

Sharing the Journey

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

SPECIAL EDITION



FAERF.ORG

VOLUME 28 - SPECIAL ISSUE

The Official Newsletter of the Family Assistance Education & Research Foundation

REGISTRATION NOW OPEN · DECEMBER 8–9, 2026 · SOUTHAMPTON, UK

Making First Contact with Family Members During Critical Times

A two-day workshop for all FAERF members and their guests



voco Southampton on the city's waterfront will host our December meeting

We are delighted to invite all FAERF members and their guests to join us in Southampton, England, this December for a two-day workshop devoted to one of the most important moments in any response: making first contact with family members during critical times.

Honoring each country's protocol for formal death notification according to their local authorities is primary in any humanitarian assistance program. Presenters will illustrate how their processes and procedures coordinate with local officials in providing humanitarian assistance in critical times. In addition presentations will include discussions about various programs pertaining to offering support during times where injuries and death have occurred at the workplace.

Case studies include aviation, cruise, rail, energy and examples of humanitarian response, offer insights that apply to Care and Special Assistance Teams in every setting.

The meeting will also feature a preview of **Advanced Human Services Response™** (HSR) Training along with information about certification programs now available for companies that wish to bring more Human Services Response™ training into the workplace.

Most of all, this is a chance to reconnect with colleagues and friends who share the Journey. Please feel welcome to bring a guest. Registration is now open, so book your tickets today — we look forward to seeing you in Southampton!

AT A GLANCE

WHEN

December 8–9, 2026

Tuesday – Wednesday

WHERE

voco Southampton

Herbert Walker Avenue, Southampton

SO15 1HJ, UK

REGISTRATION FEES

FAERF Member **\$325***

Non-Member **\$400**

Group registration: 3+ attendees registering together receive a \$25 per-person discount. To receive the discount code email: kristine.budaha@faerf.org



BOOK YOUR TICKETS NOW!

Seating is limited! Scan
the code to book your place.

**Cancellations made less than 5 days prior to the event are non-refundable.*

What to Expect

- 1 Case studies and lessons learned from responders in the aviation, cruise, rail, energy industries and health care
- 2 How companies coordinate communication and joint efforts when responding together
- 3 A preview of Advanced Human Services Response™ Training with Dr. Carolyn V. Coarsey
- 4 Certification programs for bringing Human Services Response™ Training into your workplace

Featuring Insights From

Making First Contact with Family Members During Critical Times · Southampton, December 8–9, 2026



Carolyn V. Coarsey, Ph.D.

President/Founder of FAERF

"Advanced Human Services Response™ Training"



Paul Blair

Rail Care Team Training Specialist

"Lessons Learned from Recent Rail Accidents"



Jennifer L. Scotten

Special Advisor, Personnel Emergency Response, Equinor

"Beyond the Immediate Response: Supporting People and Organisations After Tragedy"



Katrina Raynsford

Manager, Care & Incident Support, Carnival UK

"Case Studies Involving Families and Death at Sea"



Ray Gonzalez

Sr. Manager, Care Team/Family Assistance, Princess Cruises

"Supporting People in the Aftermath of Suicide on Board"



Francesca Bellino

Care Team Manager, Costa Crociere S.p.A.

"Case Studies Involving Families and Death at Sea"



Goran Kliskic

Human, Executive Coach, Leadership Facilitator & Founder of Mind Yourself

"Beyond Expertise: When There Is a Dark, Be the Light!"



Ana-Maria Dumitru

Vice President, Member Services, Family Assistance Education and Research Foundation

"FAERF Recent Responses"



Rachel Moon & Liam Scopes

Senior Health, Safety and Wellbeing Leaders, Air New Zealand

"Working with local authorities in New Zealand"

Additional speakers to be announced.

Who Should Attend

The meeting is open to **all FAERF members and their guests**, including Care Team members, family assistance and humanitarian response professionals, crisis and emergency managers, and leaders who support people through traumatic events.

Getting There

- The hotel sits on Southampton's waterfront beside Mayflower Park
- Southampton Central rail station is about an 18-minute walk away
- Southampton Airport is about 25 minutes by car

PRESENTED BY



CO-SPONSORED BY



REGISTRATION IS NOW OPEN

Seating Is Limited — Book Your Tickets Today!

FAERF Members \$325* · Non-Members \$400 · Groups of 3+ save \$25 per person

Scan the QR code or click the button to book your place:

BOOK NOW →



SOUTHAMPTON · DECEMBER 8–9, 2026

Meet Our Speakers



Carolyn V. Coarsey, Ph.D.

Owner, Higher Resources, Inc. · Founder & President, Family Assistance Education & Research Foundation
2026 Alumni Award, Colleges of Education and Social Sciences, University of New Mexico

Presenting: "Advanced Human Services Response™ Training"

Dr. Carolyn V. Coarsey is the founder of the Family Assistance Education & Research Foundation (FAERF) and serves as Executive Director of the FAERF Institute. She is the President of Higher Resources, Inc., where she provides executive coaching and corporate training on humanitarian assistance response to traumatic loss in the workplace.

Carolyn created Higher Resources in 1989 and, since that time, has produced videos and training programs for organizations designed to improve post-disaster response. Her Human Services Response™ training programs highlight the unique role of employee responders in industrial tragedies and are used by aviation and rail companies, cruise lines, energy providers, and multiple agencies and organizations worldwide.

Carolyn is a certified trainer for the National Council of Mental Wellbeing and a member of the American Association of Suicidology. She provides Mental Health First Aid certification to employees in business and industry.

Carolyn holds a Ph.D. in Training and Learning Technologies from the University of New Mexico, with a program emphasis on managing trauma in the workplace. Her doctoral dissertation, *Psychological Aftermath of Air Disaster: What Can Be Learned for Training*, is the first scientific study of commercial air disaster survivors. In addition to studying air disaster and survivors of multiple transportation, energy companies, retail and other industrial tragedies, Carolyn has conducted studies for the Federal Aviation Administration and the National Transportation Safety Board (NTSB) on issues surrounding investigator stress for all modes of transportation. Carolyn has also worked with the US Department of Defense casualty bureau in addressing family assistance issues associated with military disasters, terrorist attacks, and suicides.



Paul Blair

Rail Care Team Training Specialist

Presenting: "Lessons Learned from Recent Rail Accidents"

Paul Blair joined the railway Incident Care Team in 2013, trained by Carolyn Coarsey, Ph.D. of Higher Resources, Inc. While at Great Western Railway, he deployed five times to bus, train and tram incidents, including his first major deployment: the London tram crash in November 2016. On the team he served as Deputy Care Team Champion and trained as a Deployment Manager, organising and co-ordinating incident responses.

As a qualified trainer, Paul trained colleagues joining the team. Since leaving the railway, he has established his own business and gained NSAR (National Skills Academy for Rail) and RDG (Rail Delivery Group) accreditation to deliver training for train operating companies. He also works with several companies to design refresher courses, and recently consulted for and supported East Midlands Railway following its June 2026 incident.



Jennifer L. Scotten

Special Advisor, Personnel Emergency Response, Equinor

Presenting: "Beyond the Immediate Response: Supporting People and Organisations After Tragedy"

Jennifer Scotten has been with Equinor (formerly Statoil) since 2005 and is currently the head of personnel emergency response. She is also a member of the company's global incident management assist team.

Before working within personnel emergency response, Jennifer held a variety of positions within Equinor, including head of human resources for the North American organization, Azerbaijan, Drilling and Well, and Equinor's onshore plants. Before joining Equinor, Jennifer worked as a management consultant for Accenture, focusing on the government and the oil and gas sector. Jennifer is based in Stavanger, Norway.

SOUTHAMPTON · DECEMBER 8–9, 2026

Meet Our Speakers *(continued)*



Ray Gonzalez

Sr. Manager, CareTeam/Family Assistance, Princess Cruises

Presenting: "Supporting People in the Aftermath of Suicide on Board"

Ray Gonzalez started his CareTeam/Family Assistance career at Carnival Cruise Line, where he led Carnival's CareTeam of over 400 land-based and 4,000 shipboard employees who are activated to assist guests, shipboard team members and shoreside employees experiencing a crisis or involved in a traumatic event while vacationing or working with Carnival. The team, trained to handle everything from displaced guests caused by itinerary deviations to the grief and trauma resulting from a more devastating event, travels to ports and locations worldwide to provide emotional and logistical support in emergency situations.

He led recruiting and all CareTeam training programs for shipboard and shoreside employees, port agents, tour operators and ground handlers. Ray has worked closely with his counterparts in cruise lines, airlines, government and private organizations to establish a wide network of support, increasing awareness and sharing best practices, learning opportunities and partnerships. He has been engaged in many Mass Rescue Operations and Contingency Planning Exercises to develop strategic, operational and community-based emergency plans.

In 2015 Ray joined AVIEM as Director of Call Center Operations and Training, holding call center exercises, training agents and participating in activations and deployments for clients across many industries.

Today, he is with Princess Cruises as Sr. Manager of the CareTeam, where he and his team provide emotional and logistical support to guests 24 hours a day. He has been involved in over 2,500 deployments in 31 countries and numerous US cities.



Francesca Bellino

CareTeam Manager, Costa Crociere S.p.A.

Presenting: "Case Studies Involving Families and Death at Sea"

Francesca holds a Master's degree in International and Diplomatic Political Science. She joined Costa Crociere in 2009, initially working in HR within the Crew Movement team, where she also coordinated support for crew repatriation in the aftermath of the Costa Concordia incident. In 2015, she was part of the first response team to arrive in Tunis following the terrorist attack.

She joined the Care Office in 2016 and has served as Care Manager since 2018. In this role, Francesca reports to the Worldwide Crisis Management Director and leads a team of seven professionals who provide 24/7, year-round care and support to guests and shipboard team members facing unexpected events around the world. She is also a member of the Emergency Response Organization, serving as the Senior Officer responsible for leading care operations at crisis sites and coordinating hundreds of CareTeam volunteers across the fleet and in Costa's offices worldwide.

HSRTM-trained since 2015, Francesca has taken part in more than 30 deployments involving both major crises and individual emergencies worldwide. Since 2020, she has also been an HSRTM Care Trainer.

SOUTHAMPTON · DECEMBER 8–9, 2026

Meet Our Speakers *(continued)*



Goran Kliškić

Human, Executive Coach, Leadership Facilitator & Founder of Mind Yourself

Presenting: "Beyond Expertise: When There Is a Dark, Be the Light!"

Goran Kliškić is an ICF-certified ACC Executive Coach, leadership facilitator and founder of Mind Yourself, with more than 15 years of international leadership experience across multicultural and high-pressure environments.

His professional journey includes leadership roles with Disney Cruise Line and Carnival Cruise Lines, as well as organizations across the corporate and service sectors.

During his years in the cruise industry, Goran worked with teams representing more than 50 nationalities and experienced firsthand what leadership, communication and human connection mean when people are operating far from home and under pressure.

His connection with Care Team work goes back to 2010, when he completed Carnival Cruise Lines' Shipboard CareTeam Training. Today, that experience comes together with his work in executive coaching, leadership development, facilitation and mediation. Goran's credentials include AoEC London, ICF ACC coach, Hogan-certified assessor, registered mediator, NLP practitioner, certified Points of You Level 1 and Level 2 practitioner, and Art and PLAY Facilitator.

At the heart of his work is a simple belief: in the moments when people feel most uncertain, leadership begins with being human.



Ana-Maria Dumitru

Vice President, Member Services, Family Assistance Education and Research Foundation

Presenting: "FAERF Recent Responses"

Ana joined the Foundation in 2019 and currently serves as VP, Member Services – Europe, Middle East, Africa. She is an experienced former Cruise Line Shipboard Manager, having deployed and supervised numerous

CareTeam activations onboard and shoreside in her tenure. Her first Human Services Response™ training was in 2007, and she continued participating in yearly onboard Care Team trainings until retiring in 2015.

Before joining FAERF, in her cruise line role, Ana had the opportunity to work with Port Agents, Tour Operators, Ground Handlers, and Transportation Companies to support guests and crew members experiencing crises, through the application of HSR™ and using all the appropriate resources as needed for the particular emergency. Joining FAERF allowed Ana to stay connected and active in this field that is so close to her heart. Under Dr. Carolyn Coarsey's leadership, Ana continues to learn and help other team members learn as well, while supporting them in different deployments. Through FAERF, Ana and the team continuously respond, applying HSR™ with every opportunity and providing support to Members, their organizations, and the people they serve.

Ana is a mother of two boys (Matei and Andrei) and a lovely border collie (Happy), and loves nature, music and spirituality. When she has an opportunity, she spends time writing and practicing Reiki.

SOUTHAMPTON · DECEMBER 8–9, 2026

Meet Our Speakers *(continued)*



Katrina Raynsford

Manager, Care & Incident Support, Carnival UK

Presenting: “Case Studies Involving Families and Death at Sea”

Katrina Raynsford has spent 25 years with Carnival UK and leads its 24/7 Care & Incident Support team, helping guests, crew members, colleagues, and their families navigate some of life’s most challenging and life-changing moments. Her team is responsible for managing the human impact of incidents, ensuring individuals receive the practical and emotional support they need during times of crisis, loss, and uncertainty across a range of complex circumstances.

As lead for the Humanitarian function within Carnival UK’s Emergency Response Organisation, Katrina plays a key role in ensuring people remain at the centre of the company’s response to major incidents. Working across multiple disciplines, she helps deliver compassionate, coordinated care when it matters most.

A licensed HSR™ Trainer since 2008, she is committed to developing people, sharing best practice, and building capability across care and crisis response functions. She is a strong advocate for balancing operational excellence with genuine care, ensuring empathy, dignity, and humanity at the heart of incident response and organisational decision-making.

Rachel Moon & Liam Scopes

Senior Health, Safety and Wellbeing Leaders, Air New Zealand

Presenting: “Working with local authorities in New Zealand”



Rachel Moon

Senior Manager, People
Safety Business Partnering ·
SAT Manager

Rachel Moon and Liam Scopes are senior Health, Safety and Wellbeing leaders at Air New Zealand.

In her Senior Manager People Safety Business Partnering role, Rachel leads a team of specialist Business Partners who provide strategic and operational health, safety and wellbeing support across diverse and complex aviation environments. Her focus is on strengthening safety leadership, building organisational capability, managing critical risks and enabling practical, sustainable safety outcomes for Air New Zealand’s people and operations.

In his role of Senior Manager Strategic Wellbeing, Liam leads a team of wellbeing specialists who provide strategic and operational injury management, prevention and wellbeing expertise and support across the organisation. His focus is on building wellbeing leadership knowledge and capability, enhancing psychosocial risk management, and ensuring support pathways for Air New Zealanders.

Alongside this, both play significant roles in Air New Zealand’s humanitarian response capability as SAT Manager (Rachel) and SAT Operations Manager (Liam), co-responsible for supporting the organisation’s readiness to respond to serious incidents, ensuring that trained teams, systems and processes are in place to provide compassionate, coordinated and practical assistance to those affected, including families, employees and communities. Both have experience in humanitarian response, responding to several significant events, including:

- **Christchurch Mosque Attacks (2019)** – supporting the humanitarian response following the tragic events in Christchurch.
- **Whakaari / White Island Eruption (2019)** – providing humanitarian response support on behalf of Royal Caribbean Cruises.
- **Cyclone Gabrielle (2023)** – supporting response activities across Auckland and Hawke’s Bay following the devastating impacts of the cyclone.

These experiences have reinforced their commitment to ensuring organisations are prepared to respond effectively during times of crisis, with a strong emphasis on empathy, dignity, cultural awareness and the wellbeing of those affected.



Liam Scopes

Senior Manager, Strategic
Wellbeing · SAT
Operations Manager

A PREVIEW OF THE DECEMBER PRESENTATION

Advanced Human Services Response™ and the Human Energy System

By Carolyn V. Coarsey, Ph.D.

Advanced Human Services Response™ Training combines the ancient human energy system with the models for responding to traumatic loss in the workplace, otherwise known as HSR™ Training.

For countless years, ancient yogis referred to the *human energy system* as the blueprint of the awakening self, where our consciousness shifts our sense of identity away from our individual self (focused on the physical body and individual mind) toward our higher or sacred self. The ancient yogic tradition details this journey through seven spheres of energy information known as the *chakras*.

Chakra Defined

All definitions of the word chakra have evolved from the ancient Sanskrit word meaning wheel of light, circular, or when emerging from the body, vertices that are conical in shape. In summary, a chakra is a circular-shaped energy body that directs life energy for physical and spiritual well-being. For the corporate classroom, I chose my terminology carefully, referring to the seven centers as levels of consciousness, when discussing survivors and the healing process.

Today the growing awareness of Quantum Mechanics and Quantum Physics allows for greater understanding of how spirituality and science work together to bridge the gap between physical, emotional, psychological and spiritual survival. Using Maslow's Needs hierarchy as a basis for the discussion of the progression of human needs, the chakra system will be added to expand the overall discussion of survivor growth and healing.

The Hindu Chakra System

Each chakra influences the body in unique, physical, emotional, mental, and spiritual ways. An overview of how trauma impacts the levels of consciousness for individual survivors, and how employees' actions influence the survivor's opportunity for transcending the trauma, will be presented at the December meeting.

THE SEVEN LEVELS OF CONSCIOUSNESS

- 1 **Level One:** Unconsciousness – Physical Survival
- 2 **Level Two:** Emotional Survival – Attachment to family and friends
- 3 **Level Three:** Psychological Survival – Initially, the will to live; long-term, the willingness to thrive. Consciousness begins.
- 4 **Level Four:** Compassion for self and others; Forgiveness; no attachment
- 5 **Level Five:** Hearing and communicating higher will
- 6 **Level Six:** Intuition/Integration, Living in the Present
- 7 **Level Seven:** Communing with Higher Worlds, and Embracing Spiritual Beliefs

Join us in Southampton for the full presentation

December 8–9, 2026 · voco Southampton. **Seating is limited!** Scan the QR code or click the button to book your place.

[BOOK NOW →](#)

