

Sharing the Journey

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

Family Assistance
Foundation

VOLUME 22 ISSUE 2

The Official Newsletter of the Family Assistance Foundation

Summer 2022

2022 Member-Partner Meeting, November 8-9, Miami, FL

Evolution of Care: Application of HSR™ to All Impacted by Trauma and Loss



Juan Carmona



Sept 21, 1989 twenty-one young lives were ended, and many others were forever changed. The legal battle that followed divided the city, yet ultimately produced changes in school bus safety that continues to save lives today. Join us as researcher Juan shares this riveting story of how a community came together in honor of families and lives lost.



Shari Peterson



Author and speaker, Shari Peterson boarded United Flight 811 in Honolulu, HI, February 24, 1989 expecting to sleep through her flight and awaken in Auckland, NZ. Disappointed that another passenger was sitting in her business class seat, Shari sat in the first vacant seat. Shortly after take off, the cargo door opened in flight, ejecting nine passengers into the Pacific Ocean, including the passenger in her original seat. Survivor, author, and public speaker, Shari will not disappoint in her story of survival and transcendence.

Evolution of Guest & Survivor Care: Expanding the Needs Hierarchy

As care and special assistance programs have evolved over the past three decades, responding to individual needs of survivors and families has expanded to include an increased range of services. Corporate emergency response programs initially focused on mass casualty events, yet in today's environment, attention is turning to how we best serve one person, one family at a time.

About the Program...

Humanitarian Assistance Response Plans™ (HARP): How Does your Organization Plan, Prepare, Exercise and Execute?

Join experienced HSR™ Foundation Leaders for a day and a half of breakout sessions interspersed with presentations by subject matter experts who will provide suggestions and valuable insight as to how local & community resources can augment your plan and deliver optimum services to all survivors.

Agencies represented at the meeting include but not limited to the following:

FBI Victim Services Division (VSD)

US Coast Guard Passenger Vessel Safety & Mass Rescue Operations

Prime Nursing Care

Global Embassy / Consulate Leaders

Member-Partner Meeting Agenda

Day 1 – 8:00am Registration

| | |
|----------|--|
| 8:30 am | Welcome & Introductions |
| 9:15 am | Author Speaker |
| 10:00 am | Coffee Break and Book Signing |
| 10:20 am | I-HARP Break out I |
| 11:30 am | Resource Panel 1 |
| 12:30 pm | Lunch |
| 1:00 pm | Continuation of Lunch & Author Speaker II |
| 1:45 pm | Break |
| 2:00 pm | I-HARP Break out II |
| 3:00pm | Resource Panel II |
| 4:00 pm | Coffee Break and Book Signing |
| 4:15pm | Local Response Presentation |
| 5:00 pm | Close |

Day 2

| | |
|----------|---|
| 8:30 am | Welcome & Introduction of Day II |
| 9:00 am | Tracking Guests During a Response- Break out 1 |
| 9:45 am | Facilitated Discussion |
| 10:30 am | Break |
| 10:45 am | Tracking Guests Following a Response-Breakout II |
| 11:30 am | Facilitated Discussion |
| 12:15 pm | Final Comments |
| 12:30 pm | Close |

Bridging the Gap Between the Impact of Trauma and Surviving its Aftermath

by Jeff Morgan



Jeff Morgan
President/CEO

Addressing the Specific Areas of Humanitarian Assistance Following Workplace Trauma Part II

In my last article, Part 1: Addressing the Specific Areas of Humanitarian Assistance Following Workplace Trauma, I addressed the crucial nature of First Contact with families once the names of those involved have been determined. This article will discuss what must happen for families once first contact is made and knowledge of their loved one’s involvement is confirmed.

The very definition of trauma involves loss of control over one’s life. Family members who learn of their loved one’s involvement benefit by receiving as much information as the company can provide them when they make contact. As pointed out in the previous article, in the first few moments of a crisis, most families understand that the details of their own loved one’s fate may be limited. However, once contact is established between the company and the family, crucial information can be obtained from the family, which will save time later when the time comes to

serve the family.

Following is a guide to organizing the discussion of assistance for an individual family:

Who is the family?

As part of the First Contact process, it's important to determine who is the apparent next of kin and whom the family may want us to use as the primary point of contact. We also find out where the family is located geographically. We also find out if there are other family members we should communicate with because of divorces or other family estrangement issues. We can have more than one point of contact because of these issues, and it might be necessary to assign a separate care team to help support other parts of the family.

Who is the Care Team?

We must explain to families briefly what a care team can do to assist them and verify that they would like care team support. Once we learn more about the families' needs and circumstances, we can determine who might be the best team to assist the families. Some families may need to be escorted from their homes all the way to a FAC, while others simply want a team to meet them once they arrive at a FAC.

Some families may not wish to travel to the FAC. However, we would still assign a team that would support a family telephonically to continue to provide information updates and support as desired.

Direct one-on-one communication allows for the personal attention that families need during highly emotionally-charged times. Best practice also includes having sufficient leadership over the care teams, which allows them fast access to decision-makers without delays.

What are the options and choices during the acute phase of the response?

As details about the trauma become known, company leadership will decide what will be possible to assist the families. For example, if site visits to the scene of the crisis are being arranged, company escorts should be allowed to travel with the families. If the family decides against travel or travel to the site of the crisis is not possible, company teams should be assigned to assist them in the location where they live and over the phone as necessary.

The following is a list of services most families appreciate being offered, where possible:

- logistical support, i.e., transportation, lodging, and meals
- opportunities to meet with other officials who can provide details about the emergency
- opportunities to interact with spiritual and psychological leaders should they choose
- transportation of survivors home or long-term hospital care of the injured
- Final arrangements, such as repatriation, funerals, memorial services, and the return of personal belongings.

Aftercare

As families return home, the acute phase of the response is winding down, and it's appropriate to offer families additional care to assist them with the transition to what is next for them, which will vary from family to family. Families have often commented that it was very difficult to say goodbye to their care team as they went from lots of support to nothing when they returned home. Their next contact was with insurance or legal representatives, or no contact at all. We recommend a softer transition whereby families can contact the same representatives they spoke with when they received their first contact calls. This would be a more common time when families may inquire about counseling, support groups, or other aftercare-related needs. This support softens the transition from the care team to the more business side of this journey that families will embark on. As families begin asking questions about insurance claims, compensation, and legal issues, this is the signal that it's time to say goodbye to families and to refer them over to the financial, legal and insurance teams to begin the claims and settlement processes.

Summer Webinar Series

Increasing our Knowledge about Traumatic Stress and Survivor Support

Carolyn V. Coarsey, Ph.D. & Invited Guests

August 24, 2022

**8am, Noon & 8pm
US Central Time**



FAERF INSTITUTE
Family Assistance Education and
Research Foundation

To register, please email cheri.johnson@aviem.com



Carolyn V. Coarsey, Ph.D.
Executive Director,
FAERF Institute

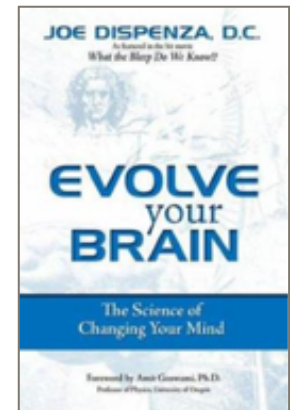
Book Recommendation:

Author: Dr. Joe Dispenza

Reviewed by Carolyn V. Coarsey

Over the past decade, Dr. Joe Dispenza has lectured in 32 different countries on six continents educating people about the role and function of the human brain. He has taught thousands of people how to re-program their thinking through scientifically proven neuro-physiologic principles. As a result, this information has taught many individuals to reach their specific goals and visions by eliminating self-destructive habits. His approach, taught in a very simple method, creates a bridge between true

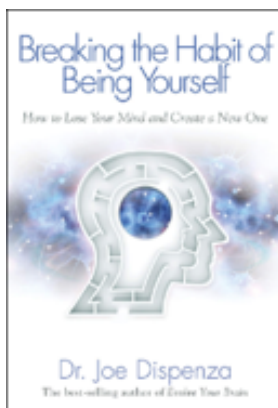
human potential and the latest scientific theories of neuroplasticity. He explains how thinking in new ways, as well as changing beliefs, can literally rewire one's brain. The premise of his work is founded in his total conviction that every person on this planet has within them, the latent potential of greatness and true unlimited abilities.



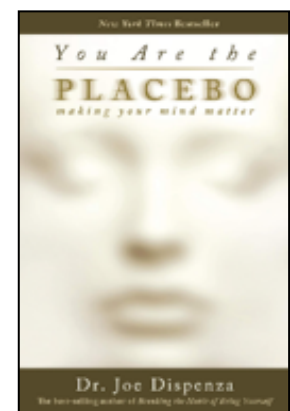
His first book, **Evolve Your Brain: The Science of Changing Your Mind** connects the subjects of thought and consciousness with the brain, the mind, and the body. The book explores "the biology of change." That is, when we truly change our mind, there is a physical evidence of change in the brain.

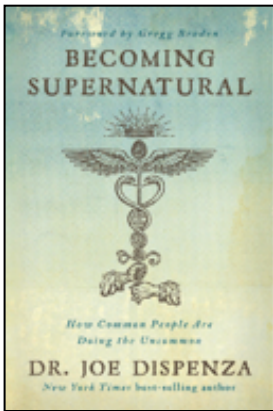
During his research into spontaneous remissions, Dr. Dispenza has found, and continually sees, similarities in people who have experienced so-called miraculous healings - showing that they have actually changed their mind, which then changed their health.

In his second bestselling book **Breaking the Habit of Being Yourself: How to Lose Your Mind and Create a New One**, Dr Dispenza explains that you are not doomed by your genes and hardwired to be a certain way for the rest of your life. A new science is emerging that empowers all human beings to create the reality they choose. Not only will you be given the necessary knowledge to change any aspect of yourself, but you will be taught the step-by-step tools to apply what you learn in order to make measurable changes in any area of your life. Dr. Joe demystifies ancient understandings and bridges the gap between science and spirituality. Once you break the habit of being yourself and truly change your mind, your life will never be the same!



His New York Times bestselling book, **You Are the Placebo: Making Your Mind Matter**, Dr. Dispenza shares numerous documented cases of those who reversed cancer, heart disease, depression, crippling arthritis, and even the tremors of Parkinson's disease by believing in a placebo. You Are the Placebo combines the latest research in neuroscience, biology, psychology, hypnosis, behavioral





conditioning, and quantum physics to demystify the workings of the placebo effect . . . and shows how the seemingly impossible can become possible for everyone.

In his fourth book, **Becoming Supernatural: How Common People are Doing the Uncommon**, Dr. Dispenza poses the question, What would it mean to become supernatural? What if you could tune in to frequencies beyond your material world... change your brain chemistry to access transcendent levels of awareness... create a new future... and transform your very biology to enable profound healings? He then presents revolutionary knowledge, test results and "how to" information that allows ordinary people to reach extraordinary states of being.

As a researcher, Dr. Joe's passion can be found at the intersection of the latest findings from the fields of neuroscience, epigenetics, and quantum physics to explore the science behind spontaneous remissions. He uses that knowledge to help people heal themselves of illnesses, chronic conditions, and even terminal diseases so they can enjoy a more fulfilled and happy life, as well as evolve their consciousness. At his advanced workshops around the world, he has partnered with other scientists to perform extensive research on the effects of meditation, including epigenetic testing, brain mapping with electroencephalograms (EEGs), and individual energy field testing with a gas discharge visualization (GDV) machine. His research also includes measuring both heart coherence with HeartMath monitors and the energy present in the workshop environment before, during, and after events with a GDV Sputnik sensor.

Summer Webinar Series Happening Now!



Cheri Johnson

Manager, Internal
Operations

The FAERF Institute kicked off our Summer Webinar Series on June 29th with Jeff Morgan's interactive presentation on Understanding Reception Centers and the Differences Between Reception Centers and Family Assistance Centers with nearly 70 members/partners in attendance. The hour-long presentation included polls and interactive surveys in regards to the purpose of a Reception Center, how quickly one should be set up and for how long, in addition to other relative information on the differences between a Reception Center and a Family Assistance Center. If you missed the webinar, keep an eye out for our July Consciousness@Work articles that will summarize what was shared.

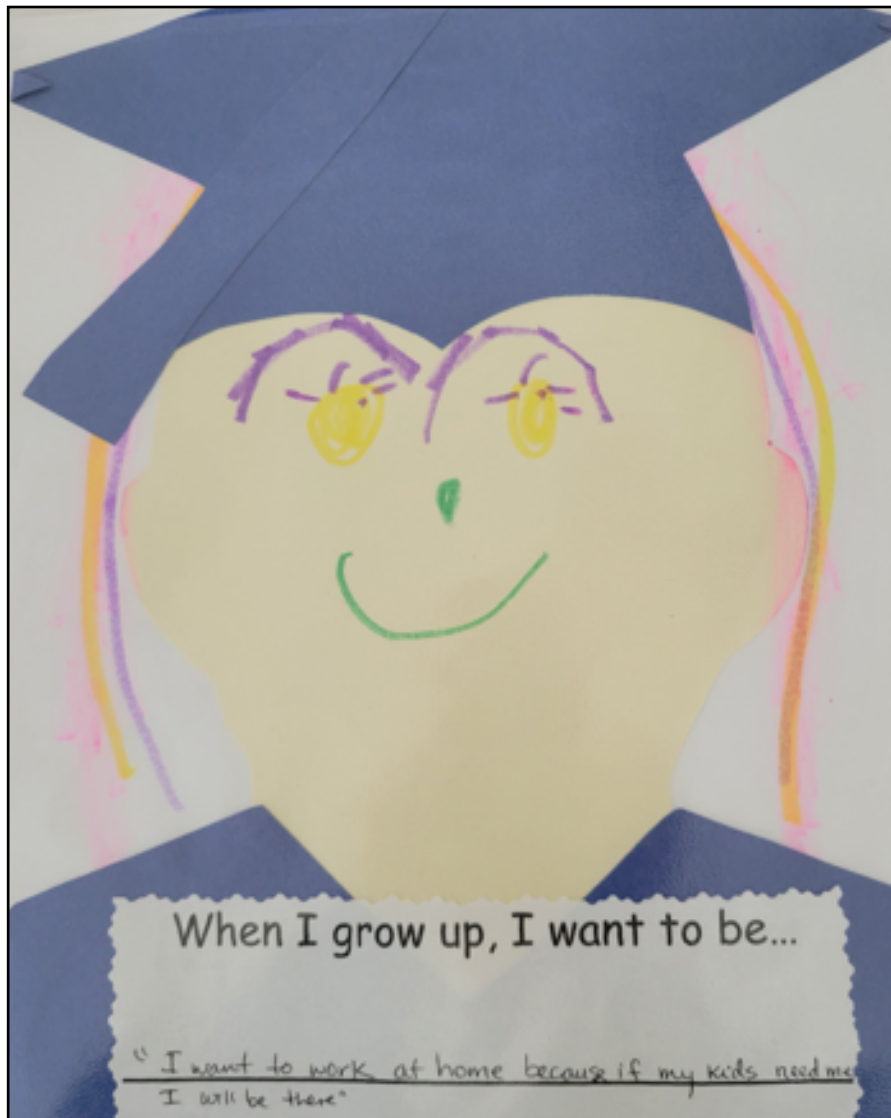
We have two additional webinars coming up in this Summer Webinar Series. In July, Jeff will be joined by Captain Bob Waltz, Ph.D. FAERF Institute, Advisory Board Member to discuss Safety Management Systems and in August, Dr. Carolyn Coarsey & guests will be speaking on Traumatic Stress and Survivor Support. You won't want to miss these informative sessions. If you'd like to join us, please reach out to me (cheri.johnson@aviem.com) for more information on how to register to attend!

Remote Work

Two years ago "working from home" was not a job title that you would commonly hear a child aspire to when they grew up. The pandemic definitely shifted that. My daughter was 3 years old when the pandemic began and she was not able to go to school - she was at home with me as the very busy covid response for one of our clients was in full swing. I did not realize how she was watching/listening to me until I heard her playing. She made a computer out of a box and wearing her earphones, she was pretending to answer calls and assist people - repeating the exact verbiage that I was using for the response. I asked her what she was doing - she stated that she was working from home and helping people. At her preschool graduation her teacher asked her, what do you want to be when you grow up? My daughter answered - I want to work from home so that I can be there for my kids. It is definitely true that children are great imitators (that is truly what they do for a living :)) - I am fortunate that my child is exposed to the compassion and care that Aviem/FAF use on a daily basis during operation.



Andrea Chernesky
Operations Support
Specialist



A Care Team Member Shares a Memory From Her Past

Retired Delta Air Lines Cargo Sales Manager, Vicki Rae Collins joined our team during the past year and works on our core internal team. One of Vicki Rae's duties includes sending out memorial cards to family members who have shared their losses with us so that we might gain valuable insight as to help others. While updating our 2022 memorial cards, Vicki Rae came across this poem that she had written for her grandmother who raised her. She shared it with us and we were so moved, we decided to share with others.



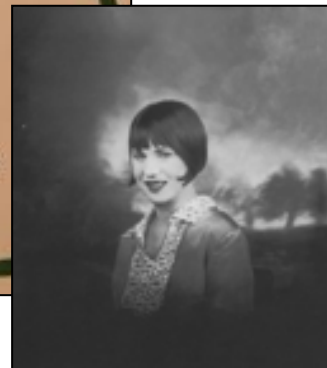
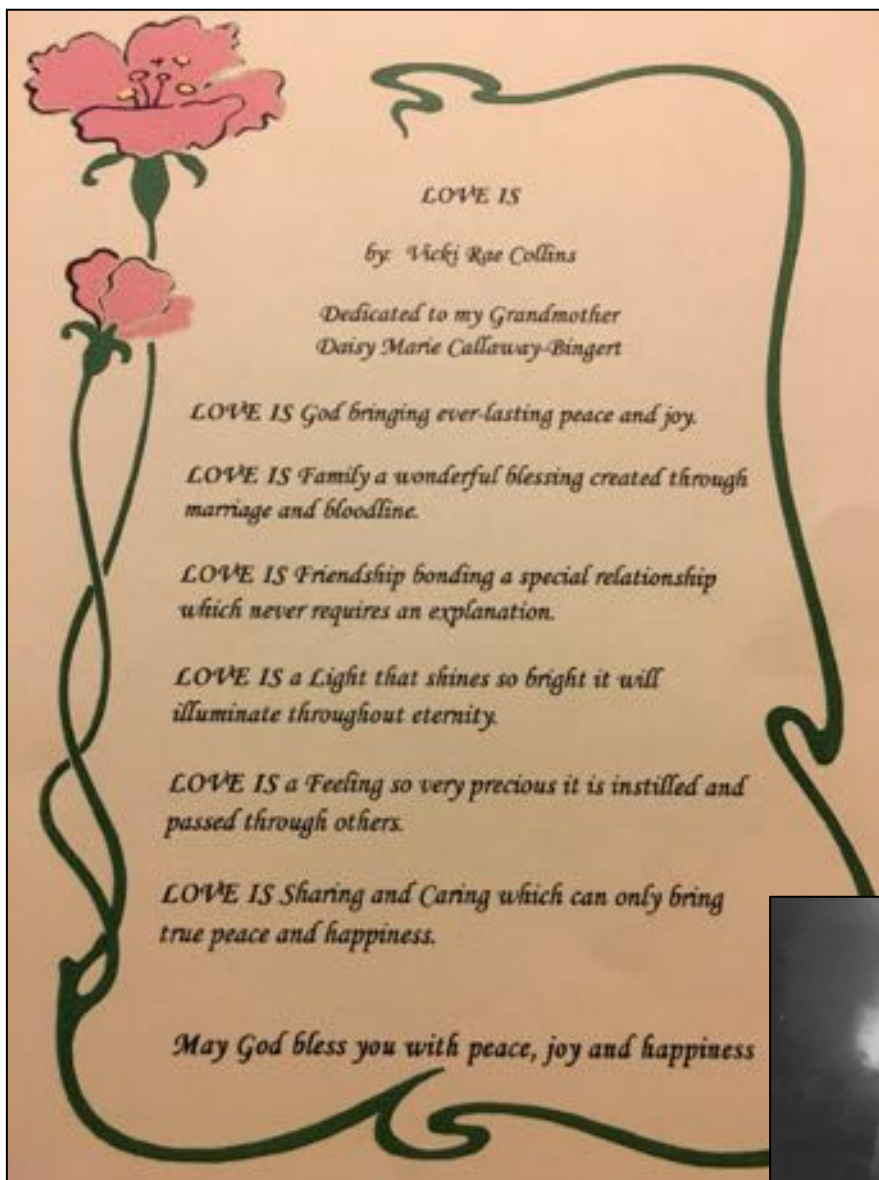
Vicki Rae Collins
Operations Support
Specialist

In Loving Memory of:
Daisy Marie Callaway-Bingert
February 4, 1910 -
May 1, 2000

My inspiration for the poem was the verse: **Love Is ~ A Light that shines so bright it will illuminate throughout eternity.**

During my eulogy at my grandmother's funeral, I held my granddaughter, Kayce in my arms. This is special and I placed it with my grandmother who raised me.

Love Is ~ God, Family, Friendship,
Light, Feeling, Sharing and
Caring.



In Loving Memory of: Daisy
Marie Callaway-Bingert
February 4, 1910-May 1, 2000

A Reluctant Gift from the Pandemic... Learning to be Virtual!



Adriana Hurtado
Production Support
Specialist

2022 will be a year to remember! With the pandemic still in full swing, the war in Ukraine, the school shootings, and having had contracted Covid, it has been a very emotional year. I have trust in humanity and one can never lose hope for brighter days ahead.

One thing that has changed for most is the way we do things. As a result of the impact Covid has had on businesses, we have learned and become accustomed to communicating via Zoom. Thanks to our virtual engines such as Zoom & Teams we are able to conduct interviews, trainings, meetings and more without skipping a beat. Says a lot for our resilience as human beings...where there is a will there is a way.

This year I was assigned the role of Production Support Specialist. I have had the privilege to work alongside Dr. Carolyn V. Coarsey. We have worked together in recording numerous interviews via Zoom with several board members, survivors, and industry experts. Needless to say, it has been an incredible, and often times very emotional, learning experience.

As I listen to their stories for the first time there is a recurring affirmation. All of us that are dedicated to doing this kind of work share a deep understanding of one thing... at the helm of any Humanitarian Assistance Response Plan is the Heart and Soul of the company, and the Head follows suit in the background.

Prior to embarking on recording these interviews, I already had an understanding of the importance of implementing a Humanitarian Assistance Response Plan. After listening to all of the interviews they further reinforced that all companies, no matter the size, should not waste a single second questioning why or if they should have a plan. Additionally, and most importantly, they should not be without a HARP. This should unquestionably be an integral part of every organization.

These interviews further emphasized the importance of the first hours following an incident. There was a common denominator amongst all the victim's families pertaining to the moments that followed upon having learned of their loved ones being involved in an incident. These families were desperately seeking information about what happened, where are their loved ones now. The information relayed must be made available to families as soon as possible following the incident and accuracy is of utmost importance in those initial stages.

Industry leaders unanimously agree that having a plan in place, ensuring that as many persons as possible are trained, and having periodic practice drills, will best prepare an organization to provide humanitarian services and ensure that they "do the right thing" for all impacted when responding to crisis. Victim's families also share some insight regarding lawsuits as result of an incident. It's not so much about the monetary compensation, for a loss that is unimaginable cannot be compensated. Rather these are more driven by an unsatisfactory response to the incident which cause a need for seeking further answers to the why and how of it all & what can be done to avoid these tragedies from occurring to someone else in the future.

Another important aspect is that of the Disaster Victim Identification process. The interviews also enlightened me on the important work that was developed after 9/11. A process which is so delicate that only the well trained and experienced should carry out. The notification process must be handled in a manner that ensures the families will not experience a second assault.

As we continue to work together on preparing these courses for the world to learn about HARP and its importance in best preparing for tragedy, I have felt the passion & drive both Jeff Morgan and Carolyn V. Coarsey have for this amazing work. There is no doubt that this is their calling and the FAERF Institute, which has been in the works for some time, is a true testament to their dedication to this cause.

The FAERF Institute could not come at a better time. Knowledge is Power. We need to empower companies to have a plan in place and be ready to respond to crisis in the best possible way. We believe that the best way to achieve this is through education, training, practice drills and much more that will be made available for all through these courses.

It's an honor to be a part of this family and I am moved daily by the dedication that unites us all.

Connecting in Person... at Last!

After many months of virtual meetings with our clients, members, partners and team members, we were finally able to get back to meeting in person. Even though you might think virtually we have come so far, it was great to reconnect in person. Most of us have only met our clients virtually, so meeting them in person was a highlight. It gave us the opportunity to build these relationships and connect with our clients, especially after the pandemic.

You can think of our meetings as field trips. For two days we abandoned our desks and we also spent some time together as a team. For our team it was an experience to visit the sites, meet the teams and gain valuable knowledge about their operations. It is such an advantage to see what is in place onsite to help us better prepare ourselves and all teams involved.

Our meetings took place in Orlando and Miami. Fernando and Zelmar, the team from GOL met us at both airports. The Greater Orlando Airport & Aviation and Miami-Dade Aviation Department graciously met with all of us and it was wonderful to meet everyone in person and get a feel for the airport, locations and how they operate. It created an opportunity for all to get together and discuss how we will support and assist each other given the respective airport and how they operate.

With GOAA as a member of the Family Assistance Foundation and the team being HSR trained, we loved to hear that they come together as an "airport family" in any crisis situation. In Miami, GOL was warmly welcomed and complimented for having an emergency response plan in place and being prepared in the event of a real emergency. These teams are knowledgeable and competent and provided valuable resources and guidance.

Throughout our meetings it remained with me that as nice as it is to meet everyone in person and create a bond with our partners, we are here to prepare and to be real about what could happen, how we will assist and the enormous impact human response has in the event of a real emergency. The beauty of it all is that we can all get together to be more effective, better prepared and benefit from our partnerships.



Esthea Lanker
Operations Support
Specialist



Fernando Ennes Pedro & Zelmar Danilo Bonilla with Aviem team Esthea Lanker & Rosangela Maxwell at the Greater Orlando Airport



Fernando Ennes Pedro & Zelmar Danilo Bonilla with Aviem team Andrea Chernesky, Esthea Lanker & Rosangela Maxwell at Miami-Dade.

Scheduled vs. Unannounced Drills and Exercises



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

Our 24/7 Emergency Communication Center stands ready to take calls any time, day or night. We often encourage our clients to conduct brief activation type exercises, so that the team members that would need to call to report a real emergency, can be familiar with the process. When an exercise is scheduled, we will ensure to have a Duty Manager

available and ready to take the call.

For scheduled exercises, the Aviem Duty Manager blocks the time needed for the exercise in order to ensure our Client's Point of Contact performing the exercise and following the exercise scenario has all the time needed to interact with the Duty Manager, just like they would, in a real emergency.

We welcome unannounced drills and exercises too! If it is a quick testing of the 24/7 Emergency Communication Line, or a brief interaction with

the Duty Manager, these work very well. For more detailed exercises that run for longer however, or that might need a test set up of our systems, or an interaction with our call center agents, scheduling a Duty Manager is preferred, so we can ensure we can dedicate the time needed for the exercise.

We welcome any opportunity to practice and engage with our Clients!

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 Program Certificate (I-HARP)[™] Coming Your Way!

The first module for the International-Humanitarian Assistance Response Program (I-HARP)[™] Certificate entitled Introduction to International Humanitarian Response is currently under development with plans for release in September 2022. The introductory module will consist of an overview of the topics covered in the 6-course certificate. In addition to the introductory module, the six courses will include the following: Planning & Operations; Caring for Customers and Persons Directly Affected; Caring for the Employee Responders; Communications; The Business Side of Traumatic Loss in the Workplace; Special Interest Topics, along with an Industry Specific Course featuring modules that apply to an identifiable workgroup.

In the introductory course, 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 discounts on the courses and the Certificate.

Expect Creative Discounts on Upcoming Certificate Program



Kelly McKelvey
Finance Manager

Here at the Family Assistance Education & Research Foundation, we continue to work on the International-Humanitarian Assistance Response Program (I-HARP)[™] Certificate for the new Institute. This has been a labor of love by Carolyn and Jeff and we have been discussing ways to offer incentives and discounts once the modules are complete. Some options that have come up in conversation are bulk discounts (registering several members of your team), pay in advance discounts, and, of course, discounts for being a member of the Foundation. One thing is for sure, there will be many ways that the certificate can become a reality for all who wish to take part in the program.

We look forward to sharing the results soon so you can work toward your own International Humanitarian-Assistance Response Certificate!



Survivor of Singapore Airlines Flight 006, Captain Cyrano Latiff and his wife, Cyrena

With Love from Singapore

Captain Cyrano and his wife, Cyrena are very active in the training program at a local flight academy where they both help students understand the stress associated with various jobs and roles in the aviation world today. This photo was taken as they exited the hangar at the academy where they conduct training.

Aviem and FAERF Welcome New Members!



Rosangela Maxwell
General Manager,
Client Services - The
Americas

After a couple of years where the main topic of our lives and work tasks were related to COVID, it has been great getting back into our regular routine and operation. As part of our recent tasks, it has been very exciting to welcome new clients to the AVIEM and the FAERF. Our robust new client onboarding process is a long process as we want to make sure that we start our working relationship with our clients on the right path. We believe in getting to know each other and preparing to interact when an emergency situation arises and we have a lot of information to share with our clients. In the last couple of years we have implemented an internal checklist to guide our new client onboarding.

This checklist separates the different onboarding steps in small chunks that simplify the amount of information that we want to share.

The steps include:

- ✓ Activation Information
 - Key contacts: we want to make sure that we know who the main contacts for the client us, both when we prepare and when we activate
 - How we interface: How do we work together during an activation to make sure that things to smoothly and avoid roadblocks
- ✓ Call Center
 - How would you like us to answer the family and friends phone line? In other words, what is the name of the line the families will be calling in?
 - How would you like us to customize the script that our agents use when talking to family members?
- ✓ Systems of Operation: CS2 and SERTS
 - What kind of data of those involved could you possibly share to add to the scripts for the agents to use when families call in? (Would you have a spreadsheet of those involved?)
 - We normally plan a section where we do a live overview of CS2 and SERTS and will have time for Q&A
- ✓ Onboarding Exercise
 - After sharing all info about 'How to activate us' we would like to invite our new clients to drill/test a simple activation call, so they will see how that very important call will need to be brief and up to the point.

We recently had the pleasure to welcome the below clients to our AVIEM/FAERF Family:



Thank you for joining our team and we are very proud of servicing and supporting you and your teams.

Equinor Training in Houston - May 4-5, 2022



Carolyn with Equinor Training class, May 2022

Mental Health First Aid Training with L Brands, Inc.



Carolyn with L Brands MHFA Training class, July 2022