

Sharing the Journey

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



VOLUME 22 ISSUE 1

The Official Newsletter of the Family Assistance Foundation

Spring 2022

2022 Member-Partner Meeting, November 8-9, Miami, FL Evolution of Care: Application of HSR™ to All Impacted by Trauma and Loss



This year's theme will involve presentations from experienced care team leaders who will share how they apply the principles of Human Services Response™ to anyone in their workplace impacted by trauma and loss.

Over the past thirty-plus years, we have seen how a compassionate response to all impacted by trauma can be applied to an individual, one family or thousands of survivors. Attendees of this year's meeting will have an opportunity to learn about different types of responses and hear case studies where the tried and true practices of putting people in front of processes and procedures continue to make a difference in the way people are able to integrate their experience and transcend trauma--transforming their lives.

FAERF Institute's Advisory Board Members will play a major role in the presentations and panel discussion. Two HSR™ practitioners shown here, Ray Gonzelez, Manager Care Team, Royal Caribbean Group and Patrick Laverty, Walt Disney Corporation will share best practices from their experience, along with others who will be featured in the program line-up for the meeting. Speakers and panelists will be announced in the next several weeks.

The Sonesta Hotel will serve as the location for the meeting. The Foundation is grateful to the Royal Caribbean Group (RCG) for sponsoring the 2022 Member-Partner meeting in their hometown of Miami, Florida, November 8-9 at the Sonesta Hotel. RCG assisted the Foundation in getting a favorable room rate that allows us to hold down the costs of the meeting which means we can pass on the savings to our members and guests with low-registration fees. See link to register and obtain further details about the logistics of the meeting. [Register now!](#) We are looking forward to seeing you in Miami!



Patrick Laverty
The Walt Disney
Company



Ray Gonzalez
Royal Caribbean
Group

FAERF Institute's International Humanitarian Assistance Response™ Certificate (IHAR)

Read more details about the Certificate on page 7.



FAERF INSTITUTE
Family Assistance Education and
Research Foundation

Addressing the Specific Areas of Humanitarian Assistance Following Workplace Trauma

by Jeff Morgan



Jeff Morgan
President/CEO

We often hear discussions about various services or parts of a disaster response plan broken down into discrete components, such as call centers, family assistance (humanitarian assistance) centers, next-of-kin notification, "human services," repatriation, and personal belongings, etc. Based on the kinds of questions we often get and discussions we hear from companies, there is a belief by many that an organization's response to families

begins once they arrive at a family assistance center. Our experience shows that family assistance begins much sooner than formal death notification (next-of-kin-notification), and lasts much longer than repatriation of remains and return of personal belongings.

The purpose of this article is to prioritize the areas of family assistance based on our case study research from different types of work place disasters over the past 30 years. We also include information from the scientific study conducted by Dr. Carolyn V. Coarsey on the subject of survivors of commercial aviation disasters, published in 1992 (***Psychological Aftermath of Air Disaster: what can be learned for training?***).

The First Few Moments of a Crisis Where Employees and Customers are at Risk

Whereas, many company's plans for working with survivors starts with mental health support, our research shows that the *need for information* is the first priority. Carolyn's research beginning with accidents in the eighties showed that for families, the need for information was the highest priority when news of a crash occurs. Thus, in the protocol for family assistance providing a "reliable toll-free telephone number, with sufficient capacity is considered "A" priority. Families complained that they could not get through to a person when they called the company. Often when they did, they did not receive helpful information. So, establishing a telephone inquiry center IS the first step in providing family assistance.

Interviews further showed that when families did get through to someone inside the company, it took days and often longer for them to receive confirmation of their loved one's

status. At the Foundation, we have examples where families have never received formal notification of their loved one's death from the company. Therefore, In addition to establishing a telephone inquiry center, the process of notification IS an integral part of family assistance, once information on an individual's situation is confirmed.

Once Information is Known about Those at Risk, Next-of-kin Notification vs. First Contact

When we discovered confusion regarding the act of next-of-kin notification and who can legally notify a family about their loved one's status, Carolyn established the term "First Contact" to describe what happens when a company makes initial Contact with families. First Contact applies whether it's a call back to their initial inquiry or the first communication since the person was listed as an emergency contact. So, making First Contact promptly IS also family assistance.

Formal next-of-kin notification of death is made only by medical or police authorities throughout the globe. However, this does not preclude the contact with a family about their loved one's involvement in a crisis. There are many examples where a victim's remains are never recovered which precludes a formal death notification and often leads to a "presumption of death" on the part of authorities. It is easy to understand why it is imperative that a company contact families of anyone involved in a traumatic loss, regardless of whether the officials are able to perform a formal death notification or not. In the case of Malaysia Flight 370, where the remains of the passengers and crew have not yet been recovered, it is easy to see the crucial nature of the first contact between the airline and the families of the souls on board the aircraft when it departed, March 8, 2014 from Kuala Lumpur and lasts much longer. Since remains were never found, no formal death notification could take place, but families at least knew the loved one was confirmed on board the ill-fated flight.

In the follow up articles, next steps in priority will be addressed including guidelines to employees for providing various types of practical support for food, accommodations, travel, and other types of logistical support to families. This includes repatriation of remains and funeral services, as well as memorials, both short and long-term.



Carolyn V. Coarsey, Ph.D.

President & Co-Founder
Family Assistance
Foundation

Book Recommendation:

The Power of Intention

Author: Wayne Dyer

Reviewed by Carolyn V. Coarsey

“By choosing to hang on to one’s corner of freedom even in the worst situations, we can process our world with the energy of appreciation and beauty, and create an opportunity to transcend our circumstances.”

— **Wayne W. Dyer, The Power of Intention: Learning to Co-create Your World Your Way**

Published in 2005, ***The Power of Intention*** was ground breaking in its presentation of *intention* as force in the universe that allows the act of creation to take place. This book explores

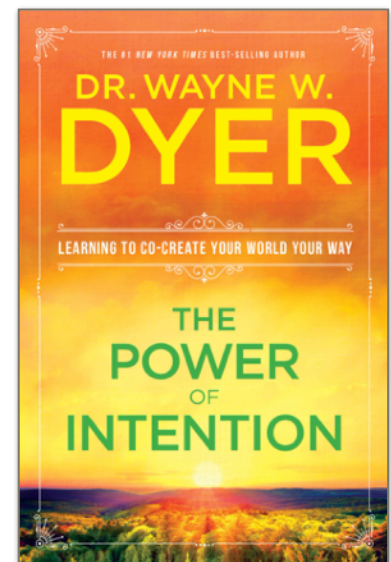
intention as an energy you are a part of. The invisible power of intention has brought us here.

This book describes intention as a creative, energetic force which gives us the opportunity to connect and co-create. The first part of this book offers the principles of intention, with true stories and examples on various ways to make the connection. Dr. Dyer identifies the attributes of the all-creating Universal mind which is intertwined with our own existence.

Dr. Wayne Dyer was an American self-help author and motivational speaker. He was considered the ‘Father of the modern self-help movement’ or the ‘Father of motivation’. Most of his childhood was spent in orphanages and foster homes and it was also the driving force that inspired him to move ahead in life.

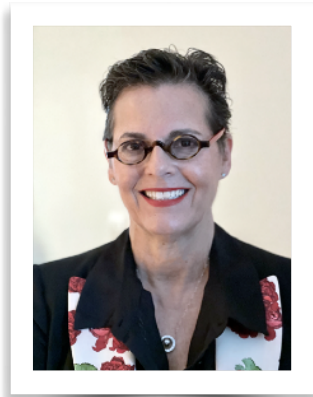
He drew heavily from his life experiences. He started his career as a guidance counsellor after receiving his D.Ed. degree in Counseling from Wayne State University. He denounced dwelling in guilt and emphasized self-actualization and self-reliance. He did not talk about spirituality until much later in his career.

Wayne died of a heart attack at age 75 in 2015. His contribution to the field of self-help is enormous, with the publishing of ***Pulling Your Own Strings, Your Erroneous Zones, Change your Thoughts, Change Your Life*** and innumerable audio and video recorded motivational programs.



Aviem and the Foundation Introduce New Core Staff Members

Introducing Adriana



Adriana Hurtado
Production Support Specialist

Hi my name is Adri Hurtado, I was born in Cuba and moved to Miami in 1970.

I graduated from the Art Institute of Fort Lauderdale in 1983. My love for photography started in High School and continued to grow and develop during my college years. After graduating I worked in many different aspect of the photo industry. I have more than 40 years of experience in photography and videography.

What I love most about photography is that it is a universal language. "The world speaks 7100 languages, but SEES only in one". A picture captures a moment in time and preserves it forever!

My other love is helping families find their dream homes. In 1999 I became a Real Estate Agent and I have been a Real Estate Broker since 2009. This has given me the opportunity to share my passion for Florida and showcase all its beauty.

One of the many things I love about Florida is it's many National and State Parks. One of my favorite national parks is The Everglades. The Everglades National Park is over one million-acre wetlands preserve. Often compared to a grassy, slow-moving river, and often called Sea of Grass. Also home to hundreds of animal species. Among the Everglades' abundant wildlife are the endangered leatherback turtle, Florida panther and Alligators.

In 2017 I joined the AVIEM Family. I was asked to do the videography for the MPM in Miami and after a full day of taping and doing survivor interviews, meeting Jeff, Carolyn and the entire team I realized I needed to be a part of this amazing organization.

I took the FSR training that same weekend and shortly after was activated for my first boots on the ground deployment. I have also done telephone deployments during hurricanes, tornados and the pandemic. For me being a part of the foundation has given me an opportunity to give back in mores ways than I could ever imagine. I love the work we do. I have also taken the Mental Health First Aiders Course which only furthers our understanding of how to better help in a time of crisis. I am passionate about the mission of AVIEM and the Family Assistance Foundation and I feel honored to be a part of this wonderful organization.

Introducing Andrea

My name is Andrea Chernesky. I am originally from The Rocky Mountains of Alberta Canada. I studied Business management with a minor in Human Resources. My love of travel and the ocean brought me to find a career on the cruise lines. I had the privilege to travel the world and meet so many wonderful people from all walks of life. I met my lovely husband onboard, and after several years we decided to start a new adventure of raising a family. We now have two beautiful children and reside in Florida, so that we can still be close to the ocean.

I have gained experience in many avenues and levels of customer service over the years. I have experienced working independently, being part of a team and managing one. The thing that is undeniable, is that care and compassion can make all the difference - no matter the situation.

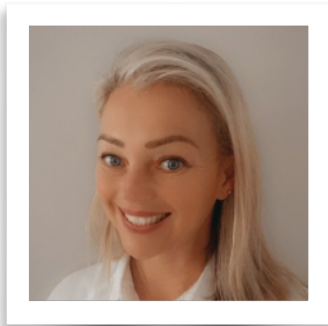
I began working for Aviem at the end of 2020, during the pandemic, for their activated response for one of our clients. I enjoyed the opportunity to work from home and couldn't imagine that I would have the ability to work for a company that puts caring for people first. I was officially adopted by Jeff and Carolyn in January of 2022 as part of the AVIEM core team. I am one of the Operations Support Specialists for the team. I am honoured to be part of such a kind and brilliant group of people.



Andrea Chernesky
Operations Support Specialist

Aviem and the Foundation Introduce New Core Staff Members

Introducing Esthea



Esthea Lanker

Operations Support Specialist

Hi, my name is Esthea. I was born in South Africa and grew up in the beautiful Cape Winelands. Growing up, traveling and working overseas was but a dream for most of us. After completing my studies in Health and Skincare Therapy, I accepted a job that took me to the Algarve in Portugal. After a year in Portugal, my journey continued on cruise ships, where I also met my husband. After spending many years onboard we started a family. We welcomed two beautiful daughters into this world and they were both born South Africa.

In 2008 we moved to the United States. I had the privilege to spend the next few years with our girls as a stay at home mom. Settling in a new country had many challenges and as much as we missed our "homeland" we embraced our new life. Today we make our home in the sunny state of Florida. The rest of my family still lives in South Africa and these days my travels mainly takes me "home".

As a stay at home mom, my days consisted of caring for my family. I love the outdoors and the ocean. Every morning I make the time to run, practice yoga and you will find me in the garden whenever I have a spare moment.

In 2020, at the start of the pandemic, I joined AVIEM. It was a challenging time for the entire world. I was very grateful to have the opportunity to become part of this wonderful organization. The best part was that while working from home I was still able to do be there for my family and have daily quality time. After many years of experience in client care, I learned the level of care you provide matters greatly and it makes a difference. This lined up perfectly with the heart of AVIEM. I completed the valuable HSR training and was also very fortunate to do the Mental Health First Aid Training.

Today, I support operations working closely with our team to bring a high standard of professionalism and efficiency and during challenging times finding solutions to provide the best care and support. I believe to help is to give and to give is to care. To provide care and to give of yourself is the ultimate service.

My wish is for all to experience care and kindness in abundance daily. It makes our world a better place.

Introducing Vicki Rae

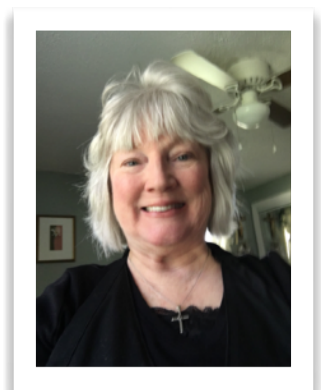
Vicki joins the Family Assistance Foundation Team as Operations Support Specialist. Vicki was born and raised in Cincinnati, Ohio where she currently resides. She has one son and two grandchildren who are her pride and joy.

Vicki began her career with Delta Air Lines, Inc. and has lived in Arizona and California. During her tenure, she successfully held many leadership roles in the areas of Customer Service, Sales, Marketing and Training. As part of her job responsibilities, Vicki was affiliated with many organizations and held the title of President and Membership Director of Arizona Women in Travel (AWIT).

On August 2, 1985, Delta Flight 191 Lockheed L-1011 was preparing for landing in Dallas/Fort Worth International Airport when the aircraft encountered windshear from a thunderstorm and ultimately crashed with fatalities. At the time, Vicki was based in Phoenix, AZ and newly promoted to Marketing Representative-PHX. Her first responsibility in this role was to assist with the DL191 crisis and was assigned to be care person to Carolyn V. Coarsey who experienced a devastating loss of a loved one. It was during this time that Carolyn and Vicki developed a special bond which has endured through the years.

After retiring from Delta, Vicki continued to remain active in the community by doing volunteer work with various nonprofit organizations such as the American Cancer Society. In addition, she participated in the "Life Success Seminars" a program designed to foster individual greatness and provide the tools to lead a great life.

Vicki has a passion and caring for life and is excited to join the Foundation Team!



Vicki Rae Collins

Operations Support Specialist

Successful Support Team Trainings via Zoom

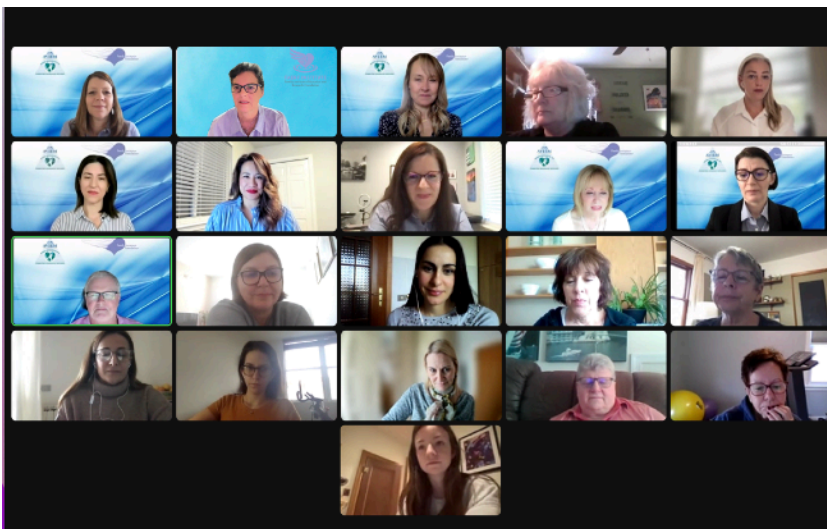


Cheri Johnson
Manager, Internal Operations

In March, we held our annual support team trainings via Zoom. While in the past, we would only have trainings in person, with the pandemic we have come to realize that there are benefits to having the training sessions online, via Zoom. One of the benefits, is that it's free. Our team can simply log in from the comfort of their home and receive training on the latest Aviem applications and procedures (Head training) as well as the all important Human Services Response™ (Heart) training. We have come to value these trainings so much and while we do hope to continue to be able to do things in person, like our upcoming Member-Partner meeting. We find that the virtual trainings are also valuable.

Between March's sessions and a couple of makeup sessions in early April, we were able to train 27 new team members and had 35 team members attend the refresher session with a total of 14 countries being represented! We are very excited to welcome our new team members and are grateful for all of those who continue to be involved and at the ready in the event we need to call on them to help our clients whom are also located all over the globe. It is an honor to work with each one of you!

If you were unable to attend one of these training sessions, please know that we intend to offer them at least once a year and hope that you will be able to join us in the future!

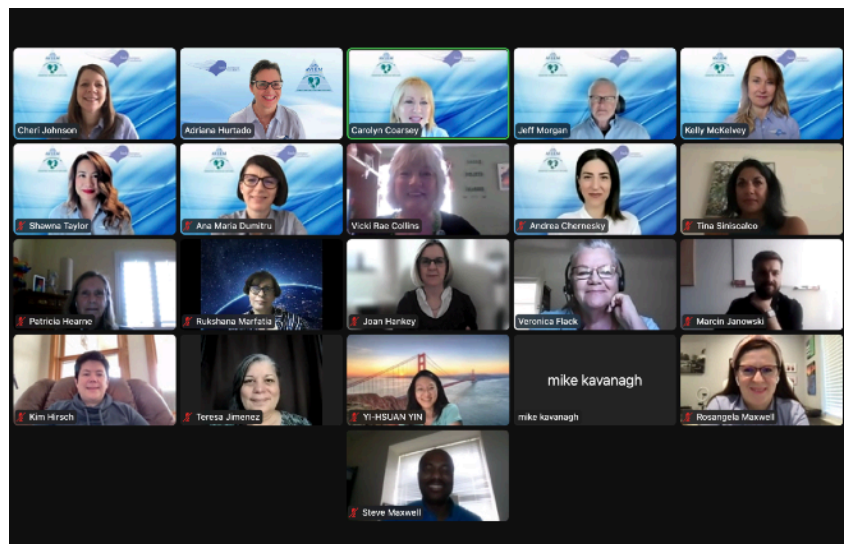


Initial Support Team Training

March 15, 2022

Refresher Support Team Training

March 17, 2022





Ana-Maria Dumitru
Director, Client Services
and Support -
Europe, Middle East &
Africa

Readiness and Commitment to Assist

Our readiness to assist: Always on call

Our 24/7 Emergency Communications Center is a direct line of communication with an Aviem Duty Manager in the event of an emergency involving any of our Clients/Members.

We encourage our Clients to include the Aviem Activation call in their drills and exercises and we appreciate practicing together. We also always

mention that this number is answered by a live agent who will make sure that the person calling is either transferred to a Duty Manager or that a Duty Manager gets the message to quickly call back.

While this number is for emergencies, we always ask our Clients/Members to call the 24/7 Emergency Communications Center as soon as possible when something happens, even if they are not sure, at that particular point in time, if they would need assistance or not. This would help put us on high alert until more information is available, that would help determine whether or not an activation of services is necessary.

Our commitment to assist: If in doubt, please call us

While an activation of our services is most times associated with a major crisis or mass casualty event, we want to make sure our Clients/Members know that we are there for them in any crisis situation (even if the crisis involves 1 member of their team, 1 passenger or guest). We encourage them to feel comfortable calling the 24/7 Emergency Communications Center to speak with a Duty Manager - so we can start assisting. In some situations, all that is needed from our side is support and advice on best practices.

We have had the privilege to support our Clients this way in a wide range of situations, where unfortunate, unexpected events took place affecting their team or their patrons. They reached out to speak to a Duty Manager and we acted as the coach behind their Executives, Leaders, Care Team members directly involved in assisting those affected. We take pride in providing this type of assistance as part of our commitment to support our Clients/Members. And at times, an activation of our services is not required, but a crisis is still a crisis however large or small and we are there to provide support.

Emergency Communications Center:
1-888-85AVIEM (1-888-852-8436) (US & Canada - All Locations) 1-770-929-6267

Introductory Module for the International Humanitarian Assistance Response™ Certificate (IHAR) Coming Your Way!

The first module for the International Humanitarian Assistance Response Program Certificate™ entitled Introduction to International Humanitarian Response is currently under development with plans for release Summer of 2022. The introductory module will consist of an overview of the topics covered in the 7-course certificate. In addition to the introductory module, the seven courses will include the following: Planning & Operations; Communications; Law & Insurance; Traumatic Loss; Survivor Needs; Self-Care, along with an Industry Specific Course featuring modules that apply to an identifiable workgroup.

In the first module, we hear from several business and industry leaders who represent robust programs within their organizations, along with recognized subject matter experts. Foundation members will receive individual as well as group discounts for the Certificate courses and modules.

Upcoming Member-Partner Meeting Discount Info



Kelly McKelvey
Finance Manager

We are gearing up for another Member-Partner meeting and we really hope you can join us!

This November we will be in Miami, FL so we will be taking advantage of the warm weather in winter! As you may recall from previous meetings, there are several ways to save money during registration. There is always a discount for our Family Assistance Foundation Members, as well as discounts for registering several people from your team. Registration is open and discount codes will be provided as needed. We hope to see you!

[Register for the Meeting Here](#)



Wishbone Wagner

Foundation Care Team Member, Joe Wagner shared this picture of his adopted canine companion, Wishbone complying with TSA mask requirements while sitting in the truck at Arnold Palmer Regional Airport in Latrobe, PA patiently waiting for Joe's shift to end.



Rosangela Maxwell
General Manager,
Client Services - The
Americas

2021 Internal Drill Stats

The beginning of the year is always a great opportunity to plan for the year ahead but also sum up and analyze what we managed to accomplish in the year just gone.

Beside the fact that the last two years the COVID Pandemic has kept us very busy here at the office, we managed to still dedicate a good portion of our time to our Telephonic Internal Drill that involve our dedicated and well trained call center agents and role players.

We just put together the English and Spanish Dashboard for 2021 and we are very proud to share our stats:

2021 Stats

- 7 English drills conducted
- 3 Spanish drills conducted
- 72 English agents participated in the Internal Drill
- 32 Spanish agents participated in the Internal Drill
- 19 call center sites involved
- 811 ENG and SP call center courses were completed

All the agents that are trained to activate in any of our responses, need to take a 1 hour long web-based training that includes do's and don'ts, how to use our systems of operation and survivor videos.

We put a lot of emphasis on 'Care and Compassion' as we want to make sure that our agents show each caller the respect and sensitivity that they deserve in a moment of crisis when they have to make that call that is crucial for them to have any idea of the situation of their loved ones.

We review our agents' training and their script every year as we realize the importance of keeping them engaged and refresh their knowledge on how to help us and our client to handle callers who might have been involved or have a loved one involved in a crisis.

We are so very proud to have new team members in our Core Team now who will help us continue the great work and dedication towards our call center operation.

Jet Aviation is Now Licensed to Provide Their Own Human Services Response™ Training Throughout the World



Dr. Carolyn Coarsey certifies Jet Aviation Trainers
L to R: Martina Bartolic, Shaun Novy, and Kevin Donnelly

Jet Aviation is Now Licensed to Provide Their Own Human Services Response™ Training Throughout the World, cont.



Carolyn shown here with Jet Aviation trainers and executive Matt Feinstein.



Trainers Martina and Shaun role play in class