

Sharing the Journey



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

VOLUME 18 ISSUE 1

The Official Newsletter of the Family Assistance Foundation

Winter 2018

MEMBER-PARTNER MEETING: EUROPE AIR, LAND, AND SEA WORKSHOP + HSR™ TRAINING

2018 is an exciting year for the Foundation, as we join with our partners and Members around the globe to offer educational meetings and workshops this year dedicated to preparation. We begin with our meeting and workshop in London March 13-14, followed by QPR suicide prevention trainer certification and Gatekeeper Training on March 15. Then in April, our co-sponsor Cathay Pacific Airways will host a Member-Partner meeting April 10-11, QPR suicide prevention Gatekeeper Training April 12, followed by QPR trainer certification April 13. Highlights of these meetings, and of our upcoming meeting in Miami on June 21-22, along with dates and locations of our other events are included in this newsletter and on our website.

Recent events around the world have caused the Foundation to place major focus in our meetings and workshops this year on preparation, training, and exercising in the first few hours of a crisis. Special attention will be given to all touch points, i.e., airports, seaports, call centers and other public places where employee responders interface with the public in the immediate aftermath of a tragedy unfolding in their workplace or location of business.

Following Are Highlights of the London Meeting:

With understanding the Foundation's approach to community response in a crisis, we begin with this presentation with the representatives of the Metropolitan Police of London and Police Representatives of Edinburgh, Scotland.



Alan Crawford

Alan Crawford, Detective Superintendent, UK Disaster Victim Identification (DVI) Co-ordinator

Detective Superintendent Alan Crawford is a Police Scotland serving officer with 29-years' service who is seconded to the National Police Chiefs Counsel. He is the National UKDVI Co-ordinator based in London. He has been involved in DVI for over a decade and was the Senior Identification Manager following the Helicopter crash in Glasgow in 2013, when a police helicopter crashed into a busy bar tragically killing 10 people.

Following the events of the past 12-months in the UK, he has been involved in several structured debriefs of the Manchester Terrorist Attack and recently carried out a review of the DVI deployment at Grenfell Tower London. Prior to joining the Police he was a naval officer and spent 9-years visiting many parts of the world.



Howard Way

Howard Way, Detective Inspector

Detective Inspector Howard Way from the UK National Disaster Victim Identification Unit will explain how reliable identification of human remains is achieved following a mass fatality incident. He will also discuss sharing information and the importance of providing accurate and honest information to families.



Mark Stevenson

Mark Stevenson, Edinburgh Airport Manager

Mark is an Operational Assurance Manager, responsible for standardising and maintaining the Bronze Incident Management Strategy for Edinburgh Airport, during any incidents. Mark has an extensive background in Emergency Planning and Response as a former Aviation Fire Officer and as an Airport Duty Manager.

Air, Land, & Sea Emergency Response Member-Partner Meeting & Training – Hong Kong

April 10-11, 2018

Cruise Lines, Airlines, Rail, Airports,
Seaports, Tour Operators, Port Agents,
Retail, Energy, Business, Industry
& Hospitals

This innovative and interactive
two-day event is for emergency/crisis
response leaders.

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

Guests and future Members welcomed!

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Roddy Bainton

Roddy Bainton, Inspector

Roddy is currently within Border Policing Command, Police Scotland, where he is responsible for all Protective Security matters at Edinburgh Airport. He has an extensive background in Armed Policing Operations and was involved in the standardisation of incident command, tactics, weapons and equipment during the formation of Police Scotland. He was previously the Chief Firearms Instructor for Lothian and Borders Police.



Paul McDonald

Paul McDonald, Chief Inspector

Paul's current role is within Border Policing Command, Police Scotland, where he is responsible for all Protective Security matters across the 4 major Airports in Scotland.

In 2015, Paul was appointed as Chair of the UK Airport Police Commanders Group, coordinating key activities relating to Aviation Protective Security. In 2016, he was appointed as a permanent member of the Management Board of the European Commanders Group, Airpol, where he currently sits as an expert on a "Securing the Airport Community" working group. Paul has a BA(Hons) in Business Organisation and an MSc in Criminology and Criminal Justice.

Agenda for London:

Day One, 13 March, 2018

- 8:00 Registration
- 9:00 Welcome & Introductions of Survivors, Guest Speakers & Sponsors
- 9.45-10.00 Audience Introductions
- 10.00 -10.30 Survivor Presentation
- 10.30-10.45 Break Coffee/Tea
- 10.45-11.10 Presentation: Consular Services - US Embassy
- 11.10-11.35 Presentation: British Foreign & Commonwealth Office
- 11.35-12.00 Presentation: ONSOLVE - Streamlining Communication Strategy
- 12.00-12.45 Lunch
- 12.45-1.30 Airport Emergency Planning & Response Panel
- 1.30-2.15 Croydon Rail Accident Panel
- 2.15-3.00 Break Coffee/Tea
- 3.00-3.45 Tunis Bardo Museum Attack Panel
- 3.45-4.00 Q&A of Afternoon Program
- 4.00-4.45 QPR Overview
- 4.45-5.00 Conclude/Thank You
- 5.30 Networking Event

Presentation Sponsor:**Speakers - London****Sandra Lerario**

Sandra Lerario, Survivor
Chief Child Animator
Costa Concordia

Sandra was the Chief Child Animator on board *Costa Concordia*. She survived the *Concordia* accident off Isola del Giglio on 13 January 2012. Sandra, a crew member for ten years will share her story before, during, and after the capsizing. She now works in the Guest Services department for a major cruise line in Europe and is one of their newly trained CareTeam members.

**Alice Cain-Moore**

Alice Cain-Moore
Sr. Director, Guest Relations & Support
Norwegian Cruise Line®

A 27-year veteran, Alice oversees all post-cruise guest inquiries and leads the Care Team, and has been involved in a variety of deployments to assist passengers and crew.

**Andrew Baldwin**

Andrew Baldwin
Director, Guest Support
Carnival UK

Andrew has worked for Carnival UK (P&O Cruises and Cunard Line) for just under twenty years and led the project to implement the Carnival UK CARE team in 2007.

Since then he has been involved in numerous incidents impacting the brands Guests, Crew and Employees. He has been a CARE team trainer since 2008 and in that time has trained hundreds of volunteers. He has close working relationships with the other Carnival brands as well as other cruise and airline colleagues and has always been an advocate of CARE team and its goals.

**Sissi Tursi**

Sissi Tursi
Care Team Coordinator
Costa Crociere S.p.A.

Sissi, born in Bari, Italy, began her career in the Crisis Management Department as Costa Crociere CareTeam Coordinator and Away Team Senior Officer on December 1st 2015, with previous experiences on board Costa ships as Tour Manager, and shoreside in Festival Crociere and MSC Crociere. She certified as CareTeam trainer in 2017.

Speakers - London, continued



Charlotte Winter & Paul Blair

**Charlotte Winter, Emergency Planning Manager
Great Western Railway**

**Paul Blair, Coach and Mentor/Senior Mentor
Great Western Railway**

Care Team leaders Charlotte and Paul of Great Western Railway will share with attendees about their response to the November 9, 2016 derailment of a tram in Croydon, England. Seven people died and 62 others were injured. Of those, nineteen were seriously injured.



Carol Anne Ireland

**Carol Anne Ireland
Foreign & Commonwealth Office**

Carol Anne Ireland is a career diplomat who has served in Europe, Asia and Africa. For the past four years she has been Head of Consular Casework for the Americas and Pacific Rim, responsible for delivering government assistance to vulnerable British nationals. She also has first-hand experience of assisting British nationals in crisis situations, most recently following last year's hurricanes in the Caribbean.



Karin Wallace

**Karin Wallace
Foreign Service Officer
U.S. Department of State**

Karin is currently the Special Consular Services Chief at the U.S. Embassy in London. Karin's previous assignments include the Department of State's Operations Center, the Bureau of Consular Affairs' Rapid Response Team, and tours in Mexico, China, Italy, Egypt, and Afghanistan. Prior to joining the Department of State, Karin worked in tourism as a Cruise Director for an expedition cruise line, Clipper Cruise Line, with destinations to all seven continents.

Workshop Sponsor:

Send Word Now is now part of OnSolve, the market leader in real-time, mass notification and collaboration solutions used by the world's largest brands and thousands of government agencies to deliver critical information in any situation. The OnSolve suite of critical communication tools is a key component of the business continuity, emergency response, IT alerting, employee safety and security programs of every organisation we serve. Find out more via www.onsolve.com



 Send Word Now™

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TOO TOUCHY-FEELY?

by Jeff Morgan



Recently I was speaking to a client and friend who mentioned that she had spoken with a representative of another ER provider and she asked if they knew of the Family Assistance Foundation and Aviem. His response was, "Yes, but that we were too 'touchy-feely'." We both chuckled and thought it rather amusing. She responded to the person, "But that's what I want!"

My client, having been through much of our training at the Foundation and Aviem, understood what "touchy-feely" means and what matters most in responding to disasters and other traumatic events. But it does beg the question as to what is "touchy-feely" really means.

Those who might believe our approach for assisting survivors is too "touch-feely" lack education as to what family assistance is all about. Educated leaders recognize that compassion must be the driving emotion behind their actions if their response is to be effective. The emotional regression that occurs when one survives a traumatic situation or learns that their loved ones are involved in one renders the survivor helpless and dependent in the aftermath of the crisis. The quickest way to help the survivor regain a sense of control is to show them that you care about them and their predicament. When they feel safe and connected once again, they begin to move out of the crisis state—and move toward feeling empowered. This is also known as containing the trauma. Should a survivor be assisted by a responder who is cold and lacks compassion, their trauma is extended, and secondary traumatization occurs.

As an example, in a recent, well-known disaster, a family asked the company to provide transportation for a cousin to attend the memorial of the two family members lost in the tragedy. The Care Team member (who was not trained) took the request to the legal team and underwriters, who held all the power to make such decisions. The answer was an immediate "No" because this cousin was not an immediate family member and they were only covering expenses for the immediate family.

Would your legal and insurance folks decide differently if they knew the whole story? As it turns out, the family members that were now missing had been with the cousin on the days before they boarded the fateful flight. The family wanted the cousin to speak at the memorial and talk about their last days on earth. I guess that might be too touchy-feely? It is also notable that this family, unlike many of the other families, had remained home during the acute phase of the response and had requested no travel and made few requests from the company.

So, what is it that makes people believe our approach is too touchy-feely think that way? Firstly, it may be that they heard the sentiment from someone else who may have attended one of our

workshops or even a past training class. So, it's often a myth repeatedly shared by others. Some people are uncomfortable with this much emotion that is a result of significant trauma and grief. But, if someone is unable to cope with the emotion presented in a class, how will they fare when faced with the real thing in their first response?

Volunteering to be part of a family assistance team at a company is not for everyone. It takes a person with the right kind of make-up to want to be with someone during probably what is the worst experience of their life. This is one of the reasons every team member at the Family Assistance Foundation must attend initial training in person, with a qualified facilitator leading the class.

We show class participants real survivors on video and often in person. This approach to training is called Stress Inoculation. In our classes, we give participants a sense of the stress a team member might experience in working face-to-face with families much like a flu shot inoculates someone from catching the flu. When we do this, participants who are not comfortable with this task can deselect themselves. Some are honest and can say this is not for them and others don't reveal their feelings out of potential embarrassment and then tell others it's all too touchy-feely!

The good news is, we need both the touchy-feely and the non-touchy feely. We call this the Head and the Heart. The Care Team is the heart (touchy-feely), and the command, control and overall incident management is the head. If you don't have both parts, chances are you only have half a plan!

Let me share the elements we think are crucial in providing a successful humanitarian response.

1. Our training is research-based. The training is designed based on the feedback from real survivors (both those who survive and family members left behind when their loved ones don't survive) who tell us what companies did that was helpful and what was not useful
2. Our training includes real survivors, on video and often in person. Survivors are often emotional talking about their losses. The standard corporate approach to training does not work for this subject area. Corporate training is very linear and purely cognitive, where trainers lecture and attendees listen. Our training is designed to involve the "affect"—the emotional part of the brain, in addition to the logical or cognitive brain. By causing the trainees to *feel* for the survivors and what they are experiencing, we are imprinting on the mind of a trainee. Emotional imprinting does not go away and allows the trainee to respond with empathy and compassion, long after the initial training.
3. Initial training is always in person. Because the training is very interactive, we can see how participants respond when

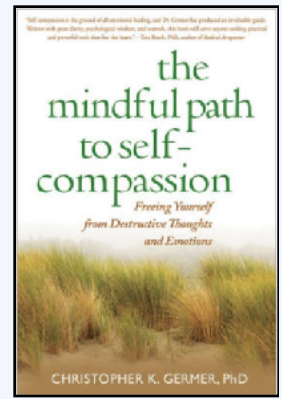
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Carolyn V. Coarsey, Ph.D.
President and
Co-Founder, Family
Assistance Foundation

BOOK RECOMMENDATION
THE MINDFUL PATH TO SELF-COMPASSION
FREEING YOURSELF FROM DESTRUCTIVE
THOUGHTS AND EMOTIONS
 By Christopher K. Germer

Tara Brach, Ph.D., author of *Radical Acceptance* states that self-compassion is the ground of all emotional healing, and Dr. Germer has produced an invaluable guide. In Dr. Germer’s book he shows us that neuroscience and psychology are just beginning to explore what meditative traditions have accepted for ages: that compassion and loving-kindness are skills—not gifts that we’re either born with or not—and each one of us, without exception, can develop and strengthen these skills and bring them into our everyday lives.



In the book, Dr. Germer lays out the skill development for self-compassion, the vision of freedom compassion can offer, the essential role of self-compassion, the path to realizing it rather than just thinking about it, and the practical tools, such as mindfulness, we need to effect that transformation.

In showing how the practice of mindfulness is becoming widely accepted in current forms of psychotherapy, Dr. Germer also reminds us of what mindfulness is not and what self-compassion involves. Using examples of real people, this book provides the reader with practical advice on how to develop a new relationship with our thoughts and feelings, rather than directly confronting them. For Care Team members and trainers alike, this book is a welcome addition to our growing awareness of the need to practice self-compassion, and instructions on how to do so.

The Foundation is pleased to welcome our newest airport Member, Glacier Park International Airport in Kalispell, Montana. We look forward to working with Fire Chief Wesley Long and his team.



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faced with real survivor situations and we have the ability to evaluate how well suited a participant is to serve in a family assistance role.

4. Our training is skill based. All HSR™ courses include various forms of practice including role-plays, group interaction, and working in dyads to practice skills such as meeting families for the first time. This ensures that when people complete our courses, they are ready to work with families.

So, to if you consider these factors in our training, and in our approach to responding to people to be "touchy-feely," so be it. But, if you have partners and providers who reject this method, or who are not willing to engage survivors in a caring and compassionate manner, there is a good chance their actions in responding on your behalf will result in multiple second assaults on the families they are attempting to assist.

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



SACRED TRIBUTES - THE STORIES BEHIND MEMORIALS AROUND THE WORLD

by Russell Goutierez, Executive Director

Monuments Honor Those Lost in 1977 University of Evansville Crash

Out of the agony of this hour, we will rise. - Wallace Graves, UE President in 1977

On December 13, 1977, the University of Evansville (UE) Purple Aces basketball team, their coaches, trainers, staff, two fans, and the team’s radio announcer were traveling to a road game against Middle Tennessee State. Weather delays keep them waiting several hours for the chartered plane that would fly them from Evansville Regional Airport in Evansville, Indiana, USA to Nashville, Tennessee.

When the aircraft, operating as Air Indiana Flight 216, finally arrived, the team and staff were glad to be on their way. There were 26 passengers, two pilots, and a flight attendant aboard as the DC-3 taxied out for departure.

The flight crashed just 90 seconds after takeoff. National Transportation Safety Board investigators later determined that the crew had not removed some of the plane’s gust locks, which immobilize and protect flight control surfaces from blustery winds while on the ground, and that the way the baggage was loaded adversely affected the plane’s center of gravity.

First responders didn’t immediately realize who the travelers were. Then one saw familiar athletic duffel bags strewn about and thought, “Oh my God - it’s the Aces!” Though four of the 26 passengers survived the accident, three perished before they could be rescued and one passed away in a hospital just a few hours later. All three crew members were also killed.

The popular team’s loss sent shock waves through the tight-knit community and far beyond. Only one player, a freshman sidelined by an injury, had stayed behind in Evansville, but in a cruel and almost incomprehensible twist, he and his brother were killed by a drunk driver just two weeks later.

Plans for a memorial on campus began within a week and ground was broken on March 30, 1978. That day, family members of those lost joined UE students to lay the first of some 20,000 bricks that make up the surface around the monument.

The spherical fountain at its center has become known as the “weeping basketball.” Two stone walls ten feet apart, inscribed with the names of those lost and words written in their memory, complete Memorial Plaza.

In December 2017, the 40th anniversary of the tragedy, an additional monument was unveiled at a local cemetery. The stone features the Purple Aces’ mascot, head bowed in sorrow, along with an expression of gratitude to first responders and the names of those lost in the air disaster and in the car accident.

At the new monument’s dedication, UE president Tom Kazee said, “These memorials underscore the remarkable way in which this community responded to the crash, how we have endured, and how the University has emerged from that dark day. As then-President Wallace Graves said it so well, ‘Out of the agony of this hour, we will rise.’”

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In memory of:

Kevin Kingston, John Ed Washington and Marion Anthony "Tony" Winburn
(Seniors)

Stephen Miller and Bryan Taylor (Juniors)

Keith Moon (Sophomore)

Warren Alston, Ray Comandella, Mike Duff, David Furr (traffic accident), **Kraig Heckendorn, Michael Joyner, Barney Lewis, Greg Smith and Mark Siegel**
(Freshmen)

Robert "Bobby" Watson, Head Coach

Mark Kniese, Student Athletic Trainer

Jeff Bohnert and Mark "Tank" Kirkpatrick, Student Managers

Bob Hudson, UE Athletic Business Manager

Charles Shike, UE Comptroller

Gregory Knipping, Sports Information Director

Marvin "Marv" Bates, Radio Announcer

Charles E. Goad and Maurice W. King, Local Businessmen and Team Boosters

Jim Stewart, owner of the air taxi company, National Jet Services

William "Bill" Hartford, CEO and co-owner of National Jet Services

Ty Van Pham, Captain

Gaston Ruiz, First Officer

Pamela Smith, Flight Attendant



A REAL VALUE PROPOSITION

by Jeff Braun



We all recall the public relations nightmare/learning experience by United Airlines last year when a bloodied man was dragged off a plane.

The CEO, Oscar Munoz, in the course of three sequential statements, went from complete support of workers, to apologizing for having to “re-accommodate these passengers” to calling it an “horrific” event. The criticism of his ever changing beliefs was immediate and loud.

The excuse for the early, tone-deaf statements was that United was waiting until it had all the facts. That is simply not a valid excuse. Here is why.

In truth, it will take some time to get all the facts and in some situations, it may never happen. Furthermore, the modern news cycle is down to minutes, not hours. There is no time to get all the facts or even many facts. What if there is time for only impressions and feelings?

This is where it gets tricky. If you don't know who you are, what your organization stands for and its values, you won't have anything to say that you can be confident is true. Is the customer always right? Is safety our number one priority? Are people our greatest resource? Do we tolerate

sexual harassment or racism, whether subtle or overt? Who are we? What are our shared values? What are our core beliefs?

Most organizations have a mission statement but it is often no more than cliché-ridden set of goals. The problem arises when there is no action to make these statements real, to show that they are genuine. People are disbelieving. Hollow words and self-contradictory messages lead only to cynicism and mistrust, not just with the public but with the very people you are counting on to carry out those values. Ask yourself, do you believe that United Airlines has changed enough that your impression of them is greatly improved since the bloody passenger incident? The latest J.D. Powers rankings put them at dead last among traditional American carriers.

The 21st century media milieu is proving to be difficult to navigate for many businesses and organizations and anything less than prompt, honest communication will be slammed on social media and traditional media. Furthermore, the line between those two is quickly dissolving.

A better immediate approach might have been “I have seen the video and like you, I am shocked. This is not in keeping with our values. I do not know how this happened but I am going to find out and when I do, I will personally report back to you.”

No facts needed, just a clear sense of right, wrong and the values that must be upheld.



ANA-MARIA DUMITRU JOINS AVIEM & FOUNDATION

Ana joins Aviem and the Foundation as an experienced former Cruise Line Shipboard Manager having deployed and supervised hundreds of CareTeam activations onboard and shoreside in her tenure. Her responsibilities also included overseeing the Hotel Operations on board as needed, supervising the largest team onboard. She was selected to lead new ship start-ups and take delivery of several vessels in Europe. Ana lead the teams onboard by advocating the company's service values to include CareTeam awareness and training on

all her ships. Her first Human Services Response™ training was in 2007 and continued participating in yearly onboard CareTeam trainings until retiring in 2015. Her experience in collaborating with domestic and international partners provided the best support for her guests and crew during emergencies. Ana's partnerships and work with Port Agents, Tour Operators, Ground Handlers, and Transportation Companies, demonstrated her keen ability to establish relationships in advance and utilize all appropriate resources as needed for the particular emergency. With her extensive training, experience and focus on operations and safety; Ana is able to adapt to multiple industries' needs and provide support and guidance as needed.

Ana studied Management and Business from Transilvania University in Romania and speaks Romanian, English, Spanish and Italian.

HONORING ASHLEY - 10 YEARS OUT

By Carolyn Coarsey

In 2005, I had the privilege to interview three couples from the United Kingdom who had lost teenaged children in terrorist attacks while on holiday with their families. The interviews were part of a study I assisted with for the Foreign & Commonwealth Offices. They were interested in improving their response to families in similar tragic circumstances. In all three cases, the parents asked if I believed they would divorce because of the loss of their children.

I assured the parents that while parents who have experienced the death of a child report challenges in maintaining their relationship, it is a myth that all parents inevitably divorce. And in fact, the Foundation's research with parents who have lost children shows the opposite to be true—parents do not divorce, despite the enormous challenges the grief involves.

Melanie and John Averill recently shared with the Foundation an update on their own family story involving the death of their thirteen-year-old daughter Ashley. To help other families gain insight into the challenges they faced, the family shared the entry below from their Facebook page dedicated to Ashley.

The difference in a decade!

Today marks the 10th anniversary of Ashley going to Heaven. John, Madison and I sat around the dinner table last week and began talking specifically about how our lives have changed without her physical presence with us for 10 years. I took some notes that I want to share with you.

WHAT has happened in the last decade? The US has elected two new Presidents, Facebook launched and technology has advanced beyond comprehension. When Ashley was sick, I was using a flip phone with very limited texting. Also, I used the Care Page site to update her condition and they were delivered via email. Ashley's page had over 1,500 followers. Today, Facebook seems to have taken the place of Care Page for some families.

WHAT about us? We have added 10 years to our lives, to our marriage and to Madison's education. Madison was in fourth grade when Ashley passed. She has completed elementary, middle, and high school and is now a sophomore in college. Madison has enjoyed all the benefits of growing up with school events and learning to drive among other things. Madison has blossomed into a beautiful young lady whose faith is beyond her years just like her sister's.

We have fought **FOR** our family as the divorce statistics in our situation are very high. When John and I celebrated our 25th wedding anniversary two years ago, a friend shared that we were a miracle. Our sweet neighbors can attest to our struggles and thankfully they love us anyway!

When Ashley passed, we inherited her little parakeet Charlie. She was the sunshine of our home. She passed away suddenly in January 2014 and we miss her dearly. She had the sweetest chirp that filled our home and made it seem like spring year round.

Ashley's great grandmother passed away in 2016 at the age of 101½. She is missed by all who knew and loved her.

Our family has enjoyed several milestone birthdays, special events and accomplishments.

Our loving memory of her is just as present today as ever. I pray she knows how much she is loved and missed.

WHAT about her world? Our family has enjoyed being a part of Ashley's friends' lives over the years. We love being invited to parties, to weddings and to celebrate special moments in their lives. Last year we celebrated one of her

teachers retiring from the school she attended. Ashley's dear friend Dori became a mom last summer on the exact same day as the wedding of her dear friend Katie. August 19, 2017 was a very special day for us! We were so excited for both friends and emotionally exhausted to say the least.

WHAT about her? Ashley is perfect! She is totally secure from evil and has no concept of time like we do. She is glowing in the presence of Jesus. She would be 23 years old.

WHAT have I learned? I recently opened the bound book of her Care Pages. From diagnosis to death was 100 days. I then posted for two years beyond her death to journal our grief and then had a copy printed for our keepsake. I remain in awe of the love and support shown to us during that time. I am thankful how friends wholeheartedly sought God on our behalf for wisdom, strength and most of all healing. I was also reminded of how Ashley herself influenced others in the midst of her suffering including the nurses who cared for her.

My brokenness took me deep and wide. I was traumatized and had to live with shattered dreams. Forgiveness was a key factor in my overall healing. John shares with friends how we all lost our filter while we grieved. Thoughts and feelings that I had suppressed for years bubbled to the top. I was unaware of the depth to which I suppressed them. I stayed in counseling for several years, read many books, privately shed an ocean of tears, journaled and prayed for God to heal my wounds. God's faithfulness overwhelms me.

WHAT now? The Ashley Nicole Averill Foundation was established in 2010 and has flourished since inception. The Foundation was the result of her last words to a friend encouraging her to share the Gospel so that others could "go where she was going." The Foundation provides financial support for students who are called to travel and to share the Gospel. Her Foundation has partnered with 54 students who have traveled into 28 countries. The website www.ashleyaverill.org is a great resource to read her story, view pictures of how her Foundation has helped many students and has links available to connect with us. A link to her Care Page is also on the website.

Ashley is such a special part of us and we love her so much! From daily living to vacations took effort to find new norms. As awkward and sad as all the changes have been since her death, we have grown together and have found enjoyment doing life as three. God's grace has proven sufficient.



Aeromexico Emergency Response & Call Center team planning meeting in Miami.



UPCOMING EVENTS

Americas Member-Partner Meeting & Training

June 21 -22, 2018

Norwegian Cruise Line Headquarters, Miami, FL

Cruise Lines, Airlines, Rail, Airports, Seaports, Tour Operators, Port Agents & Hospitals.

Is your Call Center ready? This two-day event is for emergency/crisis response leaders on planning, organization and mobilization during any crisis. Human Services Response™ (HSR™) Care Team/Special Assistance Team, See the world-class organizations who are our Foundation Members & Partners: [Foundation Members](#).

Guests and future Members welcome!

Latin America Aviation & Transportation Emergency Response Member-Partner Meeting & Training – Chile

September 11 - 12, 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

Miami Foundation Support Team Member Training

TBD

Miami, FL

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.

FOUNDATION LEADERSHIP JEFF MORGAN, JEFF BRAUN, AND CAROLYN COARSEY PARTICIPATED IN THE TAUCK TOUR DIRECTORS' CONFERENCE IN WILTON, CT FEBRUARY 11 - 15, 2018

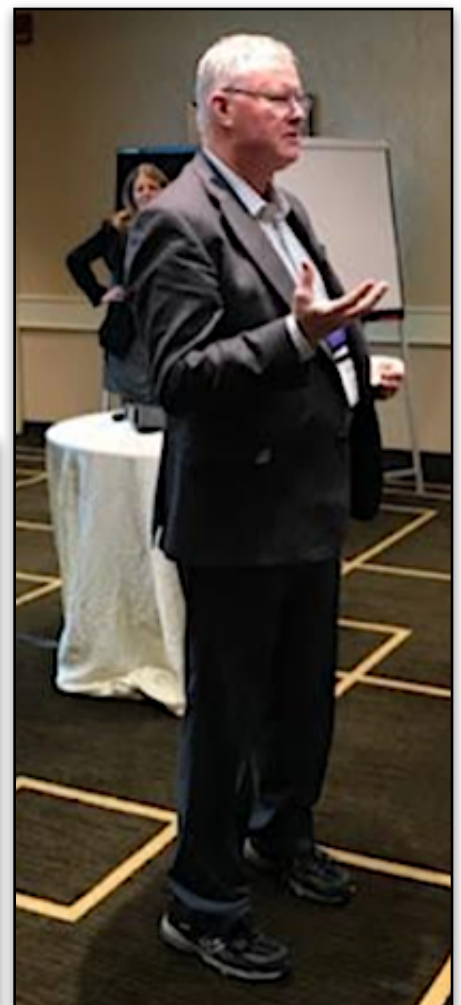


Jenny Yarabek, Manager, Reservations, Sales and Services



TAUCK 

**Annual Tour Directors' Conference
February 11-15, 2018
Wilton, CT**



Carolyn Coarsey & Jeff Morgan assisted in Tour Directors' Break Out Sections on Emergency Response



Dr. Carolyn Coarsey leading a Human Services Response™ training class in Connecticut.

