

“Working Together is the Answer...Compassion Consciousness is the Goal.”

Family Assistance
Foundation

Sharing the Journey

VOLUME 10 ISSUE 2

The Official Newsletter of the Family Assistance Foundation

Spring 2012 - IHAS Special Issue

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.



ADDITIONAL SPEAKERS ANNOUNCED FOR IHAS 2012 SYMPOSIUM

Line-up of speakers for IHAS 2012 increases to include additional family, primary, and secondary survivors as June 7th approaches.

Inside this issue:

- 1 Additional Speakers Announced for IHAS 2012
- 2 IHAS 2012 Award Nominations: Heart Award™ Nominees
- 3 IHAS 2012 Award Nominations: The Compassion Consciousness Award™ Nominees
- 4 IHAS 2012 Award Nominations: Sharing the Journey Award™ Nominees - Survivors
- 5 IHAS 2012 Award Nominations: Sharing the Journey Award™ Nominees - Employees
- 8 Behind the Scenes at the Foundation - Staff
- 9 Behind the Scenes at the Foundation - FAF Support Team
- 10 Statoil Executive Added to IHAS Advisory Committee
- 10 American Airlines Flight 3379 Memorial at Carpenter Park Update
- 10 International Trauma Conference
- 11 IHAS Program



**Kathy and Kevin Johnston
Kevin died in Colgan/Continental
Flight 3407.**

Attendees of this year's symposium will hear from survivors and experienced responders as they educate participants about lessons learned from various losses throughout the world.

Kathy Johnston's husband Kevin died in the Colgan/Continental flight 3407 crash in Buffalo, NY, Feb. 12, 2009, along with 49 others. Kathy, shown here with Kevin, will speak to the audience about her experience in the immediate aftermath of the accident and how response of various agencies affected her and her family's lives.

Suzanne Marie Miazga was 22 years old and a graduate student at Syracuse when she died in the Pan American 103 tragedy. A terrorist bomb blew up the Boeing 747, taking a total of 270 lives, including eleven residents of the village of Lockerbie, Scotland.

George White was a Lockerbie paramedic on duty the night of the tragedy. He discovered Suzanne near the building

where he worked—and covered her until she could be moved. He and **his wife, Alma**, befriended **Anna Marie, Suzanne's mother**. In 2002, George lost Alma to cancer. The years of shared sorrows brought them and their surviving children closer together, and now George and



**Family of Suzanne Marie Miazga
Left to Right: Elma White, Anna Marie Miazga
and George White**

Anna Marie live as a couple in Marcy, NY. George will share with the IHAS audience about the horror of the night—and the days after where life in the little village was forever changed. Anna Marie will describe her experiences during the initial loss of Suzanne and how her life has unfolded since the unspeakable tragedy.



**Suzanne Marie Miazga
Victim of PanAm 103**

IHAS 2012 AWARD NOMINATIONS:

Heart Award™ Nominees



The Heart Award™ recognizes organizations that have risen to the extreme challenges caused by extraordinary events—such as an emergency, natural disaster or other crisis—and demonstrated outstanding leadership in responding to the public and serving families, employees and other survivors directly impacted by the event. A selection committee will decide the winner which will be announced at the IHAS 2012 during the awards ceremony, June 7, at the Gala Dinner.

Alagasco (Alabama Gas Company)

Alagasco responded to one of the strongest, deadliest and costliest tornado outbreaks in U. S. history during April 2011. Their most significant contribution came in the form of boots on the ground. Together with other first responders, Alagasco's employees worked around the clock wading through piles of debris to secure gas lines and make the areas safe for others. The employees also helped clear debris, while the non-field employees constructed field kitchens at various sites, providing food and supplies for co-workers, fire and police crews and neighborhood families who had lost everything. They raised more than \$50,000 to assist the nine workers who lost homes and another 33 whose homes suffered extensive damage. Alagasco matched these funds, making a total contribution of \$100,000 to those employees. The company waived final bills for some customers who lost their homes and offered assistance to others. Following the storm, Alagasco launched a program called "Operation Rebuild" as a way to help customers repair or rebuild their homes. This unique program is ongoing, realizing that it could take some families years to rebuild their lives.



Devastation from the EF5 tornado that struck Tuscaloosa, Alabama, on April 27, 2011

WestJet Airlines

On November 14, 2010, seven people were killed and numerous others injured in an apparent natural gas explosion that took place at the Grand Riviera Princess Resort in Playa del Carmen, Mexico. WestJet Airlines and its wholly-owned subsidiary, WestJet Vacations, were notified. They quickly formulated a plan and launched a Go-Team Rescue Flight from Canada to Mexico. Three WestJet guests died in the blast, as well as two other Canadians and two resort employees. They provided immediate assistance to families, whether they had booked through WestJet or not. Any Canadian that was directly affected by the explosion and wanted to return immediately to Canada was granted a seat on a return flight. The remains of all Canadian citizens who perished were repatriated at no charge to their families, even those who were not WestJet Vacations guests.



**WestJet Team: Top row (left to right): Dale Gordon, Richard Bartrem, Russ Sabo
Bottom row (left to right): Ferio Pugliese, Jade Blair**

WestJet supports humanitarian and family assistance in an ongoing way with "Hero Holiday." Fifty WestJet employees participated in this program with the support of WestJet by raising donations and building homes in an effort to change the lives of families living in a poverty-stricken area of the Dominican Republic.

Additionally, to further the cause of emergency response and family assistance, WestJet raised the money for the two-day Family Assistance Foundation Aviation Conference in September, 2009, and co-hosted the event. Without their support this conference would not have been possible.

The Selection Committee for *The Heart Award™* & *Sharing the Journey Award™* (Employees) is made up of Jeff Morgan, Chairman, Family Assistance Foundation; Walt Houghton, Family Assistance Foundation Board of Directors; Marie Anderson, Family Survivor; Merrilee Morris, Family Survivor; and Sally Fleming, Family Assistance Foundation.

Selection Committee for *The Compassion Consciousness Award™* & *Sharing the Journey Award™* (Survivors) is made up of Jeff Morgan, Chairman, Family Assistance Foundation; Walt Houghton, Family Assistance Foundation Board of Directors; Lori Rice, Carnival Cruise Lines; Andrew Baldwin, Carnival UK; and Lisa Swartzwelder, Limited Brands.

IHAS 2012 AWARD NOMINATIONS:

The Compassion Consciousness Award™ Nominees

In 2012, the Foundation will award the Compassion Consciousness Award™ to an individual who works (or volunteers) in a field where crisis and survivor/family assistance is its primary function and who, in that capacity, contributes to the development and productivity of all who are committed to helping people in crisis. Nominees are people whose work enhances the efforts of organizations, employees, survivors and all who serve in delivering compassionate care to those in need and supports the mission of the Foundation in empowering survivors of all types of crises and disasters.

Ken Jenkins

During his career at American Airlines of more than 20 years, Ken helped evolve the field of family assistance in aviation response as we know it today. He was a responder in



**Ken Jenkins, Vice President of
Emergency Operations for BMS Global**

eight air disasters and led the Care Team response for American for September 11, 2001, and the crash of Flight 587 two months later. Currently, as Vice President of Emergency Operations for BMS Global, he continues to model compassion and caring response to experienced as well as new family assistance responders. Through Ken's leadership, BMS has provided financial leadership for numerous foundation educational events such as IHAS 2012.

Sandra Novak, MSW

Sandra completed over 30 years with Delta Air Lines as a flight attendant. During that time, she earned her social work credentials and became active in supporting employees who experienced trauma. During September 11, 2001,



**Sandra Novak, MSW,
Counselor, Educator**

Sandra volunteered her services to flight crew who were stranded at hotels, offering support and understanding to

pilots and flight attendants. While Sandra works full-time as a crisis counselor in South Florida and teaches part-time, she has never refused a deployment for the Family Assistance Foundation and has responded to numerous crises.

Barbara Skudlarick

Barb has been a volunteer serving victims of crime in her community of Bellingham, WA, and around the nation since 1997. She has worked diligently to ensure those victims have a voice in our court system and often spends her own money providing resources and walking them through the entire process. She responds when paged by 911 dispatchers to provide immediate support to individuals that have lost a loved one suddenly and unexpectedly, and offers follow-up care, referral services, and courtroom support as she maintains a



**Barbara Skudlarick, Volunteer,
Crime Victims Advocate**

close relationship with families in crisis. Barb is also a passenger survivor of an air disaster which occurred when she was a teenager and is a member of the Family Assistance Foundation's Care Team, responding on many occasions to emergency situations such as the Alaska crash in 2010 where Senator Ted Stevens was killed. Barb is a retired TWA Flight Attendant, retired nurse, and is also active with National Air Disaster Alliance (NADA).

AWARDS CEREMONY AND GALA DINNER

The Awards will be presented just before the Gala Dinner during the Survivor Reception on the evening of June 7. The Survivor Reception and dinner will take place at the Miami Airport Convention Center. Attire will be semi-formal. Transportation will be provided from the Doubletree.

IHAS 2012 SPONSORS

Sponsors for the IHAS 2012 include: Royal Caribbean International, the Cruise Industry Charitable Foundation, Higher Resources, Inc., Aviem International, Inc., Carnival Cruise Lines, BMS Global, Virgin Australia, Ceres, Crucial Communications Group, LLC., Carnival Australia, Medcruise, NYCruise, and Jeff Arnold, survivor American Flight 1420.

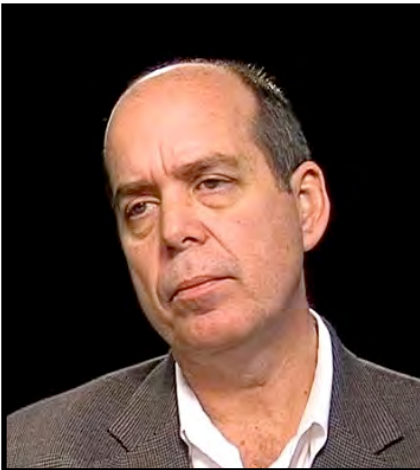
Supporters include: CruiseEurope, Passenger Shipping Association, Cruise Lines International Association, the Rusty Pelican and the City of Miami.



IHAS 2012 AWARD NOMINATIONS:

Sharing the Journey Award™ Nominees - Survivors

In 2012, the Foundation will again honor individuals with the Sharing the Journey Award™. Awards will be given to two survivors. The survivor awards will be presented to those who have offered assistance that furthers the Foundation's mission of empowering people following tragedy. Examples include speaking in classes, workshops, volunteering and helping other survivors.



**Mark Brimble, former husband of Dianne Brimble
Brisbane, Australia**

Mark Brimble Mark has devoted 10 years of his life to bringing the truth to light regarding the death of his former wife, mother of his children and good friend Dianne Brimble, on board the Pacific Star Cruise Ship in 2002. Without Mark's commitment, the men responsible for her death might not have been brought to trial and her family would never have known at least some of the details

of her death. His work has made an invaluable contribution to the safety and security of all passengers and crew on cruise ships, by peacefully demanding that greater attention be given to questionable behavior of passengers. Mark has provided an interview of his experiences on video in an effort to assist in training of crew members on ships throughout the world.

Glenn Johnson, Jr. Glenn helped organize the Victims of Pan Am Flight 103, Inc. after he and wife Carole lost their daughter, Beth Ann, in the 1988 bombing/crash. He has served on the Board, as Treasurer, Executive Vice-President and Chairman of the Board. Glenn pushed for aviation reform, improved treatment of victims and their families, and pressed for the truth behind the bombing. He chairs the



**Glenn Johnson, Jr.,
father of Beth Ann Johnson
Greensburg, Pennsylvania**

VPAF103 Aviation Committee and is a stakeholder on the TSA

Aviation Security Advisory Committee (ASAC). He served on the FAA ASAC prior to the formation of the TSA. Glenn also worked with other support groups following the crash of USAir Flight 427 in 1994 and TWA Flight 800 in 1996. He has spoken to bomb detection companies and appeared on television with Congressmen promoting safety and improved treatment of survivors and family members. He has spoken at events promoted by the Family Assistance Foundation, both local and national.

Marta Kochanowska

Marta's father, Janusz, perished when a plane carrying the Polish president and dozens of the country's top political and military leaders crashed in Russia in April 2010. As her father was an advocate of children's education, within a year of her father's death, she established The Children of the 10 April, 2010 Foundation. The goal is to raise a minimum of £1,000

per year per child. She has spoken globally about the need for transparent investigations, pushing the Polish government for answers regarding the accident and its cause. She has organized family meetings for survivors throughout the world and shares her experience with key

stakeholders and emergency response planners to educate people about the aftermath of an accident. She has joined with the Family Assistance Foundation and others in raising c o m p a s s i o n consciousness by educating employee and other responders.



**Mike Low, father of Sara Low
Batesville, Arkansas**

Mike Low - Following the loss of his daughter, Sara, a flight attendant who died on American Flight 11, September 11, 2001, Mike refused to take a settlement from the US



Continued from Page 4

government. He knew his personal phone number had been used for calls between the flight and the ground. After nine years, due to his persistence, the government opened the files and shared with the world the details of the last 30 minutes of the flight. This was a comfort for the Low family and others whose loved ones died on the flight.



Without Mike's perseverance, many facts would have never been known. He has testified at the trial of al Qaeda conspirators Zacarias Moussaoui and Mounir el-Motassadeq. He has spoken at numerous Family Assistance Foundation conferences, military presentations, victims of crime conferences and has given generously of his time and personal resources to promote the importance of survivor support. Mike's plight for information highlights the crucial role that honest information plays in the long-term recovery of families.



**Elizabeth Turner, wife of
Simon Turner
London, England**

Elizabeth Turner - Elizabeth's husband, Simon, died while in a meeting inside the World Trade Center on September 11, 2001. She was seven months pregnant at the time. She has written a book about her experience and emotions entitled *The Blue Skies of Autumn*. After her son William was born, she decided to change career paths from the busy, corporate environment, and retrained as a life coach and Reiki practitioner to provide more time and flexibility to parent her son. She felt that living life as fully as possible with William was the best way to honor Simon. The British Red Cross (BRC) was of enormous assistance to her following the tragedy, and she campaigns untiringly on their behalf. All proceeds of her book are given to the BRC in an effort to repay them for the compassion they provided after the loss of her husband. Elizabeth spoke at the Foundation conference at the London Metropolitan Museum in October 2010. This led to airlines and other organizations inviting her to speak at Care Team Training around the world for the purpose of educating employee helpers and responders.

IHAS 2012 AWARD NOMINATIONS:

Sharing the Journey Award™ Nominees - Employees

In 2012, the Foundation will again honor individuals with the Sharing the Journey Award™. Awards will be given to two employees.

Recipients of the employee awards should include people who have contributed to assisting survivors above and beyond the expectations of their daily job responsibilities. Their assistance may or may not be related to a formal response and may also include any activity where they have played a leadership role in developing a family assistance program at their organization or industry, or assisted a customer, client, passenger, or guest in crisis in the employee's workplace.

Alice Cain-Moore

Alice is the Manager of Customer Relations at Norwegian Cruise Line. She leads a team who are responsible for dealing with post-cruise challenges. Alice sets the example for service, compassion and integrity, and is



**Alice Cain-Moore
Norwegian Cruise Line**

available even when not in the office. She is often contacted after hours to deal with difficult and sensitive issues and works to serve the needs of Norwegian Cruise Line guests. She spearheaded the drive to establish a Care Team for Norwegian Cruise Line and continues to be a champion for this important function. She was the recipient of Norwegian's Manager of the Year award for 2011.

Nicolas Carreira

As a Care Team Family Escort, Nic joined the Carnival Cruise Lines Care Team in 2007. He has been essential in providing logistical and emotional support to guests, crew and their families when faced with a crisis. He is always available, both domestically and internationally, which makes him one of the most utilized Family Escorts with over 30 deployments. His passion to help others keeps him motivated and always willing to assist when needed.



**Nicholas Carreira
Carnival Cruise Lines**

IHAS 2012 AWARD NOMINATIONS: Sharing the Journey Award™ Nominees - Employees (Continued)



Lori Eger
Holland America Line

Lori Eger – Lori is a Holland America Line Care Team member. It was her experience as a singer and her connection to the entertainment industry (her grandfather worked for Disney) that left an everlasting impression with the guest she was assisting. The guest's wife died unexpectedly during their cruise and, because she shared her family's unique history, the guest had the courage to ask her if she would approach

Garth Brooks on his behalf to dedicate a song to his wife. The song was "The Dance" and spoke strongly to him. Lori approached Garth Brooks' management company in February 2011 and followed up throughout the next few months. Her persistence and dedication paid off when the sheet music arrived in July. Being able to help this gentleman honor his wife was part of his journey along the way to his "new normalcy" and speaks well of Lori's dedication to her role on the Care Team.

Jonathan Henson

Jonathan, Director, HSE, Maersk Drilling, was sent to the home of Captain Richard Phillips following the hi-jacking of Maersk's ship, The Alabama, and the subsequent stand-off between Rich and the pirates in 2009. Rich's wife, Andrea, was powerless in her home in Vermont, with no one to advise her on how to deal with the media who were camped out on her doorstep, trying to catch a glimpse of her and the family. Jonathan, who had little training or preparation on what to expect, was sent to their home and made a world of difference in their ability to survive the ordeal. Jonathan, along with Lisa Damon, is involved in developing procedures and policies for humanitarian assistance for Maersk Drilling and leads all responses in crises involving employees, families, and the public.



Jonathan Henson
Maersk Drilling



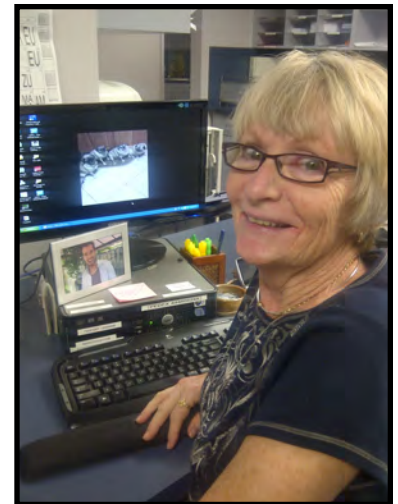
Joyce Lynas
South West Trains, UK

Joyce Lynas – Joyce (retired May 2012) has run the Rail Care Team for South West Trains in the UK since its inception over seven years ago. She has produced such an efficient team that other Train Operating companies have used her model for developing their own teams. When the London Underground bombing took place in 2005, Joyce volunteered to help the company, as they did not have a Care Team at the time. Later, when an Energy company, also a member

of the Foundation, needed assistance in her hometown of Southampton, she helped the family of the injured employee. She would not accept pay, instead allowing the money the company would have paid her to go toward training more employees for other train operating teams in the UK. She gives unconditional support to other Train Operator Teams; her dedication is second to none, and her team is a shining example of how a Care Team should be run.

Maureen Meier

Maureen is the Lost and Found Coordinator for Holland America Line Florida Shore Operations. In her 18 years with HAL, she has proven that she is ready to step in to assist guests and crew when needed. She has recently been a CARE Escort for crew members hospitalized in the Fort Lauderdale/Miami area. She put them in touch with their families, ran errands, and in general made them feel they had someone to count on. When a crew member was discharged and recovering in a hotel, Maureen checked on him, felt he needed to return to the hospital, and made the necessary arrangements. She truly cares, goes above and beyond, and follows through on her promises. At times, her husband will accompany her on hotel or hospital visits, and this gives reinforcement to the guest or crew that they have an advocate.



Maureen Meier
Holland America Line

IHAS 2012 AWARD NOMINATIONS: Sharing the Journey Award™ Nominees - Employees (Continued)



Adriana Nuño Adriana is a member of the Celebrity Cruises Care Team and had the opportunity to assist a family following a tour bus accident on the island of Dominica in 2009. The wife, Charlotte, was seriously injured and transported to Miami Jackson Memorial Hospital where she was on life support and not expected to live. Adriana stayed with the family, arranging transportation, hotels and providing for the needs of the immediate family and close friends. She worked her day job whenever she could find



Adriana Nuño
Celebrity Cruises

the space and time, sometimes leaving the hospital late at night to return to her office. Finally, the family had to return to Texas and prepare to bring Charlotte home. Adriana visited Charlotte every day and, even though she was unresponsive, Adriana called the family on her cell phone to allow them to talk to her. She did not want her to feel alone or abandoned. Charlotte returned to Texas and survived. This family felt they could not have survived the consequences of that accident without the support and guidance of Adriana.

Paula Sinclair

Paula has been a Care Team Family Escort for Carnival Cruise Lines for the past six years. Her professional demeanor combined with her compassion for people make her the perfect Care Team member. She manages to warm the hearts of all she works with, while enabling survivors to transcend. She communicates exceptionally well and clearly expresses the



Paula Sinclair
Carnival Cruise Lines

wishes of a survivor. She was mobilized 19 times in 2011, which made her Carnival's most deployed Family Escort.

Lisa G. Swartzwelder

Lisa is the Director of Shuttle Operations at Limited Brands, which is the parent to six retail brands. After an accident involving a child in one of their retail stores, she began investigating ways to enhance their response to tragedies, whether for a customer in a store, an employee death, or in an accident involving an aircraft. She worked with insurers, survivors, and commercial airlines in her effort to bring the



Lisa G. Swartzwelder
Limited Brands

Family Assistance Program to Limited Brands. Lisa has assisted survivors during activations, supported the Family Assistance Foundation and introduced Family Assistance to the world of business aviation. She is a role model for creating a "compassion consciousness" in an industry that had not previously been aware of organized family assistance.



Mathias van Dort
Inter cruises Shoreside & Port Services

family for a clear translation of the procedures and treatments. He had his second child one week prior to this activation and was able to willingly and compassionately assist the Flemings and take care of his family at home.

Mathias van Dort

Mathias works with Inter cruises Shore Operations and in August 2011 assisted the Fleming family after Mr. Fleming had a cardiac emergency and was disembarked from the MS Prinsendam in Amsterdam to a nearby hospital. Mathias stayed with the family, arranging ground and hotel accommodations and, most importantly, liaising with medical staff and the

"We have a bond that will never be broken." ~Mother of young man killed in airline accident where 229 died, as she spoke of employees who assisted her.

BEHIND THE SCENES AT THE FOUNDATION

Family Assistance Foundation Staff



Carolyn V. Coarsey, Ph.D. is President and Co-Founder of the Family Assistance Education and Research Foundation. She is also President of Higher Resources, Inc., her own publishing company for videos and training materials used and distributed by the Foundation and Aviem International, Inc., where she serves as Vice President of Corporate Philosophy. She is responsible for overseeing all educational conferences and training initiatives for the Foundation. The loss of her fiancé' in the crash of Delta Air Lines Flight 191, in August of 1985, motivated Coarsey to begin studies on the impact of corporate, community, and other agencies on the psychological health of survivors, resulting in her doctoral degree and dissertation: ***Psychological Impact of Air Disaster: what can be learned for training*** (1992), University of New Mexico, Albuquerque. She has spent the past 27 years interviewing survivors of national and international tragedies in an attempt to help business and industry, and other organizations, improve their response to those impacted by the traumatic losses, based on survivor input.



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

Jeff Morgan is Chairman and Co-Founder of the Family Assistance Foundation and President & CEO of Aviem International, Inc. Jeff & Dr. Carolyn V. Coarsey co-founded the Family Assistance Foundation in 2000, an independent non-profit corporation created for the purpose of empowering people following tragedy. The Foundation's mission is to support and improve business and industry responses to emergencies and disasters. Aviem International is a full-service disaster response company dedicated to helping companies prepare for and respond to disasters with planning, consulting, training, exercises, and providing critical post-disaster support services. Jeff created Aviem International, Inc. after a 20-year career with Delta Air Lines, Inc. At Delta, he was instrumental in creating Delta's first dedicated emergency management department. Jeff is also a licensed commercial pilot with ratings in both fixed wing



Jeff Morgan
Chairman and Co-Founder

and hot air balloons, although his current flying is limited to fun flying with hot air balloons.



Jeff Braun, Vice President of Communications

Jeff Braun serves as Vice President of Communications for the the Family Assistance Foundation and Aviem International, Inc. Jeff is the founder and president of Crucial Communications Group, LLC., a company that specializes in executive coaching, crisis communications, and media training. With a strong belief in active rather than passive learning, Braun's thorough and engaging techniques have helped to guide individual executives in preparing for crucial media interviews and presentations, as well as to provide Fortune 500 companies nationally and internationally with emergency preparedness support, crisis planning and response, and executive coaching. Before entering the training and consulting field, Braun led a distinctive 25-year career as a television journalist where he held positions in the field as a reporter and a photographer before being promoted to the position of evening news anchor. Jeff is a graduate of Texas A&M University and resides in Cypress, Texas, with his wife and three children.



Amy Cann, Vice President, Family Support Services

Amy Cann serves as Vice President of Family Support for the Family Assistance Foundation. In this position, she serves as the Foundation's liaison with its own team of responders and also coordinates involvement of corporate members in Foundation deployments. Amy recruits & interviews volunteers for the Foundation's response team and helps to plan and schedule training for team members. During deployments, Amy also oversees the Atlanta (home) Command Center. Amy also serves as Vice President, Client Services & Call Center Operations for Aviem International, Inc. Amy oversees training and regular testing of Aviem call center agents in 27 call centers across the US & Canada, as well as the UK. She also works with Aviem clients on a regular day-to-day basis to plan

Continued on Page 9

BEHIND THE SCENES AT THE FOUNDATION

Family Assistance Foundation Staff (Continued)

Continued from Page 8



Jennifer Kinney
General Manager

and conduct call center exercises, schedule training classes, maintain toll free numbers and profiles for each client, create call center scripts, and ensure all other client needs are met.

Jennifer "Jenny" Kinney joined the Aviem International and Family Assistance Foundation team last summer on a full-time basis, after having worked with the group on many special assignments for several years. Jenny is a graduate of University of South Carolina in her hometown of Columbia,

with a degree in Psychology and Business Administration. Jenny moved to Atlanta in 2000, where she currently lives with her husband Trey and seven-year-old son, Sam. Jenny enjoys her

work with members and survivors and is looking forward to the upcoming IHAS 2012.

Tracy Bourgeois has recently joined the Aviem International/Family Assistance Foundation team as Manager of Finance. Tracy's former jobs include working as a reservationist for American Airlines, insurance and legal work. She holds a paralegal certificate and an Associate's Degree in Computer Programming. Tracy is married to Jay and they have a 13-year-old daughter, Ashley. Tracy enjoys watching sports, especially the LSU Tigers, movies and reading. This will be Tracy's first symposium, and she looks forward to meeting survivors, FAF members, and guests.



Tracy Bourgeois
Manager of Finance

BEHIND THE SCENES AT THE FOUNDATION

A Few Members of our Family Assistance Foundation Support Team



Mary Ahlers, Foundation



Marie & Richard Anderson,
Family Survivors, AA Flight 3379



Merrilee Morris, Mother of
Chad Morris, USAir 427



Sally Fleming, Foundation



Jim Hurd, Father of
Jamie Hurd, TWA 800

BEHIND THE SCENES AT THE FOUNDATION

Family Assistance Foundation Support Team (Continued)



Raymond O'Donoghue,
Foundation



**Joan Pontante, Sister of
William Best (wife Kathryn,
children Billy, Jr., Hillary, &
Katelyn), Northwest 255**



**Barbara Skudlarick,
Passenger Survivor,
DC-10 Accident**



Edward Taman, Foundation

STATOIL EXECUTIVE ADDED TO IHAS ADVISORY COMMITTEE

Sherry Martin is the Human Resources Manager for Exploration North America at Statoil. She has over 18 years experience in Human Resources within the Oil and Gas Industry. In her current position, Sherry works with the executive leadership team on top team alignment, leadership development, and recruiting and developing staff to meet current and future strategic business objectives. For the past 2 years, Sherry has been instrumental in collaborating across Statoil's North America locations to develop a documented, consistent approach toward Emergency Response Family Notification and Support, along with ensuring the proper training and resources are accessible. Prior to joining Statoil, Sherry spent most of her career with Amoco and BP in various HR management roles. Sherry has a Master's Degree in Labor & Industrial Relations from Michigan State University.



AMERICAN AIRLINES FLIGHT 3379 MEMORIAL PLANNED AT CARPENTER PARK, CARY, NC

The second design committee meeting for the Carpenter Park was held in Cary, NC, on April 13th. Marie & Rich Anderson were in attendance with other members, including Paul Kuhn, who is the Town of Cary Landscape Architect, and the design architect, Graham Smith. The next public meeting took place on May 15, 2012, with presentation of the selected plan.

The design team is currently working on three concept plans for the park, each of which would include an area set aside for the 3379 Memorial. The team is awaiting approval for the access road into the park, which will impact which of the three designs will be chosen. But work has already begun with the removal of large trees, and a contractor will be opening up a dam to allow water out of an old pond on the site. Hopefully, this will allow for a pond to be put back into this area, which could provide a lovely reflective area.

Fund-raising activities will begin in 2013, with the ground breaking planned in the spring of 2014. The FAF made an initial donation of \$500. Anyone interested in joining members of the 3379 Memorial Committee should contact Rich or Marie Anderson at Richard.anderson@fafonline.org or Marie.anderson@fafonline.org.

INTERNATIONAL TRAUMA CONFERENCE

**"From Victim to Survivor:
Supporting & Promoting
Resilience"**

September 27, 28 & 29, 2012

**Delta Meadowvale Hotel &
Conference Centre
Toronto, Ontario, Canada**



The conference will bring together hundreds of trauma specialists, including psychologists, social workers, psychotherapists, victim service providers, emergency response/military personnel, and educators/students, and will provide a venue for participants to share resources/information about evidence-based best practices, current research, and innovative interventions. Participants can choose from over 25 half- and full-day trauma-related workshops provided by some of the world's leading trauma experts and researchers. For more information, please visit the Association of Traumatic Stress Specialists' website at: www.atss.info or email us at: admin@atss.info.

INTERNATIONAL HUMANITARIAN ASSISTANCE SYMPOSIUM 2012



Time	Program - Day 1 - June 7, 2012
08:00 – 09:00	Event registration
09:00 – 09:30	Opening Video, Symposium Welcome & Opening Remarks <ul style="list-style-type: none"> ▪ Jeff Braun, Vice-President - Communications, Family Assistance Education & Research Foundation ▪ Jeff Morgan, Chairman, Family Assistance Education & Research Foundation ▪ Gary Bald, Senior Vice President & Global Chief Security Officer, Royal Caribbean Cruises Ltd. ▪ Jim Lynde, Senior Vice President - Human Resources, Spirit Airlines ▪ Carolyn V. Coarsey, Ph.D., President, Family Assistance Education & Research Foundation
09:30 – 11:15	Session I: International Terrorism and Humanitarian Assistance: The Long-Term Perspective <i>This panel discussion will identify the importance of timely humanitarian assistance through firsthand survivor accounts. Gary Bald, Senior Vice President & Global Chief Security Officer, Royal Caribbean Cruises Ltd. is moderator. The panel will include:</i> <ul style="list-style-type: none"> ▪ Survivors from Pan Am Flight 103, also known as the Lockerbie Disaster, who initially received little government or airline support <ul style="list-style-type: none"> - Glenn Johnson, Jr., Father of Beth Ann Johnson - Anna Marie Miazga, Mother of Suzanne Marie Miazga - George White, paramedic who discovered Suzanne near where he worked in Lockerbie, Scotland ▪ Survivors from the World Trade Center terrorist attacks, also known as 9/11, who received support from government, airlines and other agencies: <ul style="list-style-type: none"> - Cathie Ong-Herrera, Sister of Betty Ann Ong, American Airlines Flight Attendant, who died onboard American Airlines Flight 11 - Elizabeth Turner, Wife of Simon Turner, who was in New York for a meeting at the World Trade Center from their home in the UK
11:15 – 11:45	Coffee Break
11:45 – 1:00	Session II: International Humanitarian Assistance Worldwide <i>Organizations from across the globe will present the resources they offer to companies in supporting survivors of a tragedy. Moderator for this panel is Barbara Skudlarick, Family Assistance Education & Research Foundation.</i> <ul style="list-style-type: none"> ▪ Debra Boudreaux, CEO, The Buddhist Tzu Chi Foundation USA ▪ Kevin Smith, Emergency Disaster Services Director, The Salvation Army, Florida Division ▪ Phyllis Freeman, National Domestic Disaster Director, World Vision
1:00 – 2:00	Lunch
2:00 – 3:30	Session III: Industry Specific Workshops <i>A selection of breakout sessions divided by industry to focus on some of the considerations pertinent to that sector. Different organizations present their programs currently implemented and take questions from the group.</i> <ul style="list-style-type: none"> ▪ Cruise - Moderator: Andrew Baldwin, Customer Care & Communications Manager, Carnival UK <ul style="list-style-type: none"> - Ray Gonzales, Manager, Care Team Services, Carnival Cruise Lines – Purpose and Evolution of Care - Alice Cain-Moore, Manager, Norwegian Cruise Line, Guest Relations Manager-Care Team Training - Steve Williams, RN, CEN, CFRN, Director, Medical Services, Royal Caribbean Cruise Lines – Mass Casualty ▪ Aviation <ul style="list-style-type: none"> - Discussion 1: WestJet's Response to Grand Riviera Princess Hotel Disaster - Moderator: Barb Webster, Director of Emergency Response, Spirit Airlines. Panelists include: <ul style="list-style-type: none"> - Richard Bartrem, Vice President Communications and Community Relations, WestJet - Jade Blair, Advisor Station Response and Special Assistance Team, WestJet - Dale Gordon, Learning Specialist, WestJet - Ferio Pugliese, Executive Vice President People & Culture, WestJet - Russ Sabo, Manager Emergency Response and Business Recovery, WestJet - Discussion 2: The Importance of Station Emergency Preparedness & Response to an Accident or Incident - Moderator: Lauren Tascione, Manager Emergency Response & CARE Program, American Airlines. Panelists include: <ul style="list-style-type: none"> - Jim Kelly, Airport Business Manager, Broward County Aviation Department - Greg Klein, General Manager – Tampa International Airport, American Airlines, Station Manager during AA flight 1420 accident, 1999 - Discussion 3: Family Assistance in Corporate Aviation - Moderator: Barb Webster, Spirit Airlines. Panelists include: <ul style="list-style-type: none"> - Don Rickerhauser, Manager, Safety & Security, Flexjet & Jet Solutions - Overview of Flexjet's Family Assistance Plan - Lisa G. Swartzwelder, Business Aviation Family Assistance Advocate, Care Team, Limited Brands – Review of the Family Assistance Education & Research Foundation Humanitarian Response to the General Communications Inc. (GCI) aviation accident in Alaska in August of 2010 ▪ Industrial, Manufacturing & Retail - Moderator: Jonathan Henson, Director of Health, Safety and Environment, Maersk Drilling USA. Panelists include: <ul style="list-style-type: none"> - Lisa Damon, HR Supervisor, Operations/Recruitment, Maersk Drilling, USA - Sherry Martin, Manager HR, Exploration, Statoil, North America - Angel May, Community Affairs Manager, Mars Petcare, US

Time	Program - Day 1 - June 7, 2012 - Continued
3:30 – 4:00	Coffee Break
4:00 – 5:30	<p>Session IV: Survivor panel 1: Cruise Line Industry <i>This panel will begin with a tragic story which illustrates the need for the proactive responses offered by cruise lines today, and finish with examples of how far the industry as a whole has evolved. Moderator is Sian Rees, Health & Safety Manager, Intercruises Shoreside & Port Services. Panelists include:</i></p> <ul style="list-style-type: none"> ▪ <i>Mark Brimble - Dianne Brimble was Mark's former wife and mother of his children. Dianne died aboard the P&O Australia ship, Pacific Sky, in September of 2002.</i> ▪ <i>George and Doreen Brenzy - Parents of George Brenzy, IV, who died unexpectedly during a cruise on the Carnival Pride in December of 2009.</i> ▪ <i>George and Charlotte Vaughn - George and Charlotte were celebrating their 29th wedding anniversary on a Celebrity cruise when Charlotte was involved in a coach crash in Dominica, Dominican Republic.</i>
8:00 – 10:00	<p>Survivor Reception, Awards Presentations and Gala Dinner <i>Delegates will have the opportunity to talk with survivors and experts on the subject of humanitarian assistance. The evening will also see the presentation of six awards:</i></p> <ul style="list-style-type: none"> ▪ <i>Heart Award™</i> ▪ <i>Sharing the Journey Award™ (4)</i> ▪ <i>Compassion Consciousness Award™</i>
Time	Program - Day 2 - June 8, 2012
09:00 – 10:00	<p>Session I: First Contact with Families vs. Formal Death Notification <i>This panel will highlight the critical nature of an organization's responsibility to communicate with families the moment a crisis is confirmed - while honoring laws within each country as to proper death notification, generally performed by police, medical officials, coroner, or other officials. There will also be a Q&A session for the audience. Moderator is Jeff Morgan, President, Aviem International, Inc., Chairman, Family Assistance Education and Research Foundation. Panelists include:</i></p> <ul style="list-style-type: none"> ▪ <i>Mike Kavanagh, Regional Coordinator, Family Assistance Education & Research Foundation, Australia and New Zealand</i> ▪ <i>Chaplain Rodney Barry, Managing Director of Emergency Services Chaplaincy, Johannesburg, South Africa, via video</i> ▪ <i>Alejandro Rodriguez, Mossos, d'Esquadra, Barcelona, Spain</i> ▪ <i>Scott Maurer, father of Lorin Maurer, who died in Continental/Colgan Air Flight 3407</i>
10:00 – 10:15	Coffee Break
10:15 – 11:45	<p>Survivor Panel 2: Aviation Disaster Survivors <i>Survivors from aviation tragedies will discuss the challenges faced and the support they have received. Moderator is Ken Jenkins, Vice-President Emergency Services, BMS Global, LLC. Panelists include:</i></p> <ul style="list-style-type: none"> ▪ <i>Scott & Terry Maurer, Parents of Lorin Maurer, who died in Continental/Colgan Air Flight 3407</i> ▪ <i>Kathy Johnston, wife of Kevin Johnston, who died in Continental/Colgan Air Flight 3407</i> ▪ <i>James May, secondary survivor of the General Communications, Inc. accident in Alaska in 2010. Jim was on fishing trip with those in the accident but chose not to fly that day.</i>
11:45 - 1:00	<p>Survivor Panel 3: Family Assistance in Industrial, Manufacturing and Retail Organizations <i>Survivors from industrial and manufacturing accidents will join business leaders to discuss the challenges faced and the lessons learnt from such incidents.</i></p> <ul style="list-style-type: none"> ▪ <i>Angel May, Community Affairs Manager, Mars Petcare, US</i> ▪ <i>Beth McKern, Advertising Coordinator, ALAGASCO</i> ▪ <i>Jonathan Henson, Director of Health Safety & Environment, Maersk Drilling, USA</i>
1:00 – 1:45	Lunch
1:45 – 3:15	<p>Survivor Panel 4: An Employee Perspective <i>Employee survivors from cruise, aviation, rail and manufacturing industries will identify issues and challenges during response to families in crisis, highlighting the importance of the company's support for all responders. Moderator is Tony Ciminero, Ph.D., Clinical Psychologist. Panelists include:</i></p> <ul style="list-style-type: none"> ▪ <i>Andrew Moris, Manager of Reservations, Norwegian Cruise Line</i> ▪ <i>Vladimir Lindor, Family Support Specialist, Carnival Cruise Lines</i> ▪ <i>Greg Klein, General Manager, Tampa, American Airlines</i> ▪ <i>Tony Lefebvre, Chief Operating Officer, Spirit Airlines</i> ▪ <i>Jonathan Henson, Director of Health Safety & Environment, Maersk Drilling, USA</i>
3:15 – 3:30	Final Remarks & Symposium Close
3:30 – 5:00	<p>Bonus Session: Crisis Communications – How to Survive the OMG Event <i>Moderator: Jeff Braun, President, Crucial Communications Group, LLC; Vice President, Communications, Family Assistance Education & Research Foundation. Panelists include:</i></p> <ul style="list-style-type: none"> ▪ <i>Richard Bartrem, Vice President Communications and Community Relations, WestJet Airlines</i> ▪ <i>Jennifer de la Cruz, Senior Director Public Relations, Carnival Cruise Lines</i>
5:00	End