

Sharing the Journey

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



FAERF.ORG

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Member-Partner Meeting Highlights from Houston, Miami, and London

Explore captivating photos and key highlights from:

- Houston Member-Partner Meeting & Workshop (September 25-26, 2024) (Page 2)
- Miami Member-Partner Meeting (October 23-24, 2024) (Page 9)
- London Member-Partner Meeting (December 10-11, 2024) (Page 15)



FAERF Member-Partner Meeting Speakers:
Top row (left to right) – Captain Rich and Andrea Phillips, Missy Jones, Elizabeth Turner, Amanda Stephenson KPM and Duncan McGarry, MBE.
Bottom row – Tina Siniscalco, Kathy Johnston and Marilyn Kausner.

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Houston Member-Partner Meeting & Workshop

September 25-26, 2024

Hosted by Equinor at their Houston offices, the September Member-Partner Meeting featured powerful workshops and personal stories from survivors and company leaders. Attendees gained insights from Captain Rich Phillips and his wife Andrea, who shared their experience during the Maersk Drilling hostage crisis, as well as Missy Jones, whose son was lost in the Deepwater Horizon tragedy. Equinor leaders Jennifer Scotten and Scott Steiger presented on

providing humanitarian support during crises such as the Algiers terrorist attack and Hurricane Harvey. The moving session concluded with presentations on the legal aftermath of traumatic events and Kristy Sheridan’s inspiring story of survival and resilience.



equinor



Captain Rich and Andrea Phillips



Tina Siniscalco, Kathy Johnston and Captain Rich



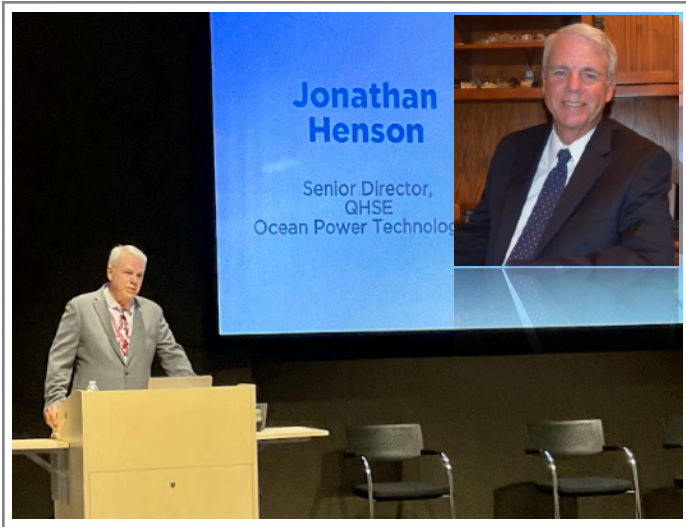
Panel discussion with Andrea Phillips, Captain Rich and Jonathan Henson



Andrea Phillips, Captain Rich, Heidi Heimark and Samantha Willenbacher

Houston Member-Partner Meeting & Workshop - September 25-26, 2024

(Continuation)



Jonathan Henson, provided support to Captain Rich and Andrea Phillips during the Maersk Alabama kidnapping, April 8-12, 2008



Missy Jones, Mother of Gordon who perished in the Deepwater Horizon tragedy, April 2010



Missy shared with the audience about her family's story of survival and transcendence including many pictures of her family today. When Gordon went missing, his wife Michelle was 8 and 1/2 months pregnant and raising their two-year-old son. Missy proudly displayed a recent picture of her family today, a true honor to her and Gordon's memory. Missy illustrated the essential point of considering all family members when responding to a traumatic event in the workplace. Her presentation touched all of our hearts and we are greatly indebted to her for sharing her family's story.

Houston Member-Partner Meeting & Workshop - September 25-26, 2024

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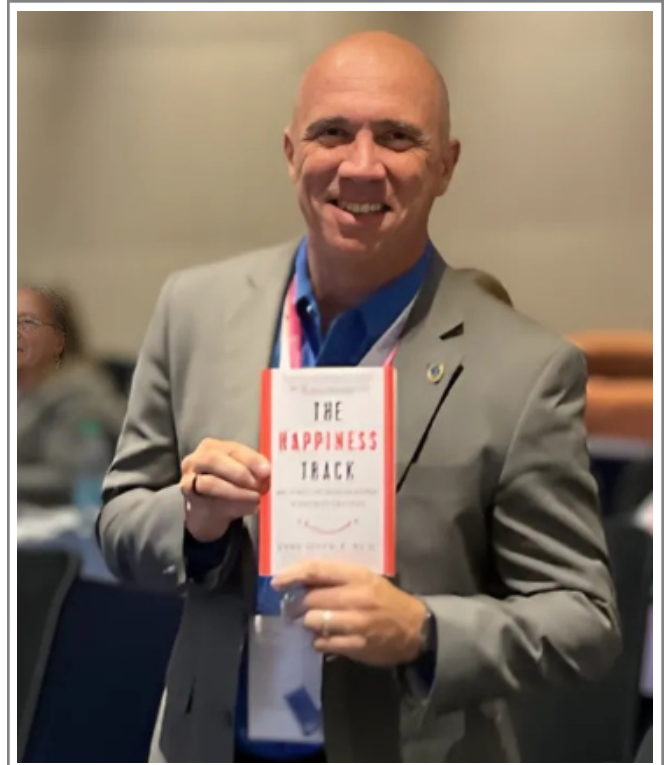
Brooke Donahue presented about a rig accident which featured the value of Care Team response to the family of a deceased employee in addition to his fellow rig-mates who were on site during the accident.



Sally Fleming was the Care Team member who assisted the family of the employee who perished in the accident. She and David Rothmeier (not shown) worked along with Foundation leadership to support the family in Alabama, while other Foundation leaders supported the rig workers with telephone Care Team support.



Bert Sausse, (Global Emergency Response Manager) Bristow Helicopters presented several examples of the logistical side of emergency response, including reference to the 38 hurricanes he has responded to during his career. Among the highlights were examples of his work during Hurricane Katrina and a shooting in a pharmacy in a hospital and other fascinating responses.



Bert is shown here holding a book he won in a drawing at the meeting, *The Happiness Track*, (by Emma Seppälä, Ph.D.) a Foundation Book of the Month recommendations.

Houston Member-Partner Meeting & Workshop - September 25-26, 2024 (Continuation)



Survivors Tina Siniscalco and Kathy Johnston, family survivors of Colgan/Continental Airlines Flight 3407, presented a detailed accounting of how the families of the 51 who perished in the crash came together to build an amazing memorial on the site of the crash in Buffalo, NY.



Group Breakout Presentation



Front row (left to right): Judy Barker, Brooke Donohue.
Second row (center): Brianne DeHoyos.



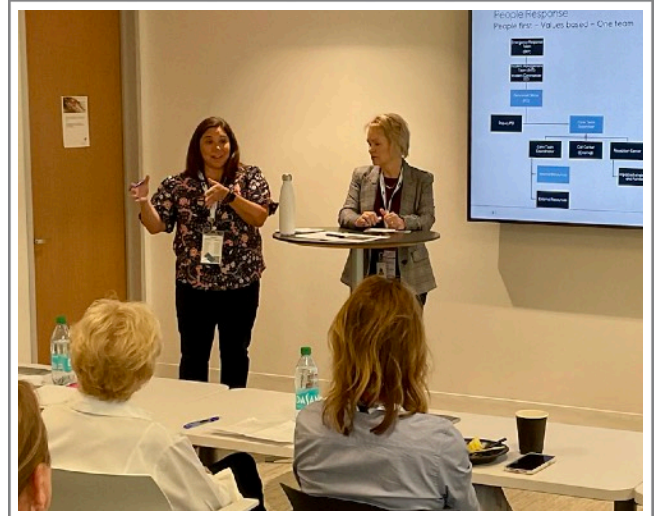
Debora Barros (Equinor) and Rosangela Mento Maxwell (FAERF)



FAERF Board members Capt Susan Bisig (UPS retired), Kathy Johnston with Sally Fleming and Kelly McKelvey, FAERF team members

Houston Member-Partner Meeting & Workshop - September 25-26, 2024

(Continuation)



Jennifer Scotten (Senior Advisor, Personnel Emergency Response) of Equinor, presented the story of the Tenth Year Commemoration Ceremony of the In Amenas terrorist attack in 2013, where 5 Equinor (Statoil) employees died. According to Foundation research, if there was a playbook on how to get it right for families, Jennifer could write it, according to Dr. Coarsey.

Lisa Renner and Kimberly Burt (Equinor) presented about Equinor responses to Hurricane Dorian



Kimberly Burt and Scott Steiger continue the discussion of the response to Hurricane Dorian



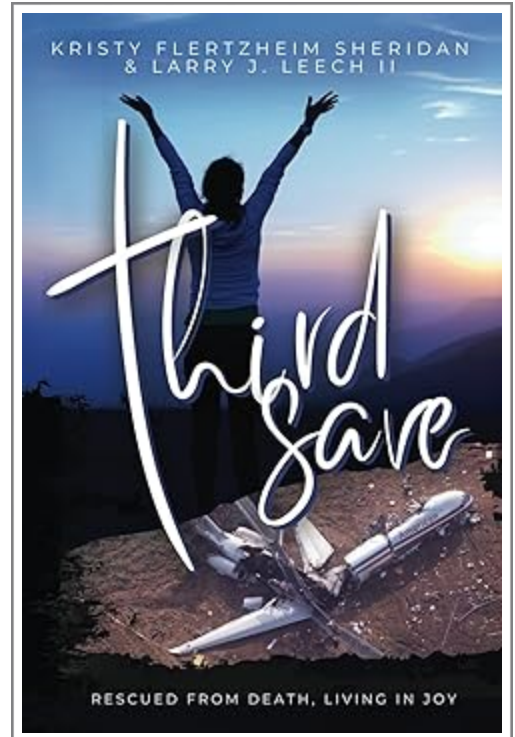
Scott Steiger discusses key aspects of the Hurricane Dorian response



Survivor Kathy Johnston and Scott Steiger participate in small group discussion

Houston Member-Partner Meeting & Workshop - September 25-26, 2024

(Continuation)



Jeff Arnold, survivor of American Airlines Flight 1420 introduces fellow accident survivor Kristy Sheridan who announced the release of her book **Third Save** which details her amazing story of the American Airlines accident followed by an accidental fall again resulting in life-threatening injuries.

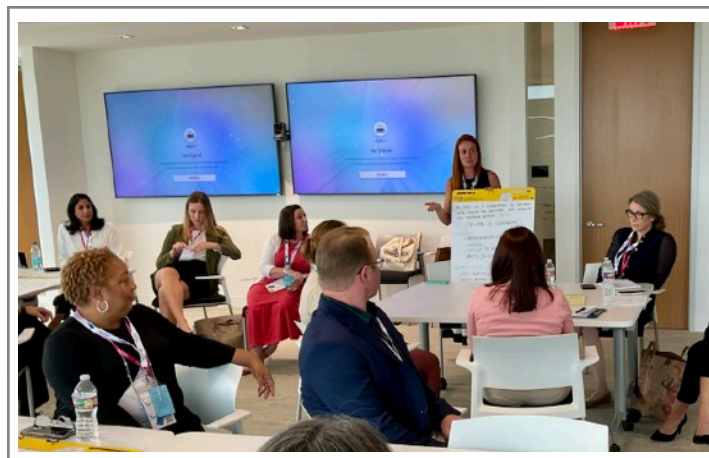


Kristy weaves her personal family story into the book describing her amazing fight for survival and her personal testimony of how faith in God helped her triumph the seemingly insurmountable challenges in her life. **Third Save** is a fascinating read and comes highly recommended by Dr. Carolyn Coarsey for Care Team members, and survivors of all life's tragic events.

Dr. Coarsey introduces Kristy and her long-awaited book. You can find Kristy's book on [Amazon](https://www.amazon.com) and you can read more from Kristy on her blog (<https://kristysheridan.com/blog/>)

Houston Member-Partner Meeting & Workshop - September 25-26, 2024

(Continuation)



Dynamic group presentations showcasing insights from group discussions

Miami Member-Partner Meeting - October 23-24, 2024

“Air, Land, & Sea Humanitarian Assistance Responses”

The October 23-24 Member-Partner Meeting hosted by Norwegian Cruise Line in Miami, FL, proved to be an invaluable gathering. Attendees were warmly welcomed by Allie Jennings, Vice President of Guest Experience at Norwegian Cruise Line, who shared insights into the company's Care Team program. The meeting featured powerful presentations by survivors Marilyn and Kathy, whose stories brought unique perspectives and valuable insights to the discussion. Engaging presentations and discussions highlighted the importance of collaboration during crises, with Michelle Bauman of Vista America leading a panel on the unique challenges of providing humanitarian assistance in complex workplace situations. Evan Antolin of Aperture Aviation delivered a compelling session on Aviation Employees' Support Programs, emphasizing the need for strategic tools and communication for ensuring safety as a core value. Additionally, MSC Cruises and Norwegian Cruise Line provided insightful contributions on cruise line responses and trauma-informed care, capped off by a dynamic panel discussion featuring Patrick Collera-Ricca from The Walt Disney Company and Carolyn V. Coarsey, Ph.D.. The event fostered meaningful dialogue and shared valuable lessons for enhancing humanitarian efforts.



Marilyn Kausner's twenty-four-year-old daughter, Elly, died in Colgan/Continental Airlines Flight 3407, Feb 12, 2009, along with 50 others. In Florida on vacation, Marilyn and her husband John drove through the night to find the best connection. The first time that Marilyn felt safe was when she met FLL Care Team Member, Colleen Brooks shown here being introduced by Dr. Carolyn.

Since FLL was the first airport to receive Care Team Training, and Colleen was there from the very beginning, Marilyn and John's story became another validation of the enormous role that Care Team members play in helping survivors regain a sense of control over the worst moments of their lives.

Marilyn and Colleen are shown here, sharing an embrace that speaks volumes! Airport and port training are a major focus of the Foundation in the months to come. Stay Tuned!

Miami Member-Partner Meeting - October 23-24, 2024 (Continuation)



NCL Care Team leader Kyle James is shown here with Allie Jenkins welcoming attendees to their Conference Center.



Allie Jenkins, Vice President, Guest Experience is shown here welcoming fellow-members and partners to a rich two days of survivor and Care Team responder presentations.



The Foundation is honored to have established a crucial relationship with AirEvac International which operates out of the Caribbean, Central America, Mexico and the United States. AirEvac's leadership team, headed by Ruben Mendoza, believe in the mission of FAERF and have sponsored more than one of our events in South Florida. Like the Foundation team, the AirEvac team is committed to serving cruise lines and other organizations who need their dedicated support during critical hours. We are grateful to AirEvac for their sponsorship and look forward to partnering other events in the future.

Pictured from left: Dr. Adriana Yates-Munar, networking friends, and Adrian Lara

Miami Member-Partner Meeting - October 23-24, 2024 (Continuation)



Maria V. Suhr, Associate Regional Director of the Office of Foreign Missions, U.S. Department of State, introduced the audience to a presentation designed to raise awareness of the role of emergency management during crises and natural disasters. Maria was very generous with our audience providing PowerPoint and references to help participants understand how to work with agencies when death occurs in foreign ports, as well as useful websites and links to gain additional resources. The Foundation is grateful to Maria for the time she spent with our members and partners.



Networking is always a major feature of the Member-Partner Meetings.



Members of the Independent Pilots Association (UPS Pilots) contributed significantly to the Member-Partner Meeting by explaining terms to non-aviation participants like the meaning of "sterile cockpit" and explaining processes and procedures in unfamiliar aviation lingo.

Miami Member-Partner Meeting - October 23-24, 2024 (Continuation)



Evan Antolin of Aperture Aviation fielding questions about his presentation on Safety programs at Aperture.



MSC leadership left to right Benedetto Tanzilli, Luigi Palmieri and Liane Porter



Patrick Collera-Ricca from The Walt Disney Company explains how their company delivers Trauma Informed Care and other benefits to their employee group

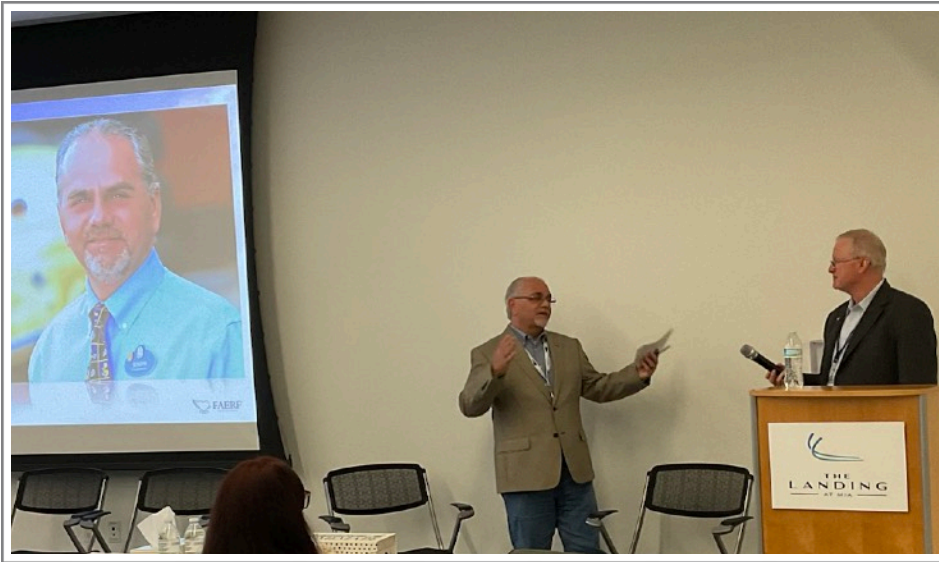


MSC team left to right: Liane Porter, Alessia Russo, Luigi Palmieri and Benedetto Tanzilli

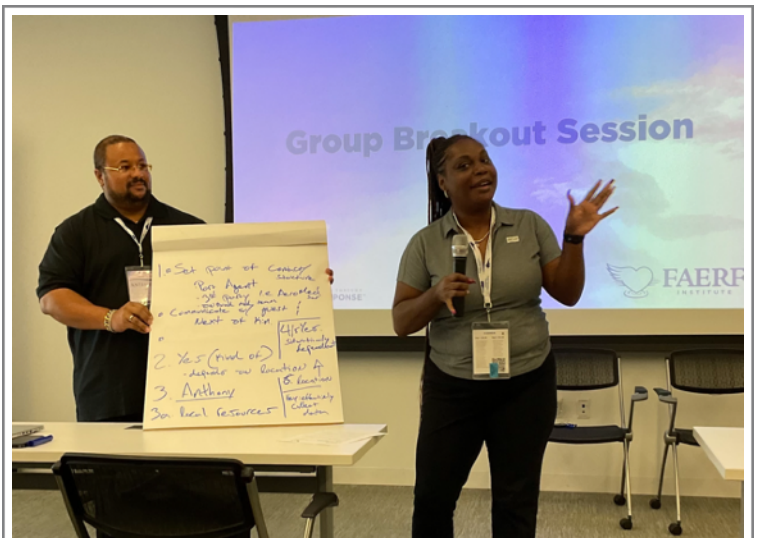


Foundation leader Rosangela Mento Maxwell presents a FAERF Case Study involving Maily Miriam Espinoza, who assisted a family in Italy when the father was debarked in a medical emergency.

Miami Member-Partner Meeting - October 23-24, 2024 (Continuation)



Aviem leader Jeff Morgan introduces Joseph D. Paris who heads up Disney Cruise Line's emergency response. Joseph introduced the panel Response to Traumatic Losses in the Caribbean and kicked off the breakout session which followed the panel presentation.



Breakout sessions continue as survivors and Care Team leaders discuss important topics. Feedback from the attendees indicate the value of breakout sessions following topic presentations.

Miami Member-Partner Meeting - October 23-24, 2024

(Continuation)



Continuation of Breakout Sessions and Presentations



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

“Collaboration: Key to Supporting Survivors”

The December 10-11 London Member-Partner Meeting was opened by Duncan McGarry, MBE, who discussed how private businesses can more effectively support survivors through collaboration with police and local authorities. Survivor Elizabeth Turner, whose husband Simon died in the 9/11 attacks, offered her powerful perspective on trauma and recovery. Amanda Stephenson KPM, honored with The King’s Police Medal, discussed her 25 years as a Family Liaison Officer. Francesca Bellino from Costa Crociere shared insights into supporting crew members post-Costa Concordia, and Mike Kavanagh and Joan Hankey reflected on their work supporting survivors of aviation disasters, including Malaysia Flight 370 and Air France 447.



Elizabeth Turner



Amanda Stephenson KPM



Duncan McGarry, MBE



Amanda Stephenson KPM, Elizabeth Turner and Duncan McGarry, MBE

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

(Continuation)



Joan Hankey, former family assistance leader for Qatar Airways and Aer Lingus Airlines describes supporting families of staff members who died in Air France 447 and Malaysia 370. The challenges were enormous due to language and cultural differences, and Joan had much to share with participants.



Francesca Bellino shares lessons learned from the Costa Concordia accident on January 13, 2012

Costa team left to right: Aura Anca, Luigi Filoramo and Francesca Bellino

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

(Continuation)



Board Member Susan Bisig talks about the invaluable role that Care Team plays in supporting families of those lost when tragedy strikes an airline



Jennifer Scotten of Equinor Describes the Ten Year Commemoration for the terrorist attack In Amenas, where 5 Equinor (then Statoil) employees were killed



Perth, Australia-based Foundation leader Mike Kavanagh describes the family assistance he delivered to a mom and her two boys in the aftermath of Malaysia Flight 370



Jill Derrington delivered an emotionally charged presentation of the White Island response she participated in while working on the Special Assistance Team for Air New Zealand

London Member-Partner Meeting - December 10-11, 2024 (Continuation)



Cathay Pacific Airways team and Rosangela from FAERF. Left to right: Nicholas Donnison, Joyce Cheung, Rosangela Mento Maxwell, Joyce Leung, Grace Tang, Ka Ching Hui



Jill Derrington



Joyce Leung, Rosangela Mento Maxwell and Ana Maria Dumitru



Emanuela Azzarello and Rosangela Mento Maxwell



Jaume Adrover Rigo and Rosangela Mento Maxwell



CCL UK team with Joan Hankey

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

(Continuation)



Breakout discussions continue



Wendy Hilt and Sally Barford from Virgin Voyages



Breakout discussions continue



Breakout discussions continue

Smile!

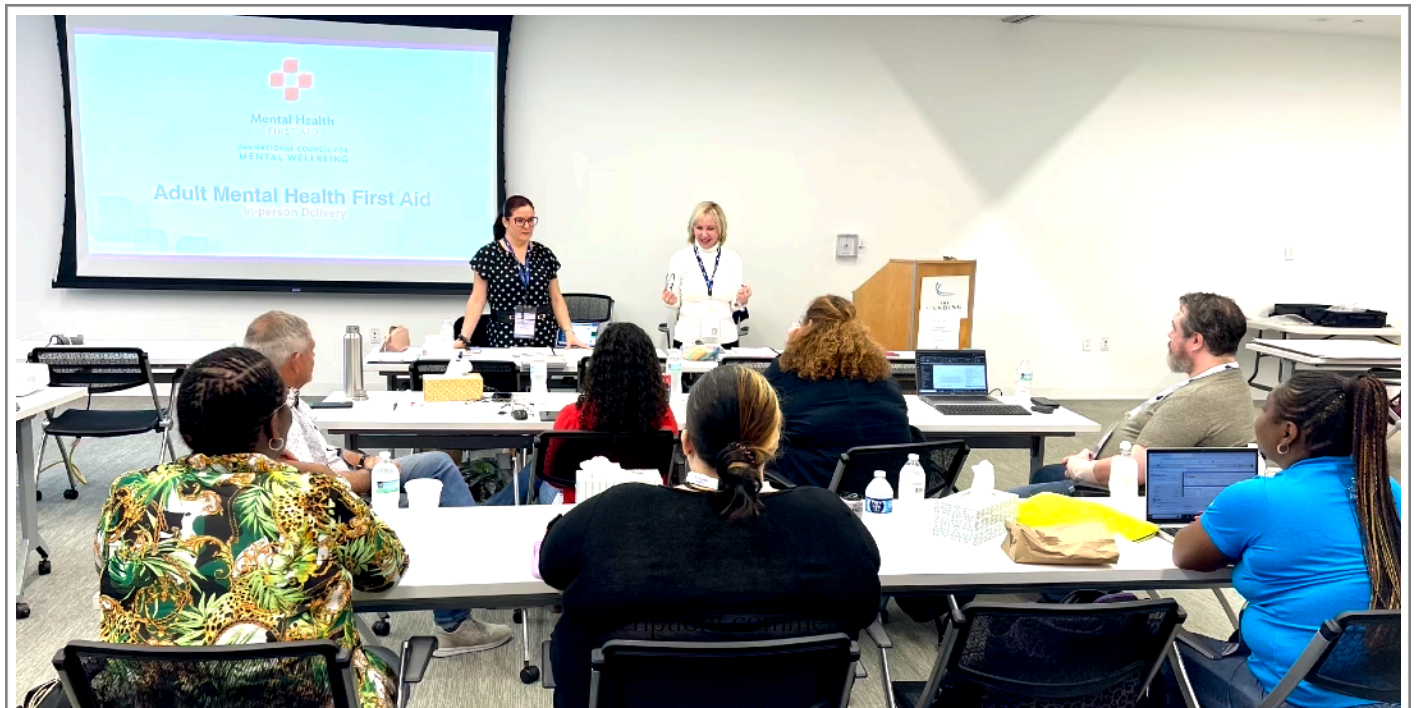


Independent Pilots Association - Care Team Training November 13, 2024



Dr. Carolyn Coarsey and Capt. Susan Bisig delivered Care Team Training for the Independent Pilots Association, (UPS pilots) in Louisville, KY, November 13, 2024. Jeff Fondy who currently leads IPA's family assistance program, second from left and former leader of the program Duane McClurg (shown at the far left) also assisted with the training.

MHFA Miami November 25, 2024



FAERF Certified Trainers for the National Council of Mental Well-being, Rosangela Mento Maxwell and Dr. Carolyn Coarsey presented an Adult Mental Health First Aid Training in Miami following the Member-Partner Meeting. Classes are offered in-person and virtually. Contact Rosangela (rosangela.maxwell@aviem.com) to learn more about how you can become a Certified Mental Health First Aider



Foundation Board Member Col. Jeff Arnold is shown here with an Alaska Airlines Flight Attendant whom he met on his flight to a Member-Partner Meeting in 2024. As he often does, he presented the flight attendant Margaret Alva with the Sara Low Pin, the logo pin for the Foundation. She was delighted to learn about our organization and to be presented with living proof of the commitment we made to remember the flight attendants, pilots, and passengers, who died on the flights that went down on September 11, 2001.

Jeff Arnold is recognized as an outstanding volunteer in the Anchorage, Alaska community where he lives. Jeff has donated hundreds of hours to area hospitals, the US Army, various animal support groups and other organizations - all in the name of unselfishly supporting others. We are grateful to Jeff for all he does for others, and his dedication to FAERF.

Here pictured Jeff Arnold and Margaret Alva



Jeff Arnold and Danielle (Danny) Triebel



Jeff is a passenger survivor of American Airlines Flight 1420, June 1, 1999