

Sharing the Journey

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



FAERF.ORG

VOLUME 23 ISSUE 1

The Official Newsletter of the Family Assistance Education & Research Foundation

I-HARP Certificate in the Works

Subject Matter Experts

In addition to the Foundations expert team of survivors, subject matter experts have been generous with their time in providing information and education on major topics included in the I-HARP™ courses.



John C. Averill

Vice President-Aerospace Division
Insurance Office of American

John Averill, featured in Course Five, The Business Side of Traumatic Loss in the Workplace, has extensive experience in advising aviation professionals on insurance plans and policies that are generous and more than adequate to provide the logistical and practical support that survivors deserve. In John's interview he points out why families file lawsuits, while providing insight on several topics pertaining to the business side of workplace trauma.



Renata Elias, CBCP

Senior Vice President, Consulting
Solutions, Marsh AdvisoryLeader

Renata Elias, provides major input into Course Five. Renata is experienced in supporting families with a background in airline family assistance, law enforcement, and emergency management with the Canadian government. Renata describes her approach when explaining the purpose of maintaining a robust humanitarian assistance program. Renata explains to CEOs of companies that if they are not prepared for a crisis in the workplace, they may become the case study of "how not to respond" in a future crisis management training class. She also points out that a company can never recover from a damaged reputation and more important still - replace lives that are lost in the tragedy.



Gus Whitcomb

Crisis Communications Expert

Gus Whitcomb, serves on the Advisory Board for FAERF and has made countless contributions to the certificate courses. An experienced and seasoned crisis communications trainer and practitioner, Gus is actually the developer of Course Four, on Corporate Crisis Communications. With extensive experience in airline accident crises and tragedies in other industries, where he practiced what he teaches, FAERF is grateful to Gus for taking the lead in producing the content in this crucial area of humanitarian assistance response.

Summer Webinar Series featured previews of the courses and they will be shown again prior to the opening Certificate registration.

Establishing a Successful Humanitarian Assistance Program

by Jeff Morgan



Jeff Morgan
President/CEO

Planning and operating a humanitarian assistance program requires meticulous planning and coordination. The Planning & Operations course is a comprehensive program that aims to help establish or overhaul an existing program, develop procedures for operating and maintaining it, and respond effectively with appropriate processes and procedures. The course covers various lessons and topics to ensure a thorough understanding of the subject matter.

Course lessons include:

- *Identifying a program champion*
- *Assembling a qualified response team and defining roles*
- *Conducting initial and recurrent training and drills*
- *Empowering and motivating team members*
- *Managing team member information and deployment records*
- *Developing notification procedures and managing team availability*
- *Organizing team leadership and demobilization plans*
- *Staffing and managing telephone inquiry centers, including call scripts and data management*
- *Establishing and operating reception and family assistance centers*
- *Managing information during a response*
- *Understanding issues related to victim identification, repatriation, and recovering personal belongings for families.*

In times of crisis, properly planned and staffed humanitarian assistance programs play a crucial role in providing support. This course provides essential guidance on developing the necessary infrastructure, systems, and expertise to effectively respond to emerging needs.

Introductory Module for the International Humanitarian Assistance Response Program (I-HARP)[™] is now available!

The Introductory course about the International Humanitarian Assistance Response Program (I-HARP)[™] is now available. The other courses comprising the I-HARP[™] certificate will become available in the near future. The introductory module consists of an overview of the topics covered in the 5-course certificate. In addition to the introductory module, the five courses will include the following: Planning & Operations; Supporting those in Harm's Way; Supporting Employee Responders; Crisis Communications and The Business Side of Workplace Trauma.

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.

An Integrated Response: The Devil is in the Details

by Jeff Morgan

"The devil is in the details" is an idiom alluding to a catch or mysterious element hidden in the details; it indicates that "something may seem simple, but in fact, the details are complicated and likely to cause problems" — Wikipedia

For many years, emergency planning personnel have expressed their belief that it's important to establish working relationships in advance with those partners, agencies, and organizations that a company may work with during an emergency or traumatic event. We certainly support this practice for all companies.

However, it's also important that the relationship is thorough enough to ensure that each party understands the purpose of each organization's role and how each party will work with the other. In some cases knowing the basic function of an agency or organization and who your points of contact are is sufficient. Still, you will need a more comprehensive set of working procedures for other organizations.

So, how do you know the difference? A clear definition of roles and responsibilities is a good place to start. Within your emergency response and humanitarian assistance response plan, you should have a

chapter or section that defines the roles of these other external organizations. Putting a little effort into defining those roles and responsibilities may give you clues that there may be more complexity in the interaction than first meets the eye.

Of course, it's always good to conduct meaningful exercises where you are interacting with partners in a real-world situation. However, the only risk is that your scenario is not as "real world" as you think it is for given situations because it was based on obsolete or incorrect information. Or, you cannot fully explore this relationship within the exercise's scope, objectives, and time limits.

We have all seen the stories, real or fabricated, of a toddler, asking their mom or dad: "why" and then endlessly repeating why after each response from the parent. Experts usually explain this as a natural part of a child's learning process. With a slight variation, we can take a cue from this learning process and apply it to our own efforts. Instead of asking why, use the same process to ask "how." With your team, and when possible, with the various partners, start at the beginning, and with each question or supposition, ask the question "how." As you play out a particular scenario, walk through each step of the process and ask "how." If the team cannot answer

how some process or procedure will happen, then you need to create some additional details.

When looking at the interaction with external partners or agencies, this can be even more critical to establish greater details so that you can properly connect the dots between your teams and internal procedures with that of your external partners, especially for those providing a significant level of support to you. Your first clue that more details are needed is when a partner responds, "don't worry about the details; we'll take care of everything." You should be worried.

Here at the Foundation, we are always focused on "connecting the dots" and exploring the actions necessary, especially between partners, to provide a truly integrated response. This will give any organization the best chance at a successful response and outcome.



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

I-HARP Courses Two and Three

By: Carolyn V. Coarsey, Ph.D.

Course Two: Supporting Those in Harm's Way

This course will involve a close look at the ripple of sorrow of survivors when a traumatic loss happens in the workplace. The course content will be organized around groups of individuals for purposes of discussion, but not to compare degrees of suffering for different survivor, groups, but more to help in planning and organizing a response. We begin with the first or primary group - those whose lives are at risk for physical injury or death when the crisis occurs, i.e., passengers, guests, customers, crew members and/or employees. Secondary survivors include those in the second ripple, i.e., family members and close friends of the primary group. The third ripple includes others who work for the company in a direct or indirect capacity and while they were not closely connected to those in harm's way - they shared a kinship of sorrow with those who worked for the same company and their families. The larger circle would include the community responders and workers whose lives were impacted indirectly due to their involvement in the aftermath of the trauma.

Course Three: Supporting the Company Responders

Course three is intended to assist organizations in understanding the needs of care and special assistance team members and all company employees who support survivors in the aftermath of a traumatic loss in the workplace. In thirty plus years of formal corporate crisis support teams, much has been learned about what companies can do to support the employees during and following a response - and their families and those whose lives are also affected when the team member responds. In their own words, employees talk about what helps them at the time of the response as well as when they re-enter their personal life and workplace. Experienced HR leaders and others who support employee responders will be included in the program.

Book Recommendation:

Don't Feed the Monkey Mind

How to Stop the Cycle of Anxiety, Fear and Worry

Carolyn V. Coarsey, Ph.D.

President & Co-Founder

Family Assistance Education and Research Foundation

Prior to the COVID-19 pandemic, anxiety disorders were already very common. A review of 48 studies from around the world found a 2.5 percent increase in anxiety disorders at the height of the pandemic. It is clear that the pandemic has left in its wake, greater fear and worry than was reported prior to COVID-19. The book ***Don't Feed the Monkey Mind*** is clear and easy to understand. The book will teach you simple and powerful strategies to harness fear and worry. Author Jennifer Shannon teaches you how to transform your life by taking the 'monkey' out of your mind."

About the book:

The very things we do to control anxiety can make anxiety worse. This unique guide offers a cognitive behavioral therapy (CBT)-based approach to help you recognize the constant chatter of your anxious "monkey mind," stop feeding anxious thoughts, and find the personal peace you crave.

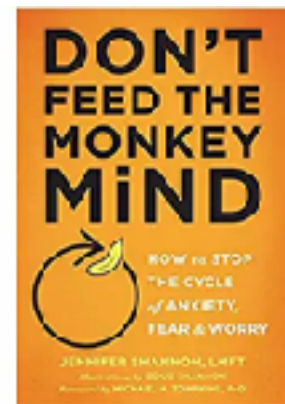
Ancient sages compared the human mind to a monkey: constantly chattering, hopping from branch to branch—endlessly moving from fear to safety. If you are one of the millions of people whose life is affected by anxiety, you are familiar with this process. Unfortunately, you can't switch off the "monkey mind," but you can stop feeding the monkey—or stop rewarding it by avoiding the things you fear.

Written by psychotherapist Jennifer Shannon, this book shows you how to stop anxious thoughts from taking over using proven-effective cognitive behavioral therapy (CBT), acceptance and commitment therapy (ACT), and mindfulness techniques, as well as fun illustrations. By following the exercises in this book, you'll learn to identify your own anxious thoughts, question those thoughts, and uncover the core fears at play.

Once you stop feeding the monkey, there are no limits to how expansive your life can feel. This book will show you how anxiety can only continue as long as you try to avoid it. And, paradoxically, only by seeking out and confronting the things that make you anxious you can reverse the cycle that keeps your fears alive.

About the Author: Jennifer Shannon, LMFT

Jennifer Shannon, LMFT, is author of *The Shyness and Social Anxiety Workbook for Teens*, *The Anxiety Survival Guide for Teens*, and cofounder of the Santa Rosa Center for Cognitive-Behavioral Therapy in Santa Rosa, CA. She is a diplomate of the Academy of Cognitive Therapy.



Therapist Recommended

Aviem and the Foundation Introduce New Team Member: Kristine Budaha



Kristine Budaha, MBA
Operations Support Specialist

Aviem and the Foundation are pleased to announce Kristine Budaha, who has joined our team as Operations Support Specialist.

Kristine brings to the table over ten years of experience onboard cruise ships, starting as a Guest Services associate and completing her carrier at sea as a Fleet Manager of onboard hotel operations. One of her tasks throughout her time on board was to coordinate and provide the Care Team assistance. She was deployed many times as a Care Team member and coordinated numerous activations.

Kristine holds a bachelor's degree in Tourism and Management Organization from the Vidzeme University of Applied Science in Latvia and an MBA degree in General Management for the International Services Industry from GLION Institute of Higher Education in Switzerland. She speaks Latvian, English, Russian, Italian and Bulgarian.

Follow us on Social Media

We'd love to hear from you and stay connected! Follow us on social media to share your thoughts, questions and engage with us in meaningful conversation.

Stay updated with all our latest news, events, and what we are learning about survivors and how we can serve them better in the future responses.

We're active on LinkedIn and Facebook, and we'd love to have you join our community!

<https://www.linkedin.com/in/cvcphd/>

<https://www.facebook.com/CVCHRI>



Andrea Chernesky
Manager, Client
Operations and
Communications

Emergency Communications Center:

***1-888-85AVIEM (1-888-852-8436) (US & Canada
- All Locations) 1-770-929-6267***

When Networking Matters...



Rosangela Maxwell
General Manager,
Client Services - The
Americas

On February 6th, 2023 It was a special day Out of the Office. We joined the First US State Dept. OFM & Royal Caribbean CareTeam Summit onboard the Freedom of the Seas while in port of Miami, to represent AVIEM and the Family Assistance and Research Foundation.

The Summit was a partnership between the US State Dept. Office of Foreign Missions (OFM) and

Royal Caribbean Group (RCG) CareTeam. We had the privilege to hear and understand how the US State Dept. Office of Foreign Missions can help any foreign officials (from consulate/embassy around the world to other entities) with partnerships, mutual aide, and best practices.

Over 60 leaders from multiple countries were present including partners from the private sector. Being in a room with so many valuable stakeholders and hearing how everyone has the care and compassion of those in need in common, confirmed how important it is to establish relationships and share best practices way before a crisis happens.

When we go to any of these events we always come out with a baggage of knowledge and certainty that what we do at the Family Assistance and Research Foundation is so important and valuable, always keeping in mind the needs of others and how we can best use our resources when that 'call' comes in.

The meeting ended with a ship tour guided by the Royal Caribbean Care Team. This was one of a kind events and we were proud of being part of it. We look forward to another fruitful event like this one and kudos to the Royal Caribbean Care Team department that put this together.



Rosangela Maxwell with representatives from the British Embassy

US State Dept. Office of Foreign Missions & Royal Caribbean Group Care Team Summit, Cont.

February 6, 2023



Esthea Lanker and Rosangela Maxwell join others for a class at the Summit.

US State Dept. Office of Foreign Missions & Royal Caribbean Group Care Team Summit



Attendees on the Freedom of the Seas deck



Consulates from around the world

International Association of Emergency Management (IAEM) Conference

November 11-17, 2022 in Savannah, Georgia



Jeff Morgan & Carolyn V. Coarsey, Ph.D. are joined by Capt. Bob Waltz, Ph.D. & Patrick Lavery to speak at the 2022 IAEM Conference in Savannah, Georgia

Mental Health First Aid In-Person Course

Royal Caribbean Group Headquarters November 30, 2022



Carolyn V. Coarsey, Ph.D. teaching Mental Health First Aid at Royal Caribbean Group Headquarters

Mental Health First Aid In-Person Course

Royal Caribbean Group Headquarters January 10, 2023



Carolyn V. Coarsey, Ph.D. teaching class at Royal Caribbean Group Headquarters on January 10, 2023

Overseas Territories Search and Rescue (OTSAR) Conference

January 11, 2023 in Miami, FL



Carolyn V. Coarsey, Ph.D. speaking at the Overseas Territories Search and Rescue Conference in Miami, FL

Mental Health First Aid In-Person Course

L Brands, Inc. January 17, 2023



Carolyn V. Coarsey, Ph.D. teaching Mental Health First Aid at L Brands, Inc. on January 17, 2023

Mental Health First Aid In-Person Course

Royal Caribbean Group Headquarters January 10, 2023

(Continued)



Carolyn V. Coarsey, Ph.D. with the team from Norwegian Cruise Line Holdings, Ltd.



Carolyn V. Coarsey, Ph.D. with the team from Royal Caribbean Group



Carolyn V. Coarsey, Ph.D. with the team from Silversea Cruises, Ltd.

HSR™ Training - Air Transport International, Inc. January 19-20, 2023



Dr. Carolyn V. Coarsey teaching HSR™ to Air Transport International, Inc.



Jeff Morgan and Dr. Carolyn V. Coarsey with the Air Transport International, Inc. team

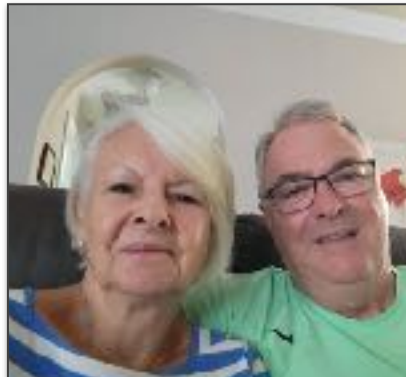
Member-Partner Meeting, May 16-17 Miami, FL

Medical Emergencies During Operations - Survivor Experiences



Manny and Felicia San Pedro

Norwegian Cruise Line
Medical Debarf



Tony and Cora Landers

Carnival Cruise Line
Medical Debarf



David and Denise Saba

Costa Concordia Survivors

Manny and Tony who survived medical emergencies on board cruise ships attested to the value of companies having close working relationships with their response partners. They were joined by their spouses, who affirmed to the crucial nature of support crew members and port agents play.

David and Denise survived the Costa Concordia accident on January 13, 2012. David had been a frequent cruiser, but it was Denise's first time cruising, and they brought very different views of their experiences to the discussion.



Gustavo Candelas

Shooting Survivor,
Fort Lauderdale Airport



Sandra Lerario

Costa Concordia Crew Member In
charge of Children's Camp during
ship's crisis

Survivors of mass disasters shared their experiences and how different organizations worked together to help them survive these large traumatic events.

Gustavo was a passenger during the active shooter tragedy of January 2017 and shared his experiences and observations on how multiple agencies and companies responded to the event.

Sandra talked about the challenges she faced returning each child to their parents quickly and safely...and the emotional difficulties she faced when she learned that one of the children died later in the care of their parents.



Our 2023 Member Partner Meeting was a resounding success, bringing together a diverse group of exceptional professionals. It was a joyous occasion as familiar faces reunited and new connections were formed through meaningful networking. We extend our heartfelt gratitude to our sponsors for their invaluable support helping to make this event possible! Air Evac International (Air Ambulance), Royal Caribbean Group and Americas Transportation!



ROYAL CARIBBEAN CRUISES LTD.



Member-Partner Meeting, May 16-17 Miami, FL

Preparedness in Action



Elias Kontanis, Ph.D
Chief National
Transportation Safety
Board



Maurice Henry
Manager, IEP, Air
Transport International



**Lisa LeBlanc-
Hutchings**
Senior Manager of Programs
-Lee County Port Authority



**Gabriella V. West,
MBA, CPXP**
Vice President
International Services,
Broward Health
International

Advance networking with knowledgeable, experienced professionals was an invaluable investment in the readiness for the day of the unimaginable. The presentations by these professionals were enriched by their lived experience in addition to their business knowledge. We were very pleased to have the opportunity to learn from these experienced speakers.

Co-Sponsor Presenters



David Jesson
Manager, Corporate
Situational Management
Royal Caribbean Group



Ray Gonzalez
Manager, CareTeam
Royal Caribbean Group



Rubyann Bradshaw
Specialist, CareTeam
Royal Caribbean Group

We were pleased that Professionals from the Royal Caribbean Group lent their valuable insights and expertise to this year's Member Partner Meeting. Their vast knowledge and extensive experience in the field are a true testament to their commitment to excellence in customer care.

Member-Partner Meeting, May 16-17 Miami, FL

Preparedness in Action (continued)

Sponsor Presenters



Dr. Adriana Yates

Medical Director.
AirEvac International



Kelly LoCascio

The former CEO, General
Counsel and Chief
Compliance Officer

This year's meeting prepared each company to understand better the crucial partnerships all organizations must rely on in the first few hours of a crisis in their workplace and, secondly, the importance of integrating partners during critical hours of the response.

We had a remarkable Speaker line up of Responders that are experts in their fields, as well as Survivors that share their lived experience.

Adriana Yates, MD and Kelly LoCascio joined us from AirEvac International (Air Ambulance). AirEvac International is committed to the delivery of compassionate and clinically superior patient care for critically ill or injured adults and children. As a direct provider of air ambulance services and one of the most experienced air ambulance companies in North America, they provide medically equipped ICU configured aircrafts and Critical Care medical crew.

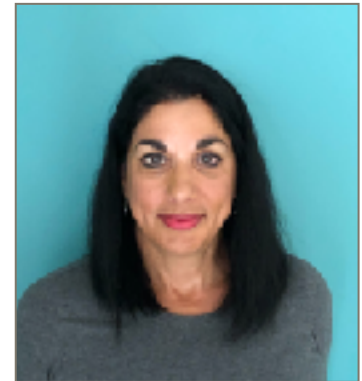
Survivor Presenters

Kathy Johnston and Tina Siniscalco joined FAERF at the meeting in May and participated on a panel designed to educate attendees on what they wish for corporate leaders and employee responders to know what was important to them and their families in the aftermath of Colgan/Continental Flight 3407, February 12, 2009 where fifty people died, including one man whose house was destroyed in the crash.



Kathy Johnston

Husband Kevin died in Colgan
Air 3407



Tina Siniscalco

Sister Mary died in Colgan Air
3407

Kathy and Tina's presentations resonate with our members and guests as examples of why it is crucial for companies to prepare and train all employees in advance of a crisis, to avoid second assaults like what they experienced in the aftermath of the tragedy. Among the key learning points they emphasized including the need for sufficient telephone resources that can provide information that families must have in the immediate aftermath. The delay of confirmation of Kevin and Mary's involvement in the crash, set the tone for suffering and long-term challenges that could have been avoided. Kathy and Tina also serve as members of FAERF's Care Team and now are experienced responders.

Member-Partner Meeting, May 16-17 Miami, FL

Foundation Board Members to lead the meeting



Col. Jeff Arnold

Army National Guard
FAERF Board Member
Survivor, AA Flight 1420



Capt. Susan Ryan-
Bisig

UPS A-300 Captain
(Retired)
FAERF Board Member



Capt. Bob Waltz,
Ph.D., FRAeS

Part 121, Major Airline
FAERF Board Member,
COO, Aviem International

The Foundation truly appreciates our Board Members' invaluable involvement, support, and leadership throughout this year's Member Partner Meeting. Your dedication, both behind the scenes and on stage, has made this event successful. Your commitment to the organization is deeply valued, and we look forward to continuing our collaborative journey together.



To see a selection of memorable moments captured at the Member Partner Meeting in May 2023, please [click here](#).

Member-Partner meeting: May 16-17, 2023

Survey report

We extend our heartfelt gratitude to all the participants who partook in our Member-Partner meeting held in Florida on May 16-17, 2023, where we had an impressive turnout of over 100 attendees.

In order to enhance the experience of our upcoming meetings, we sought feedback from our valued attendees and were delighted to receive exceptionally valuable responses.

Our survey consisted of four key questions aimed at gathering insights from the attendees. We inquired about the session that they found most beneficial or informative, their suggestions for future events, their assessment of the event's value in terms of their time investment, and their expectations for the upcoming gathering.

We greatly appreciate the time and effort invested by each participant in providing their feedback, which will undoubtedly contribute to the success of our future events.

Here is a summary of the responses we received.

Which of the sessions did you find most useful or helpful?

The attendees expressed their appreciation for all 17 sessions conducted over the course of the two-day event. However, a few sessions stood out among the rest, garnering particularly positive feedback. A few examples are:

- "Activation of the Corporation's Emergency Call Center" presented by Jeff Morgan and Royal Caribbean Group.
- "Cruise Line panel - Acute Care Response" featuring Tony and Cora Lander, Manny and Felicia San Pedro, and Kelly LoCascio from AirEvacuation International.
- "Integrating a Traumatic Experience" delivered by Denise and David Saba.

These sessions received high praise from the participants for their informative content and engaging

delivery. The presenters and topics sparked considerable interest and were recognized as exceptionally valuable contributions to the overall event.

What would you like to see more of at future events?

Attendees expressed their interest in various types of sessions, including presentations and discussions featuring survivors, responders, and government officials, as well as breakout sessions.

The attendees emphasized the importance of having a well-rounded program that encompasses different perspectives and areas of expertise. They believe that such a variety of activities would contribute to a rich and comprehensive learning experience, providing valuable insights and practical knowledge.

Was the event well worth the time, and did it provide helpful information and takeaways applicable to attendees' organizations?

We were immensely grateful to receive feedback from all the survey respondents, and we are humbled by their unanimous agreement that the meeting was indeed time well spent. It is truly rewarding to know that the content presented during the event was found useful and beneficial by all the attendees.

Our primary objective was to ensure that every participant left the meeting with valuable takeaways, new ideas, and expanded knowledge. The feedback we received validates the fact that we successfully achieved this goal. It is truly heartening to witness how our attendees appreciated the time they spent among like-minded individuals who share a common purpose of connecting people with hope through the Human Services Response™.

We are deeply grateful for the opportunity to have made a positive impact on our attendees' experiences and to have facilitated connections and learning that will further enhance their work in human services. Their feedback serves as an inspiration for us to continue striving for excellence in future events.

Additional recommendations for future presentations or feedback

In this open-ended question, we eagerly anticipated feedback on aspects that were not covered in the previous questions. We are grateful for the additional information that was shared with us. Such input plays a crucial role in shaping our future meeting plans and enabling us to deliver even more meaningful content. Here are a couple of the insightful responses we received:

- If possible, break days into one focused on the cruise industry, and one on aviation.
- Everything was well organized and on time!
- Engage the Tour Operators more in discussing how their immediate response impacts the guest experience if they have to disembark.
- Responder feedback and critique from government agencies are very beneficial.
- Another great partner meeting. Between the new information received and the networking, this is a great opportunity to all get together to share our experiences.
- I found the feedback from the survivors as to how the shipboard teams and Tour Operators could help them navigate a crisis in a foreign place very helpful.
- It was extremely interesting to hear about lessons learned from other points of view besides the aviation industry.

In summary, the participants who completed the survey thoroughly enjoyed engaging in meaningful conversations, relished the opportunity to learn something new, and found valuable takeaways for both themselves and their companies. We wholeheartedly appreciate the active participation of all the attendees, and we extend our gratitude to the panelists and speakers who contributed to making the meeting a resounding success.

Successful 2022 Member-Partner Meeting, Continued

Miami, FL November 8-9, 2022



Survivors, Tracy Wholean, Tina Siniscalco, Carolyn V. Coarsey, Ph.D. and Kathy Johnston with Speaker, Rabbi Joanne Loiben



Carolyn V. Coarsey, Ph.D. with Survivor, speaker and author Kristy Sheridan



Survivor & Speaker, Shari Peterson with Carolyn V. Coarsey, Ph.D.



Jeff Morgan and Carolyn V. Coarsey, Ph.D. with speaker and author, Juan Carmona



Patrick Laverty and Carolyn V. Coarsey, Ph.D. with speaker Barbara Poma

Sharing The Journey Awards



Patrick Laverty



Ray Gonzalez



Tina Siniscalco and Kathy Johnston

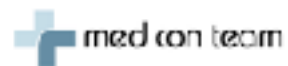


Tracy Wholean

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



Thank you, med con team!



Board Members: Col. Jeff Arnold with Leonard Schulz and Michael Weinlich from med con Team



Royal Caribbean Group wins Heart Award

2022 Member-Partner Meeting - Miami, FL

November 8-9, 2022



FAERF Support Team members, Mike Kavanagh & Steve Smith with Survivor & Speaker, Shari Peterson



Registration and welcoming attendees



FAERF Institute Advisory Board member, Bruce LaLonde with FAERF Support Team member, Sally Fleming

2022 Member-Partner Meeting - Miami, FL

November 8-9, 2022



Attendees enjoying the presentations



Attendees collaborating during breakout sessions



Attendees at the Member-Partner Meeting in Miami, FL in November 2022





Aviem/FAERF Core Team

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



Speaker & Author, Juan Carmona with FAERF Support Team Member, Mike Kavanagh



Attendees enjoying time getting to know one another at dinner

2022 Member-Partner Meeting - Miami, FL

November 8-9, 2022



Aviem/FAERF Team and attendees at dinner

2022 Member-Partner Meeting - Miami, FL

November 8-9, 2022



Sharing the Journey award winners, Ray Gonzalez & Patrick Laverty



Survivors, Tina Siniscalco and Kathy Johnston accepting their Sharing the Journey awards



Arthur Collera and Jen Miller, celebrating Patrick Laverty and his Sharing the Journey award

Member-Partner Meeting: November 8-9, 2022 Survey Report

We want to thank every one of the participants that took part in our Member-Partner meeting in South Florida November 8-9, 2022 with nearly 100 in attendance. To make our next meeting in 2023 even more rewarding, we asked for feedback from our attendees' and received highly valuable responses.

There were four questions in the Survey, and the attendees were asked about the session that they found most useful or helpful, what they would like to see in future events, if the event was well worth the attendees' time as well as what they would like to see in the coming gathering.

The survey had great response rate, and we are incredibly grateful for the valuable time, feedback, and thoughtful suggestions the participants shared with us. Below we would like to share the answers in a nutshell.

Which of the sessions did you find most useful or helpful?

The participants appreciated all of the 13 sessions presented during the 2-day event but those that stood out the most were: The View from 13-F by Shari Peterson, Pulse Night Club Tragedy and the onePULSE Foundation presented by Barbara Pomo, Panel Presentation Embassy & Local Agency Representatives as well as White Island Case Study by Carolyn Coarsey, Ph. D.

What would you like to see more of at future events?

Attendees who responded are keen to see all types of activities, including the presentations and discussions by survivors, responders, or government officials, as well as breakouts on processes and procedures. Some other talking points that participants mentioned were:

- More practical presentations and interactive activities
- How to handle extremely sensitive issues
- What training and resources helped responders best in their role
- Lessons learned from actual cases

We are already in the process of planning the next meeting for this year and are giving every answer and suggestion a lot of thought since the focus is to understand what is the most important to our attendees.

Was the event well worth the time, and did it provide helpful information and takeaways applicable to attendees' organizations?

We were very humbled to see that all of the attendees who submitted survey felt that the meeting was time well spent and that they appreciated the content as useful to them.

Our goal was for all our attendees to leave the meeting with great takeaways, new ideas or new knowledge. We were so grateful to receive feedback attesting to the fact that that we reached our goal and that our attendees appreciated the time they spent in the company of like minded people that can connect people with hope through Human Services Response™.

Additional recommendations for future presentations or feedback

In this open-ended question, we were looking forward to the feedback not covered in the previous questions. We are so grateful for the additional information submitted. It always helps drive our efforts in planning future meetings and adding even more meaningful content. Here are just a couple of the responses:

"Excellent program. I liked the idea of broadening the scope to include how other agencies get involved with supporting family members such as FBI, USCG, Embassy personnel. Most people do not realise how many agencies are involved in an FAC operation."

"All of the speakers were fantastic! Everyone brought something different yet equally valuable to the presentations. Hearing from different perspectives really helps paint a well-rounded picture."

Randomized breakout sessions to network and share learned lessons and new practices. Student studies/research for compassion-based outlooks- more information on how to obtain information and what opportunities are available. I am a Social Work major with a minor in Psychology and would love to connect and learn further.

To sum up, the attendees who completed the Survey enjoyed engaging in the meaningful conversations, loved learning something new and were able to take away something for themselves and their companies. We truly appreciate the great participation of the attendees, we thank the panel and speakers that made the meeting a great one and we are most certainly looking forward the next one this year.