

Sharing the Journey

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

SPECIAL EDITION



FAERF.ORG

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I-HARP™ Practitioner Program Continues to Grow

The FAERF Institute's Certificate in International Humanitarian Assistance Response Program (I-HARP™) continues to grow as more participants complete the Practitioner program and earn their credentials. Developed for professionals involved in humanitarian assistance, crisis management, Care Team response, and survivor support, the self-paced online program combines video lessons, knowledge checks, practical applications, and elective courses designed to deepen understanding of compassionate crisis response.

We are especially proud of those who have recently completed the program and earned their I-HARP™ Practitioner credentials. Their commitment to continued learning and compassionate service reflects the very heart of the Foundation's mission. As additional participants continue progressing through the program, we encourage all currently enrolled members to continue working toward completion and take advantage of the valuable

resources, survivor perspectives, and educational opportunities offered through the course. Participants who successfully complete the program receive a fully credentialed digital certificate and badge through Accredible, which may be displayed on professional profiles, social media, and email signatures. We look forward to recognizing many more graduates in the months ahead. *(Read more about I-HARP™ graduates on page 3)*

Scan the QR code to learn more and register for the I-HARP™ Practitioner Program.



Human Services Response™ Training with Jet Aviation team in Teterboro Airport in New Jersey



Jet Aviation team members participated in a multi-day Human Services Response™ (HSR™) training program led by **Dr. Carolyn Coarsey** in Teterboro, New Jersey. The training included interactive role-play exercises, survivor presentations, crisis communication principles, and executive-focused discussions on leadership during traumatic events.

Human Services Response™ Training with Jet Aviation team in Teterboro Airport in New Jersey

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A particularly meaningful part of the training was the participation of the survivors and family members who joined the sessions live through Teams to share their firsthand experiences with participants.

Their stories brought a powerful human perspective to the program, helping attendees better understand the long-term impact of traumatic loss and the importance of compassionate response during times of crisis.

FAERF would like to extend special thanks to Scott and Terry Maurer, Kathy Johnston, and Tina Siniscalco for sharing their firsthand experiences and perspectives with participants throughout the training program.



Kathy Johnston with her husband Kevin and their daughters



Scott and Terry Maurer with their daughter Lorin and son



Tina Siniscalco with her family and sister, Mary

What Participants Said...

"Fantastic! Hearing from real survivors was very impactful."

"The group sessions and simulated phone calls were the most engaging and informative part of the course."

"I strongly feel that I have been given the information and tools needed to effectively be of service."

As part of the program, Jet Aviation executives participated in a focused leadership session with Gus Whitcomb, author of *Not by Accident* and a consultant specializing in crisis preparation, crisis response, and crisis communications. The session focused on leadership communication during crisis situations and the importance of compassionate, transparent engagement with employees and families following traumatic events.



I-HARP™ Practitioner Program Continues to Grow

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Renata Elias

Senior Engagement Lead within Marsh's Strategic Risk Consulting Practice

Renata Elias is currently a Senior Engagement Lead within Marsh's Strategic Risk Consulting Practice. She provides counsel and support to clients across a wide range of sectors, focusing on organizational resilience, including crisis

management, emergency response, workplace violence (including active shooter incidents), crisis communications, business continuity, pandemic response planning, reputational risk, and disaster and crisis response. Renata has over 30 years of experience in both the public and private sectors, including developing response plans, processes, and procedures. Besides performing capability assessments, she has extensive experience in designing, developing, conducting, and evaluating awareness and training exercises, as well as tabletop sessions and functional exercises, for an organization's response and recovery teams.

Kelly Morrissey

ESPN Sr. Director Security Operations

Kelly Morrissey is the Senior Director of Security Operations at ESPN, where she leads crisis management, emergency preparedness, and facility security strategies across multiple locations and

events. With over a decade at ESPN, she has managed security operations, vendor relationships, and capital improvement projects, overseeing budgets exceeding \$20 million. Kelly brings extensive experience in law enforcement and investigations from her tenure as a DEA Special Agent, specializing in high-profile money laundering and narcotics cases. She holds a B.B.A. in Accounting from Siena College and an MBA from Boise State University, combining financial acumen with operational leadership to deliver innovative, customer-focused security solutions.



Marianna Grassano

FAERF Support Team

Completing the I-HARP Practitioner Certificate has been a very interesting experience for me — a personal journey also than a course.

This course has explained how I should see my role in supporting survivors. I feel

more aware of the responsibilities, but also prepared me to be more confident (even if in these occasions we never know how will affect us emotionally and physically) in my ability to carry along families thru a tragic event, trying to keep heart and head well balanced.

Some key points of this course will stay with me, even during no emergency.

Thank you for this great opportunity.

Ciao.

Marianna

Tegan Jillings

Safety Systems Officer
- Nauru Airlines

Tegan is a Safety Systems Officer with Nauru Airlines, The Airline of the Central Pacific, and is based in Brisbane, Australia. Tegan has studied and worked in the aviation industry for over 10 years and has a background in safety

systems, including emergency response, airline network operations, and general aviation. She is involved in creating internal training programs within Nauru Airlines relating to emergency response and how the humanitarian response is fundamental for all involved in a crisis, as well as continuously improving emergency response programs within the airline.



McWane, Inc. Human Services Response™ Train-the-Trainer Program



Dr. Carolyn Coarsey recently conducted a Human Services Response™ (HSR™) Train-the-Trainer program for McWane, Inc., focused on compassionate, trauma-informed support for individuals impacted by crises and workplace tragedies.



The following day, designated trainer Betty Grogan facilitated the HSR™ program as part of the instructor certification process, while Dr. Coarsey observed and provided feedback in preparation for certification.

FAERF Continues Mental Health First Aid Training Programs

FAERF continues to deliver both in-person and virtual (blended) Mental Health First Aid (MHFA) classes for Team Members and client organizations alongside our regular Human Services Response (HSR)TM programs. Since launching the program, MHFA training has continued to grow as organizations recognize the importance of mental health awareness and early intervention skills within the workplace and during crisis response situations.

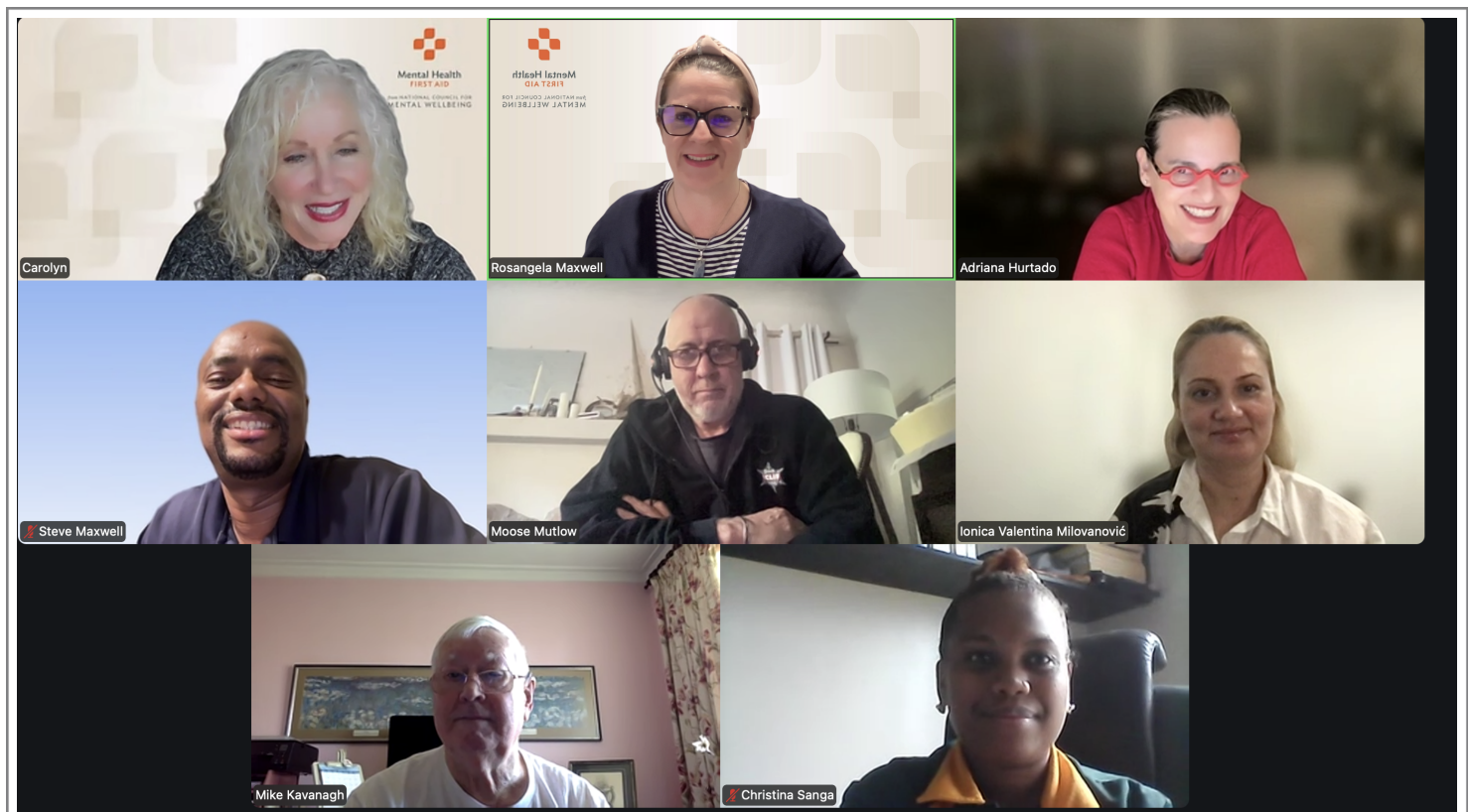
During 2026, FAERF has continued offering MHFA classes to both member organizations and Foundation Team Members, with additional virtual sessions scheduled for June 2026. Upcoming June offerings include a two-day blended virtual course on June 10–11, 2026, and a one-day virtual course on June 18, 2026. We remain committed to accommodating custom sessions for

organizations across different time zones and with unique scheduling needs.

Mental Health First Aid training provides participants with practical tools to recognize, understand, and respond to signs of mental health and substance use challenges while helping individuals connect with appropriate support resources.

Late June and the beginning of July more courses will be offered. Dates and details to be announced.

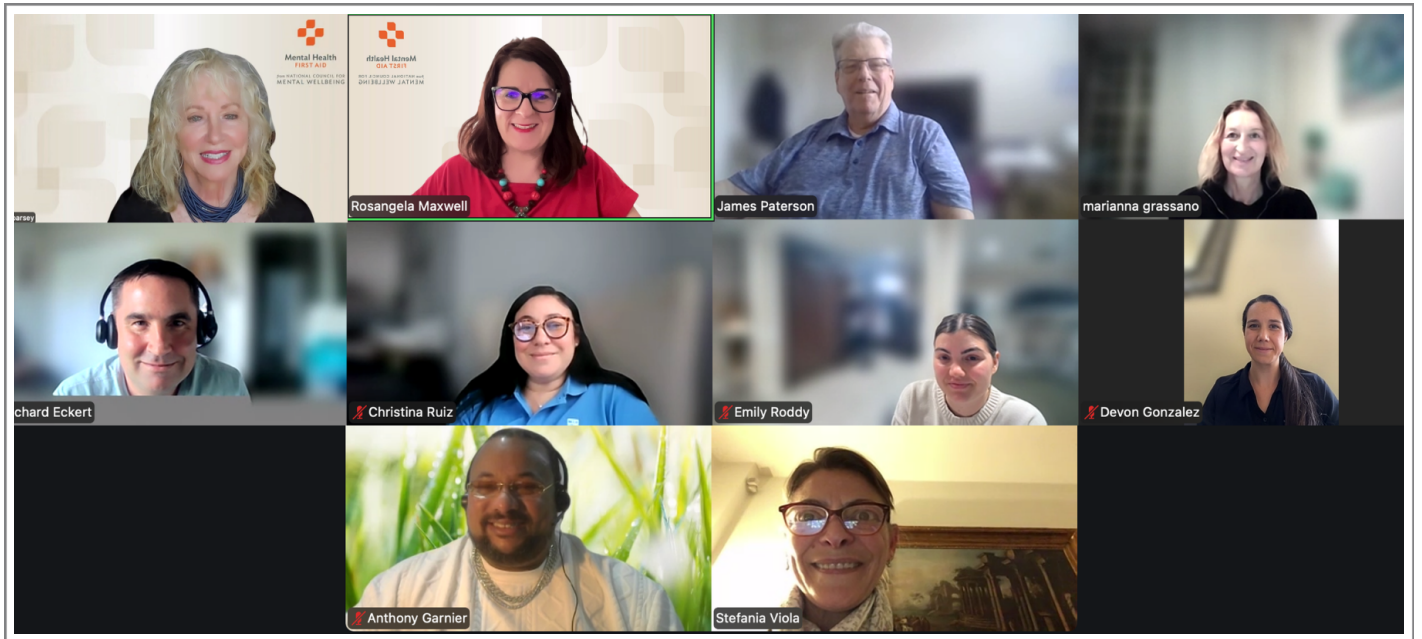
For any questions or to express interest in future MHFA classes, please contact: Rosangela Mento Maxwell — rosangela.maxwell@faerf.org



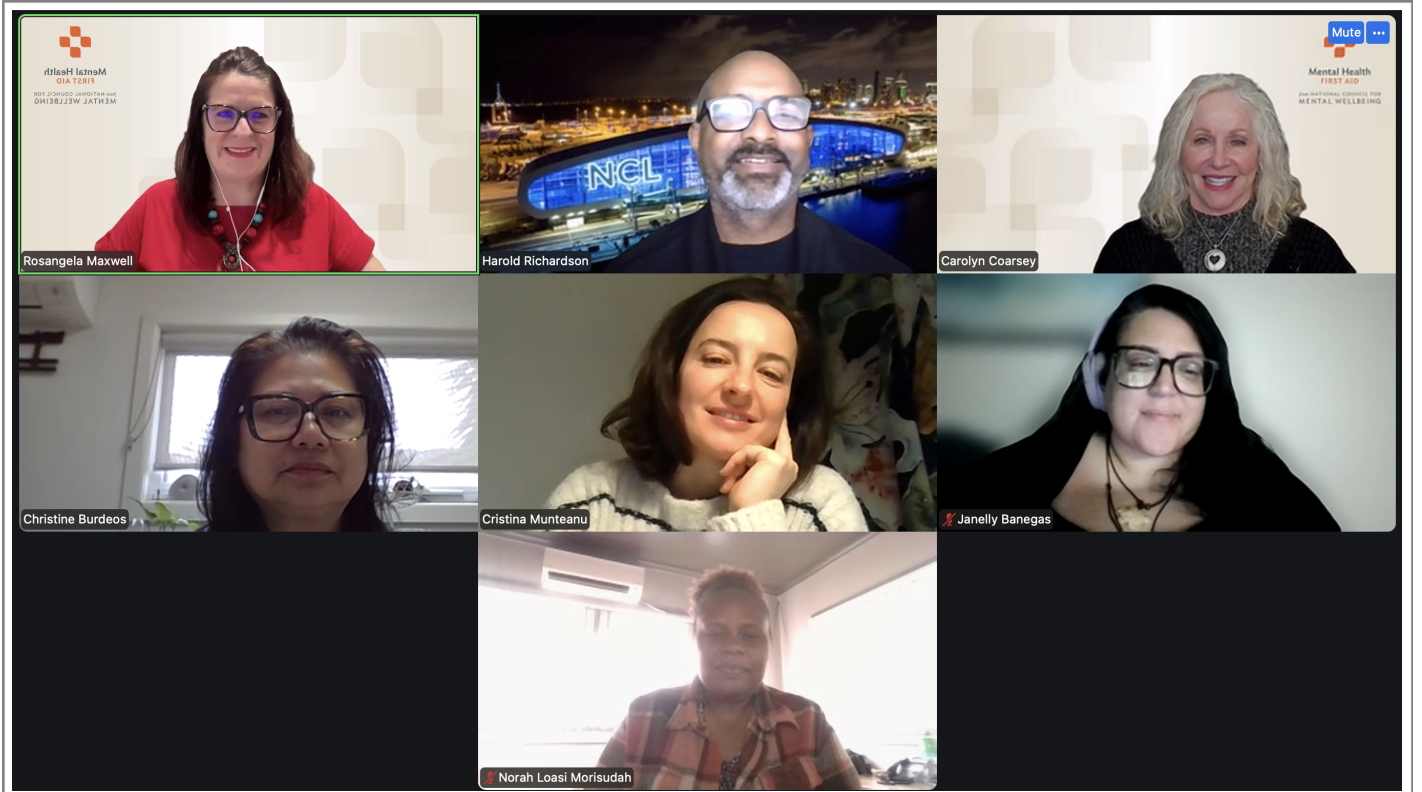
MHFA class December 9, 2025

FAERF Continues Mental Health First Aid Training

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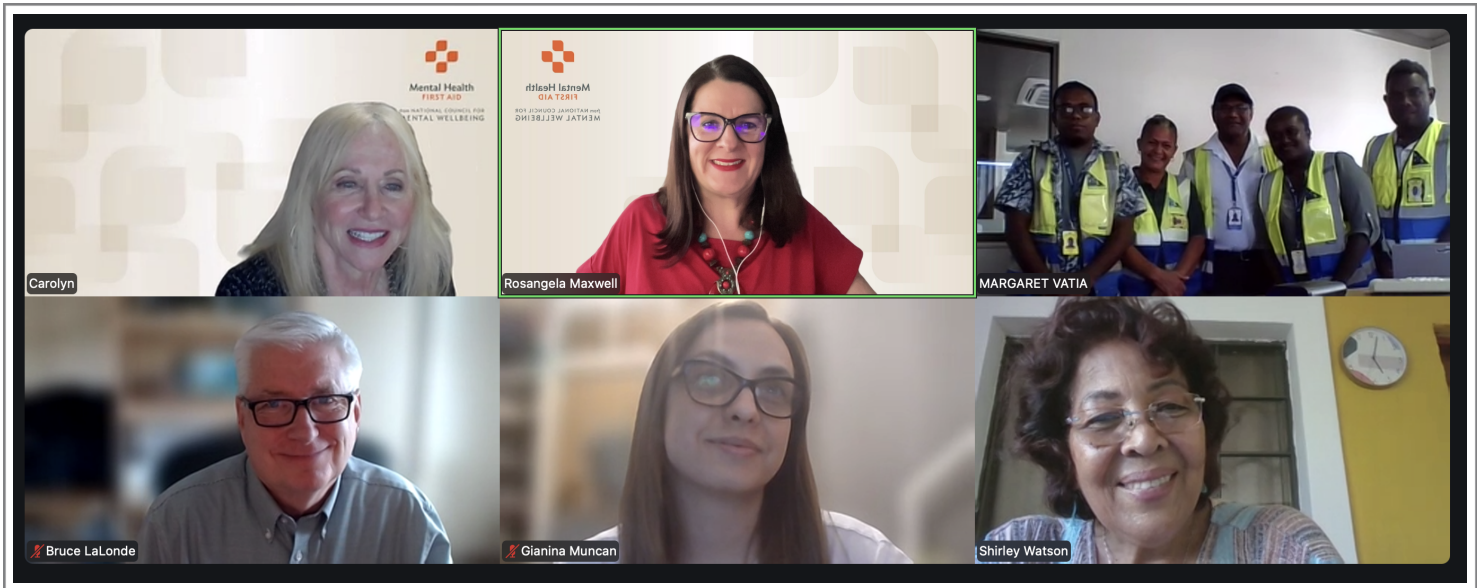
MHFA class March 2, 2026



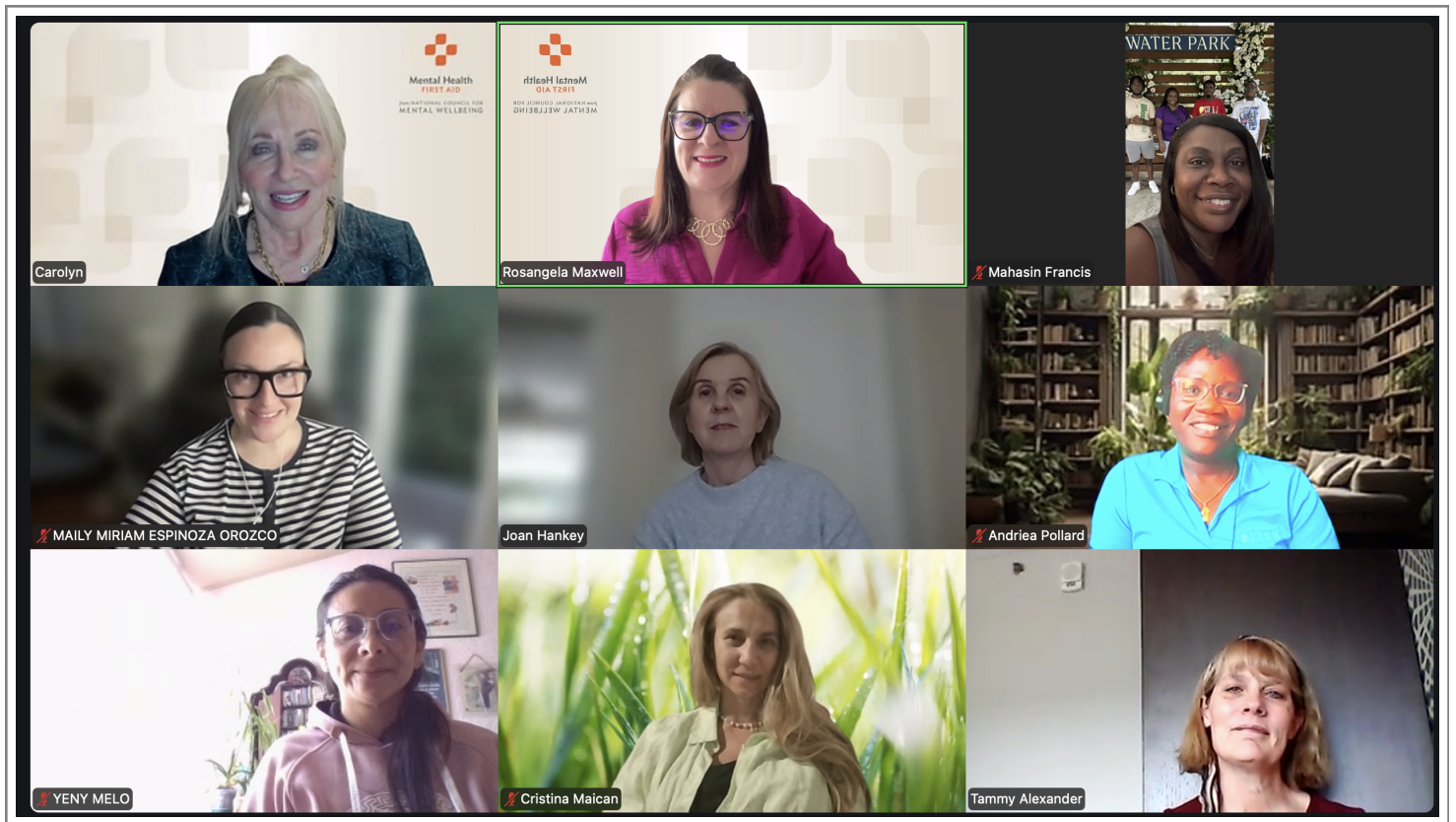
MHFA class March 4, 2026

FAERF Continues Mental Health First Aid Training

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MHFA class May 6, 2026



MHFA class May 8, 2026

ATIA Members Participate in HSR™ Care Team Training

Dr. Carolyn V. Coarsey, recently conducted a two-day Human Services Response™ (HSR™) Care Team training program for members of the Alaska Travel Industry Association (ATIA), focused on compassionate, trauma-informed support during crises and traumatic events.

FAERF Board Member Col. Jeff Arnold (ret.), survivor of American Airlines Flight 1420, co-sponsored the workshop and generously provided travel support for the training. Participants engaged in case studies, survivor discussions, and roleplay exercises designed to strengthen humanitarian response skills and compassionate care for survivors and families.



ATIA members are participating in group discussions

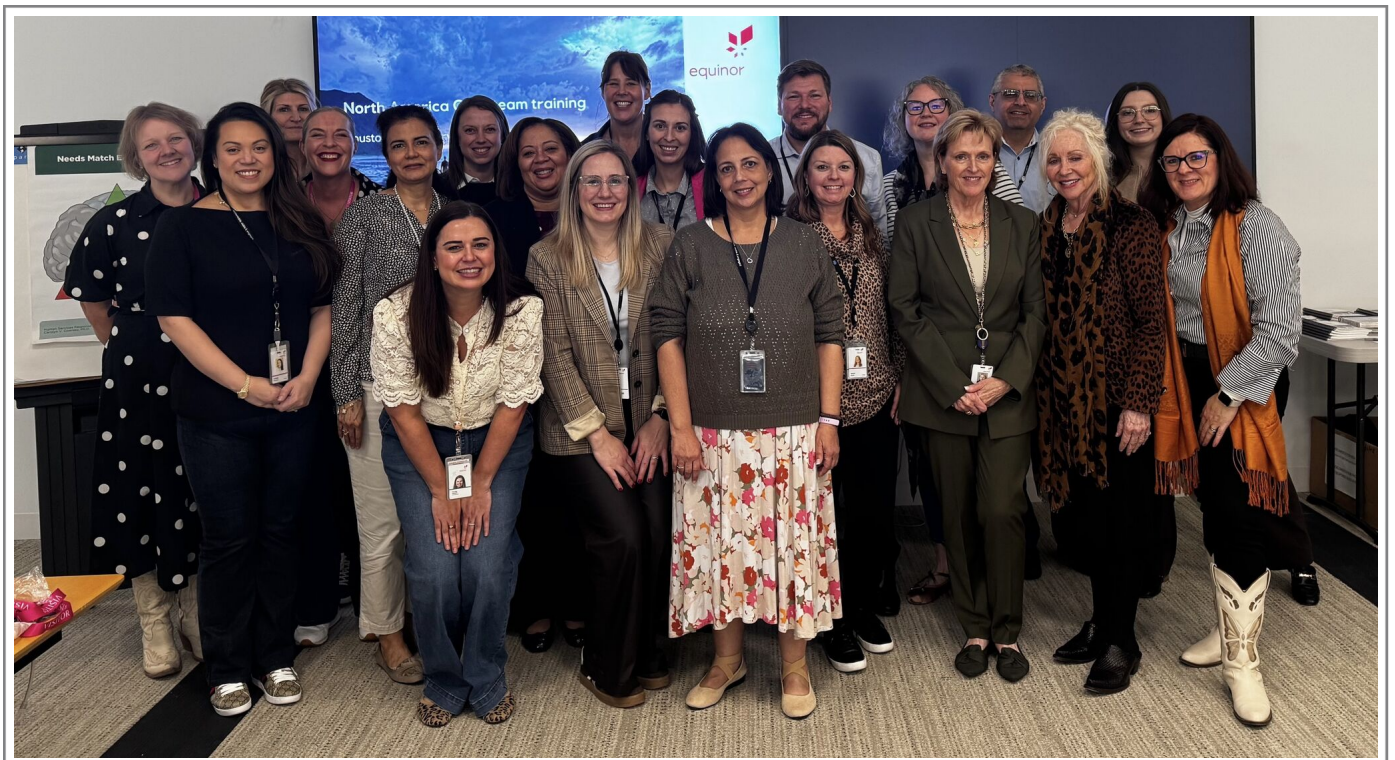


Participants of the training shown here with Foundation Leader Carolyn V. Coarsey, Ph.D. and FAERF Board of Directors Member AA 1420 survivor Jeff Arnold

Equinor Human Services Response™ Training - Learning Through Roleplay and Collaboration

Dr. Carolyn Coarsey recently facilitated a Human Services Response™ (HSR™) training session for Equinor featuring interactive roleplays and discussions focused on compassionate support during crises. FAERF team member Rosangela Mento Maxwell participated throughout the training day, while FAERF Support Team member Karen Vermeulen assisted with in-person roleplay exercises designed to help participants practice real-life response scenarios.

From left: Carolyn Coarsey, Ph.D., Karen Vermeulen (FAERF), Jennifer L. Scotten Senior Advisor Personnel Emergency Response, (Equinor USA), Rosangela Mento Maxwell (FAERF)



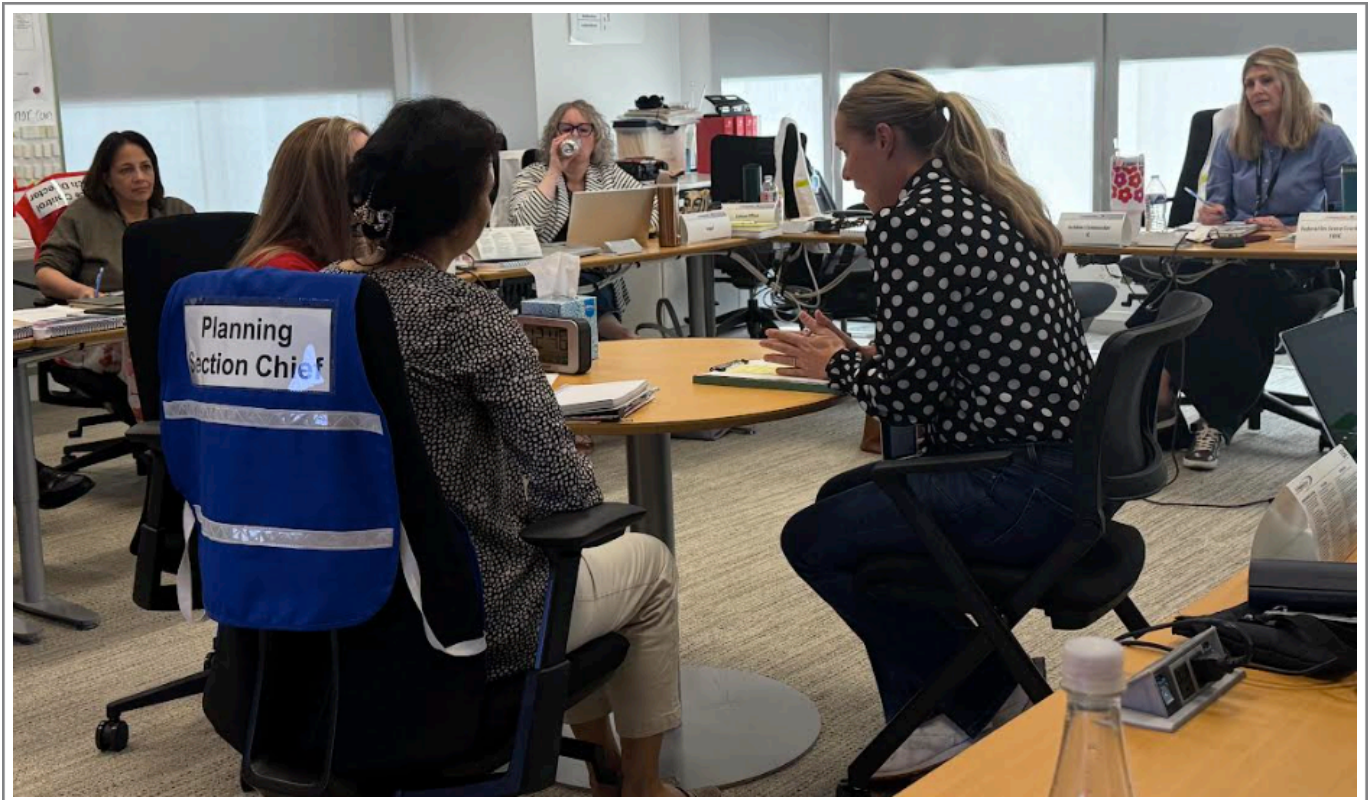
Equinor USA Care Team members attended the class

Equinor Human Services Response™ Training - Learning Through Roleplay and Collaboration

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Dr. Carolyn Coarsey leads group in the discussion about various responses



Equinor team involved in role play activities

In Memory of Carole — A Meaningful Gift of Remembrance

On the twentieth anniversary of the accident in Chile in which Hal Ruchelman lost his wife, Carole, Hal honored her memory with a special donation to the FAERF Institute. In a heartfelt letter to Dr. Carolyn Coarsey, Hal shared the meaning behind his contribution of \$360 - representing 20 years since the accident multiplied by 18, the numerical equivalent of the Hebrew word *Chai*, meaning "life."

Hal wrote, "Please use this donation, as you see fit, to forward the ideals of the FAERF Foundation." We are deeply grateful for Hal's continued support, generosity, and commitment to helping others through the Foundation's mission.

Our sincere thanks to Hal for this meaningful tribute to Carole's memory and legacy.

MARCH 22, 2026
 DEAR CAROLYN
 TODAY BEING TWENTY YEARS SINCE THE ACCIDENT IN CHILE WHERE I LOST CAROLE, I AM ENCLOSEING A CHECK FOR \$360 AS A DONATION TO THE FAERF INSTITUTE IN HER MEMORY. WHY THE FIGURE 360? IT IS 20 X 18. TWENTY REPRESENTING THE NUMBER OF YEARS SINCE THE ACCIDENT. 18 IS THE NUMERICAL EQUIVALENT OF THE HEBREW WORD OF CHAI WHICH MEANS LIFE.
 PLEASE USE THIS DONATION, AS YOU SEE FIT, TO FORWARD THE IDEALS OF THE FAERF FOUNDATION.
 REGARDS TO ALL AND MUCH SUCCESS IN YOUR GOALS.
 SINCERELY
 Hal Ruchelman



March 22, 2026

Dear Carolyn,

Today being twenty years since the accident in Chile where I lost Carole, I am enclosing a check for \$360 as a donation to the FAERF Institute in her memory. Why the figure 360? It is 20 x 18. Twenty representing the number of years since the accident. 18 is the numerical equivalent of the Hebrew word of Chai which means life.

Please use this donation, as you see fit, to forward the ideals of the FAERF Foundation.

Regards to all and much success in your goals.

Sincerely,
 Hal

FAERF's recommendations for the *Book of the Month*

Each month, Carolyn takes time to reflect on meaningful reads that spark new ways of thinking, healing, and growing. These six latest selections offer insight, inspiration, and a sense of connection.

We invite you to follow our [FAERF LinkedIn page](#) to discover more book recommendations from FAERF's executive director.

