wear a jacket or tie or not.

Next up - your body itself. Posture, posture, posture. Slumping sends a poor message, and standing or sitting tall projects confidence, plus your clothes hang ever-so-much better. If the camera adds 10 pounds, slumping doubles that.

Where are your hands? They need to be moving in a natural fashion, pretty much above the waist, below the chin and mostly within shoulder width. Should you learn that only head and shoulder will be seen, do not go still. Continue to move your hands while talking, as you normally would or slightly more compact. A stiff body, hands in lap, unmoving torso, is not the norm for most people, so avoid looking like a mannequin.

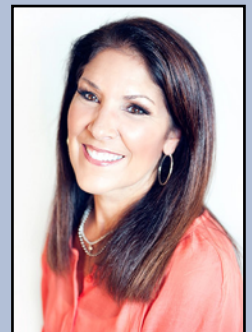
Have you ever been at a stop light and seen the driver in the next car attending to some, shall we say, personal grooming? Some things should never be attempted except in complete privacy, and yet ...

This is where you need an honest friend, co-worker, or media professional to guide you. We are all very capable of getting the spinach out of our teeth but, when it comes to gestures and motion, it helps to have an extra set of eyes because there may be things we do unconsciously, as a habit or even a tic. In our professional memory is the client who brushed her bangs out of her eyes several times a minute, the exuberant talker whose shoulders were in constant motion, and the man who repeatedly touched parts of his body that left the audience embarrassed and uncomfortable.

Making ready for the public is simply a very good habit to get into. Though dress codes have gone super casual in many professions, well-fitting clothes and excellent grooming, along with objective body awareness, will serve in all situations and prevent you from becoming that person at the stop light.

DEDE YOUNG - ADMINISTRATOR OF THE FOUNDATION

Dede Young joined the Foundation in August 2012, as an Administrative Assistant for the Foundation and was promoted to the position of Administrator of the Foundation.



Dede is responsible for the day-to-day administration of the Foundation. She interacts with other Foundation team members, its Board of Directors and many corporate and individual members. Her duties include assisting with planning Foundation conferences and meetings, along with producing newsletters, flyers and numerous activities.

Dede graduated from the University of Georgia with a Bachelors Degree in Fine Art. She lives in Roswell, GA, with her husband, Steve, and two sons, Stephen, who is a senior at the University of Georgia, and Garrett, who is a 9th grader. She enjoys running with her lab, George, playing tennis, working in her yard, and volunteering at her church.

FOUNDATION HUMAN SERVICES RESPONSE™ CLASSES

JET AVIATION - AUGUST 26, 2013



Foundation leaders, Jeff Morgan and Carolyn Coarsey, led Jet Aviation professionals in August 2013.



Jet Aviation leadership treated Family Assistance Team to dinner.



New Board Member and Family Survivor, Hal Ruchelman, had fun with Jet Aviation's team members.



STATOIL-HOUSTON - SEPTEMBER 4, 2013

HSR™ TRAINING AT BRISTOW HELICOPTERS



**BRISTOW HELICOPTERS,
ABERDEEN, SCOTLAND
SEPTEMBER 16-17, 2013**



**BRISTOW HELICOPTERS,
LAGOS, NIGERIA
SEPTEMBER 19-20, 2013**



**BRISTOW HELICOPTERS,
PERTH, AUSTRALIA
NOVEMBER 12-13, 2013**

ALASKA RAILROAD - NOVEMBER 20-22, 2013



Failure to Launch continued

The short answer is that you must ensure that all of your response teams know HOW to do what it is they are expected to do.

There are really only two ways to accomplish this:

1. Provide sufficient training, with sufficient detail to ensure responders have the necessary knowledge and skills to carry out their assigned duties.
2. Provide clear, written direction and instructions on how to carry out a responder's assigned duties.

The problem with number one is that we now bump into the larger problem that most organizations today do not have sufficient resources to fully carry out needed training. In addition, in most organizations, emergency response and survivor/family assistance is not most employees' full-time job or primary responsibility.

3. So, the more "doable" approach is to implement number two. We suggest that you: a) develop individual checklists for each position in your emergency organization, b) make those checklists robust enough to instruct responders not only WHAT to do, but also HOW to do it, and c) exercise regularly using those checklists extensively.
4. The Family Assistance Foundation has always carried out research, through interviews with survivors and responders, to determine what is the best possible way we can assist those most impacted in a disaster. Understanding clearly what those needs are, and how we can best meet those needs, then drives what we need to do from a command, control and logistical standpoint; that then establishes what needs to be in our emergency procedures, checklists, training and exercises.

While all of this pertains to the airline industry, these lessons should not be lost on other industries. The Foundation has always believed that these international best practices should be followed by any organization vulnerable to disasters, whether a mass transportation accident or a retail or other non-transportation organization affected by industrial accidents, natural disasters or terrorist/criminal acts. These preparedness actions, executed regularly, will help your organization avoid a "failure to launch."

See next newsletter for Part II of the article.

Editor's Recommended Book continued

The protocol presented in this book was developed for medical emergencies; but, it is also used for assisting someone with a chronic condition. Authors explain that receiving upsetting news about one's health can be as upsetting as lying on the ground bleeding, following a trauma.

This book is one of the first of its kind that is written for all helpers—not just the medical or counseling field. It details the methodology best for communicating with the autonomic nervous system to evoke desired change. It is designed to help people help others through medical emergencies, as well as

through emotional and chronic illness and pain using basic communication skills.

The authors, both very experienced psychotherapists, share practical experiences and guidelines that can empower the reader to help change the course of medical situations for your family, friends, and anyone who you desire to help. The authors have also developed a website that will provide the reader with additional resources to broaden their education on verbal first aid and related topics.

FOUNDATION COMBINES 2013 INITIAL CLASS WITH RECURRENT



The Foundation introduced a new training module for our family assistance volunteers in 2013. New team members and experienced responders worked together during the entire two days as they examined case studies, watched new videos, and participated in role-plays based on actual responses. Foundation leadership team who facilitated the workshop included: front row, starting second from left, Dede Young, Carolyn Coarsey, Jeff Morgan, Amy Cann and Jenny Kinney. Foundation was also joined by our partner, Global Emergency Response's (GER) leadership team led by Stan Kuzia, seated front row, far right.



Dr. Paulette Laidlaw, a Canadian Psychologist, presented her group's case study, highlighting best practices in working with families.



Marie Anderson, Sally Fleming, Maria McKinney & Brenda Daly



Sylvia Farrington & Brett Nichols



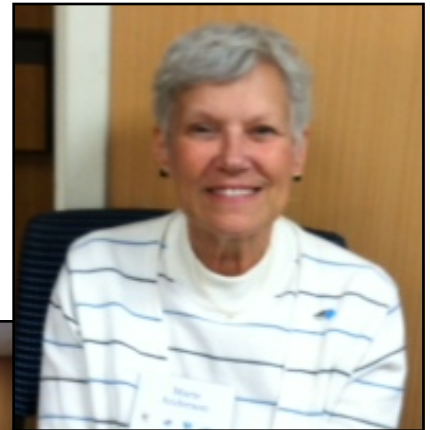
Bill Williams



Colby Farrow, Carolyn Coarsey & Edward Taman

FUNDRAISER FOR FLIGHT AE 3379 REMEMBRANCE SUCCESSFUL

Marie Anderson led the activities for the fundraiser for the AE3379 Remembrance following day one of the annual Foundation training in October. Several thousand dollars were raised in a silent auction and barbeque dinner sponsored by the Foundation. Attendees of the two-day training program and local invited guests took advantage of the opportunity to compete for many different items including hand-sewn items from Marie Anderson; a large iron cross from Dallas Artist, David Broussard; Scentzy baskets donated by Lauren Tascione; and numerous other items donated by Foundation supporters.



Marie Anderson



Carolyn Coarsey, Lauren Anderson & Carla Smith



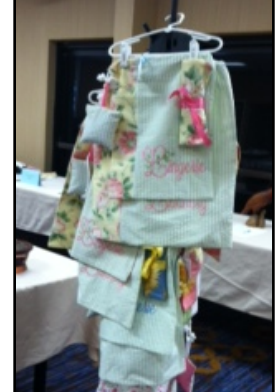
Marie Anderson, Patricia Serrano & Aida Diaz



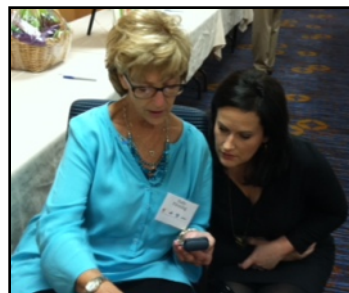
David & Rita Rothmeier, Ken Jenkins & Carolyn Coarsey



Carolyn Coarsey surprised by Mark Pakradooni & Mark Goodell with her favorite birthday cake.



Rich Anderson, Joan Pontante, Jim Hurd & Barb Skudlarick



Sally Fleming & Amy Cann



Lauren Anderson, Aida Diaz & Carla Smith, Marie Anderson's sister

FOUNDATION MEMBER, CARNIVAL CRUISE LINES HOSTS CARE AWARENESS & PARTNERSHIP SUMMIT

Carnival's CareTeam was pleased to host a Care Awareness & Partnership Summit on Monday, October 28, 2013, onboard the Carnival Victory in Miami, Florida. This Summit provided a forum where cruise lines, airlines, government entities, consulate and embassies, hospitals, and private and non-profit organizations came together to discuss how we could all benefit from working together and assisting each other.

Attending Family Assistance Foundation members included American Airlines, Disney Cruise Line, Norwegian Cruise Line, Princess Cruises, Royal Caribbean International, and Spirit Airlines.

The Foundation is pleased to offer support to Carnival's robust Care Team efforts. They will carry over 4.5 million guests this year who expect nothing more than to go on a fun filled, memorable vacation. Carnival team is aware, however, that there will be instances when guests and families find their vacations disrupted by an unfortunate event.

The purpose of the summit was to promote partnerships and create new ones with other organizations and individuals with the same needs and goals of assisting survivors in crisis.

Ray Gonzalez, who organized the conference and leads the family assistance response at Carnival, stated, "Through these partnerships we have made great strides in collaborating, sharing information, and developing best practices.

We look forward to continuing to develop our partnerships and creating new ones."



Top Row, Left to Right: Eric Emery, National Transportation Safety Board; Mark Smithson, British Consulate General, Jamaica; Dr. Manuel Mantecon, Holy Cross Hospital International Services; Christian Schoepp, Canadian Consulate; Brandon Borkowicz, U.S. Embassy Nassau Consular Section

Bottom Row, Left to Right: David Dalberg, The Salvation Army; Karen Wood, British Consulate General, Miami; Mauro Kolobaric, General Embassy of Australia; Jennifer Kinney, The Family Assistance Foundation; Barb Webster, Spirit Airlines; Ray Gonzalez, Carnival Cruise Lines



Dr. Merritt Schreiber, University of California, Irvine Center for Disaster Medical Services/School of Medicine; Gabrielle Bartusiak, Rescue Nurse International, Inc.; Melanie Carlsen, American Airlines; Terri Eurto, American Airlines; Lauren Tascione, American Airlines; Brandon Borkowicz, U.S. Embassy Nassau Consular Section



HSR™ licensed trainer, Andrew Baldwin of P&O Cruises and Cunard Line, Southampton, England, shown first row, center, led an awareness session at Seatrade Europe where nearly 100 attendees learned about basics for working with survivors in crisis.

FOUNDATION MEMBER VIRGIN AUSTRALIA CONTINUES TO GROW THEIR TEAM

Trainer Lisa O'Connor of Virgin Australia, (pictured, top picture, far right) reports that nearly 200 new Special Assistance Team members will be trained by end of 2013. Pictures of several of the new team members are captured in these various pictures shown on this page. Lisa shared the following comments with our Foundation team: "Feedback continues to amaze us...Participants often share stories about their own lives as validation for how the training impacts them. No two courses are ever the same-but the looks on the faces after many of the videos are almost identical-especially after Kevin and Connie's* series of videos. By that time, everyone realizes this isn't your standard training course!" **Kevin and Connie Fahey's son, Thomas, died in Comair 5191, and they are featured in newest videos available to all trainers of family assistance.*

