

# Sharing the Journey

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



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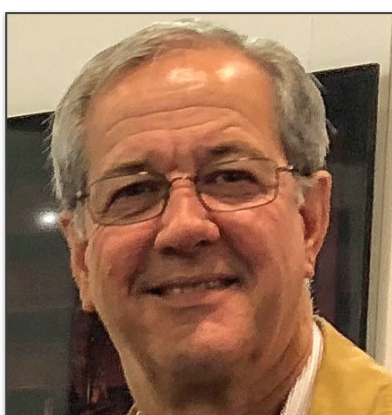
## FAERF Announces Three 2024 Member-Partner Meetings

For the first time since the pandemic, FAERF will host multiple Member-Partner Meetings to allow more members to meet survivors and network with other members, in addition to earning credits for the FAERF I-HARP™ Certificate. Each meeting will feature presentations by survivors and employee responders to advance our education on best practices for supporting all impacted by traumatic loss in the workplace. Equinor, a FAERF member in the energy sector, will host the September 23-24 meeting at their US headquarters in Houston, TX. The second meeting will be hosted by Norwegian Cruise Line at their Conference Center in Miami, FL, October 25-26, followed by a third meeting in London, England, December 10-11, at the Museum of London - Docklands. Speakers who will open the three meetings are shown below. More about each of the meetings and speaker highlights are featured on pages 2-4.



Andrea and Captain Rich Phillips

Captain Rich Phillips of the Maersk Alabama was held hostage by Somali pirates, April 8, 2009



Andrew Malone

President, United Shipping Company, Nassau, Bahamas



Duncan McGarry, MBE

Co-wrote Humanitarian Assistance Document “Guidance for setting up Family Assistance Centres” now adopted as UK Government Policy 2005

## FAERF Announces 3 I-HARP™ Certificate Levels

Three levels of certification in the Humanitarian Assistance Response Program™ are represented by badges shown below. The Practitioner level is designed for care team members and employees who respond for the company. The second level certificate is recommended for team leaders,

coordinators or line managers in the organization’s humanitarian assistance program. The Manager badge represents the most comprehensive level and includes everything about creating, rebuilding, or maintaining an organization’s program.



## Houston Member-Partner Meeting & Workshop - September 23-24,



Jonathan Henson



Missy Jones

Equinor will host the September Member-Partner Meeting at their offices in Houston, TX. The program will take the form of a workshop on the first day, featuring survivors from two well-known events where many lessons were learned. **Captain Rich Phillips and his wife, Andrea**, will open the day, sharing about the role that leadership at Maersk Drilling played in supporting Rich and his family when he was kidnapped and held hostage along with his crew and cargo on April 8, 2009. Jonathan Henson will also share his story as one of the Care Team members deployed to the Phillips' home in Vermont, where he supported Andrea and her family until Rich was rescued from the pirates on April 12, 2009.



Kristy Sheridan



Kathy Johnston



Tina Siniscalco

**Mrs. Missy Jones's** son, Gordon, was among the eleven men who went missing when the Deepwater Horizon rig exploded in the Gulf of Mexico on April 20, 2010. Missy will share about the challenges that she and her family faced in this unprecedented event in which she felt she was overlooked in the humanitarian assistance efforts offered by the companies involved.

Since Gordon did not work for Transocean but rather was a contractor, Missy's story sheds light on the complications companies often face when employees involved in traumatic losses work for a contracting company.

### Equinor Leadership Team Presentations

The Equinor leadership team will make presentations about their own experiences in providing humanitarian assistance to employees and families. **Jennifer Scotten**, Senior Advisor, Personnel Emergency Response, will describe the ten-year commemorative event that she organized in conjunction with families and survivors of the terrorist attack in Algiers where Equinor employees died. Jennifer will describe the process involved in getting input from the most-important stakeholders, taking into account as many of their desires as possible.

**Scott Steiger**, Personnel Emergency Response Leader, will discuss Equinor's response to its employees during Hurricane Harvey in August 2017. Greater Houston was flooded when fifty inches of rain hit the city, leaving 80 people dead in its wake. With a large part of the US workforce in Houston, Equinor's leaders activated their own internal emergency response team to provide support during and after the storm.

### Anatomy of a Law Suit: The Trauma after the Crash

When a survivor enters into a legal case against a company following a workplace trauma, many are surprised to learn how traumatic the experience will be for them and their children. Two family survivors of Colganair Flight 3407, February 12, 2009, an airline crash where 50 people died, will discuss their experiences of the legal process they endured in the aftermath of the accident, which is considered by many as the second trauma. **Kathy Johnston's** husband, Kevin, died in the crash along with **Tina Siniscalco's** sister, Mary Abraham. The purpose of the presentation is to allow the attendees to gain an understanding of the process these families and others faced in similar circumstances.

**Kristy Sheridan** will present an overview of her book, **Third Save: Rescued from Death, Living in Joy**. Kristy survived the crash of American Airlines Flight 1420 in Little Rock, AR, on June 1, 1999. Kristy will describe how her life experience has given her a greater capacity to live a life of meaning. Kristy is a Care Team member for FAERF, and uses her experience to help other survivors when activated. She and her husband of 35 years live in Dallas, TX.



Gordon Jones and his two-year-old son, Max. Gordon's wife was 8 1/2 months pregnant with their second son when he went missing.



## Miami Member-Partner Meeting - October 25-26, 2024

### “Air, Land, & Sea Humanitarian Assistance Responses”



Allie Jennings

Norwegian Cruise Line will host the October 25-26 Member-Partner Meeting in Miami, FL. The meeting features a presentation on the theme of “Air, Land & Sea Humanitarian Assistance Responses.” **Allie Jennings**, Vice President, Guest Experience, Norwegian Cruise Line, will welcome attendees and open the meeting, and share about the Care Team program at Norwegian, which she heads up. The opening panel will be led by Andrew Malone, president of United Shipping. Recent incidents like the catamaran that capsized in the Caribbean on November 14, 2023, remind us of the significant role that port agents and tour operators play in supporting cruise lines and their guests daily. Panelists will discuss the various roles that key stakeholders play and the importance of teamwork when the unthinkable happens, and lives are at risk. Additional speakers on the panel will be announced as the planning committee continues to confirm presentations.



Captain Cyrano Latiff

Former airline **Captain Cyrano Latiff** continues to make invaluable contributions to the need for support and understanding of pilots and their families following tragedies like the one he survived on October 31, 2000, when Singapore Flight 6 crashed on take-off at Taipei, Taiwan. Cyrano was the co-pilot on the flight and endured over two years before the tragedy was ruled an accident, with the pilots being cleared of any willful misconduct. Cyrano regained his pilot's license and retired as a Captain for AirAsia. He will discuss what helped him and his family during the investigation and his work today in raising awareness for increased support for crew members and families in similar situations. To find out more about Cyrano, see article [here](#).



Michelle Bauman

**Michelle Bauman**, Chief Human Resources Officer, Vista America, will lead a panel of presentations on unique issues in offering humanitarian assistance in today's workplace. With topics ranging from challenges in contacting family members when records are incomplete to working with complicated family issues, Care Team members and other responders will share lessons learned. To learn more about Michelle see her bio [here](#).

**Evan Antolin**, Chief Operating Officer, Aperture Aviation, will share a presentation, “Safety 360: Keys to Developing Safety Value Propositions”; it focuses on developing tools, strategies, and key messaging for investors and leaders regarding safety and the associated expenses.

See details about **Anatomy of a Lawsuit** and details about survivors **Tina Siniscalco and Kathy Johnston** on Page 2.



Evan Antolin



Kathy Johnston



Tina Siniscalco

# London Member-Partner Meeting - December 10-11, 2024

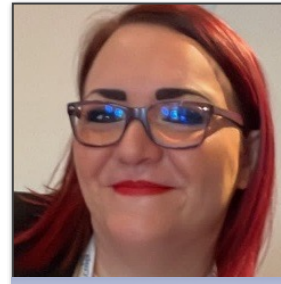
## “Collaboration: Key to Supporting Survivors”



Lucy Easthope



Elizabeth Turner

Captain Cyrano  
Latiff

Francesca Bellino



Mike Kavanagh

**Duncan McGarry, MBE**, a long-term friend of FAERF and significant contributor to the global field of humanitarian assistance, will open the meeting. Following the events of 9/11, when the Foundation first began working with care teams in the UK, Duncan was already at the forefront of the evolving UK Police Family Liaison Officer program. Duncan will discuss how private businesses can respond to survivors more effectively by working with police and local officials.

Lucy Easthope, author of the Sunday Times Bestseller: **When the Dust Settles: Search for Hope After Disaster**, regarded as Britain's top emergency planner will share from her vast experience of disaster response. Lucy is highly regarded as an expert in a field that many know little about, as in some ways, it is still evolving as crucial to helping survivors in their healing process. To learn more about Lucy's work see <https://www.newyorker.com/magazine/2023/05/22/lucy-easthope-profile-disaster-response>

Survivor **Elizabeth Turner**, who serves on FAERF's Advisory Board, will share her experience about the aftermath of September 11, 2001, when her husband, Simon, died. Simon was hosting a business meeting in the Windows on the World restaurant when the World Trade Center fell. Elizabeth was carrying their son, who was born shortly after the tragedy. Today, Elizabeth works as a psychotherapist in private practice and draws from a rich

academic background as well as her experience as a survivor. You can read more about Elizabeth [here](#).

**Amanda Stephenson** supported Elizabeth as her Family Liaison Officer (FLO) in the challenging days following the 9/11 attacks. Amanda has served as an FLO for 25 years, working on many responses, including the Bali Bombing, the Tsunami, and Malaysia Flight 17, and FLO co-coordinator at the London Hospital for the Grenfell Tower Fire. Amanda was recently named in the UK New Year's Honour's list with The King's Police Medal (KPM) for services to Family Liaison services. She is going to Buckingham Palace on 19th April to be presented with the Honour!

**Captain Cyrano Latiff** (see page 3) for information on background and presentation.

**Francesca Bellino** works for Costa Crociere, in HR Crew Movement, where she managed crew support for repatriation in the aftermath of the Costa Concordia tragedy, January 2012. Francesca leads a team of 11 people who support guests and shipboard team members worldwide. She is trained in HSR™ and has served as an HSR™ Trainer since 2020. Francesca will share how she and the leadership team respond to crew members and employees who wish to process emotions about the Costa Concordia accident when they attend Care Team classes. A decade after the tragedy

they offer counseling to anyone who wants to process their emotions.

**Mike Kavanagh**, a long-time Care Team member and responder for FAERF based in Perth, Western Australia, has an extensive background in aviation accident response. After leaving a 39 year career in call centers of Air New Zealand and Singapore Airlines, Mike began assisting with support of family survivors of aviation disasters. Working with the Aviem and FAERF teams, Mike supported a widow and her sons from Perth in the aftermath of Malaysia Flight 370 and will share his experiences and lessons learned about how to help a family with no information about the tragedy they are living through. You can read Mike's bio [here](#).

**Joan Hankey**, formerly in charge of Special Assistance Teams for Aerlingus in Dublin, Ireland, and later Qatar Airways in Doha, Qatar, will share lessons learned from her own work in humanitarian assistance. Joan will share about experiences in supporting families of employees who died in Air France 447, June 9, 2009 and an employee who went missing on MH 370, March, 2014.



# I-HARP™ 3 Certificate Levels



Care for Physical Needs



Communicate Emotional Safety



Connect To Others



Confirm Self-Esteem



Commitment to Consciousness

Members to begin earning credits for Certificate as early as the June, July, August Webinars. Credits will also be earned by attending Member-Partner Meetings. Watch [FAERF.org](http://FAERF.org) to learn of Webinar dates and other details.



Suggested Credentials Sign in



Family Assistance Education & Research Foundation (FAERF Institute)

International Humanitarian Assistance Response Program - Practitioner

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## Book Recommendations

**Carolyn V. Coarsey, Ph.D.**

President & Co-Founder

Family Assistance Education and Research Foundation

### A Captain's Duty

**Author: Richard Phillips**

"I share the country's admiration for the bravery of Captain Phillips and his selfless concern for his crew. His courage is a model for all Americans."

--President Barack Obama

Attendees of the Houston meeting will have an opportunity to meet Rich and his wife Andrea and hear more about their experiences when Rich and his crew were kidnapped by Somali pirates off the coast of Africa, in 2008.

About the book:

Richard Phillips, captain of the Maersk Alabama, the United States-flagged cargo ship was carrying, among other things, food and agricultural materials for the World Food Program. That all changed when armed Somali pirates boarded the ship. The pirates didn't expect the crew to fight back, nor did they expect Captain Phillips to offer himself as hostage in exchange for the safety of his crew. Thus began the tense five-day stand-off, which ended in a daring high-seas rescue when U.S. Navy SEALs opened fire and picked off three of the captors.

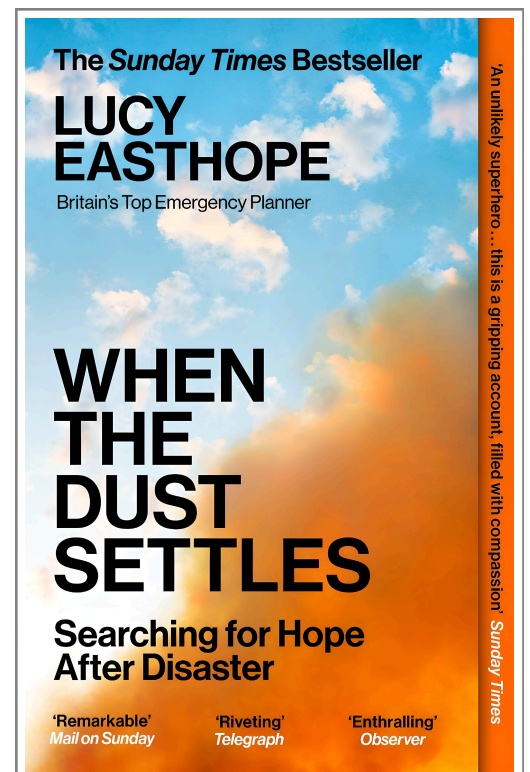
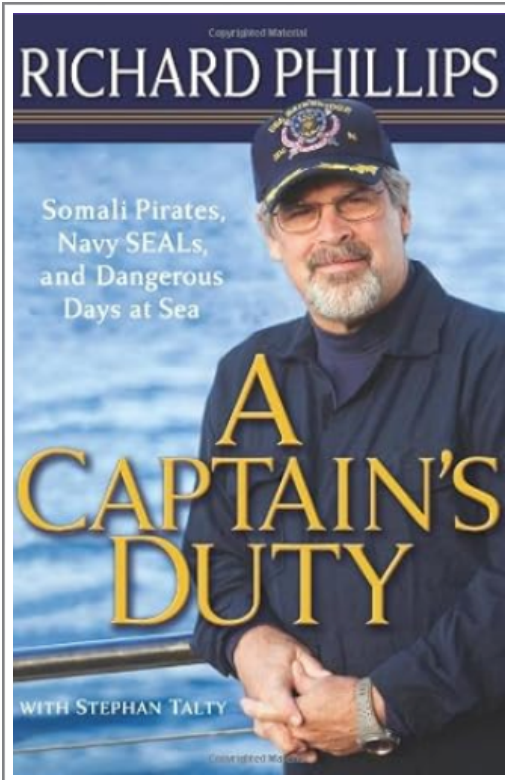
## When The Dust Settles

**Author: Lucy Easthope**

Attendees of the London meeting will have a chance to interact with Lucy and hear about her amazing work as Britain's top Emergency Planner.

Lucy's book takes the reader behind the police tape and into government briefing rooms of many major disasters in the UK, including the 7/7 bombings, the Tsunami, and many others. Lucy Easthope provides examples of how post-disaster response has evolved, as only one with her experience, education, and humility can. Highly recommended by The Guardian, Daily Mirror, New Statesmen, and a Sunday Times Bestseller, we are delighted to recommend When the Dust Settles to all of our members and followers.

About the author: Lucy Easthope from Liverpool, England holds degrees in law, medicine, risk, crisis, and disaster management. Her education, along with her personal experience in disaster management, combined with her riveting story-telling ability make Lucy's work a unique contribution in her field.





## Brightline Trains Care Team Recruitment and Training October 12, 2023



We kicked off Brightline Trains Care Team Recruitment and Training with 67 Brightline professionals calling in from around the system! It was a pleasure to meet and work with so many amazing people!

## Care Team Training for The World, onboard the World Residences at Sea in Bermuda October 17-18, 2023



Carolyn Coarsey presented Train-the-Trainer and Care Team Training



## Training at Diamond Offshore Drilling February 23, 2024



Carolyn Coarsey presented Care Team Training

## Care Team Training for Azamara Cruises, on the Quest in Brazil March 12-14, 2024



Carolyn Coarsey presented Train-the-Trainer and Care Team Training