

Sharing the Journey

Family Assistance
Foundation

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

VOLUME 19 ISSUE 3

The Official Newsletter of the Family Assistance Foundation

Summer 2019

2019 UK-Europe Member-Partner Meeting Museum of London Docklands - December 4-5, 2019

Join leaders of Aviem International and the Family Assistance Education & Research Foundation, along with our invited guests as we look back at humanitarian assistance before it was formalized—and where it stands today. We will see example videos of survivors before there were formal programs and others who benefited by the improvements in the system. We will also explore more recent international examples of traumatic events and examine areas where there is great room for improvement. See Agenda for both days on page 2.



Howard Way has been with the Metropolitan Police, London, for over thirty years, serving as Police Senior Manager - Coordinator, National Disaster Victim Identification Unit along with an Interpol Member.



Elizabeth Turner is a family survivor of the 9/11 attacks on the World Trade Center, New York City, NY. Elizabeth was pregnant with their first child and 33 years old when her husband Simon died in the tragedy. Elizabeth will share about how she built a new life for her son and herself and how the support of the Family Liaison Officers (FLO), the British Red

Cross and others played in helping her move from being a victim to a survivor.

Today Elizabeth is a professional counselor, life coach and trainer and runs her own business Elizabeth Turner Coaching, ETC. <http://www.elizabeth-turner.com/index.php>

Pete Sparks is a Detective Superintendent, posted from the London Metropolitan Police, to the UK National Disaster Victim Identification Unit (UK DVI). (Due to his confidential work, Pete's picture is not available.)

UK DVI is funded by the UK Home Office and Foreign & Commonwealth Office. UK DVI works with police, local authorities, coroners and forensic providers to help ensure that the UK has the capability to respond to mass fatality incidents in the UK or overseas, when required. Pete has an operational background in homicide, serious crime and CT investigation. He has significant operational experience in managing family liaison response following major & mass fatality incidents.

In 2018 Pete was honoured by Her Majesty Queen Elizabeth the Second, receiving the Queens Police Medal (QPM) for "Distinguished Services to Victims of Terrorism."

Pete contributes to victims organisations in the UK and overseas by developing processes and plans to better support victims involved in future incidents. He

supports capability planning, training nationally and internationally for law enforcement agencies in regard to victim/family support.

**2020 Americas
Member-Partner Meeting
October 21-23, 2020
Anchorage, Alaska**

AGENDA

Day 1 – Wednesday, December 4

- 08:30 AM **Registration**
- 09:00 AM **Welcome and Overview**
- 10:00 AM **Guest Speaker - Elizabeth Turner**
Elizabeth will share about her journey and tell us about her life today as a full-time therapist.
- 11:00 AM **Break**
- 11:20 AM **Guest Speakers - Howard Way & Pete Sparks**
Howard and Pete will talk about the evolution of the Family Liaison Program & Disaster Victim Identification (DVI) around the world.
- 12:30 PM **Lunch**
- 01:30 PM **Case Study Presentations by Video/Group Discussions**
Videotaped interviews with two Primary Survivors of the Pulse Nightclub shooting in Orlando, FL on June 12, 2016.
- 02:45 PM **Break**
- 03:00 PM **Case Study Presentations by Video/Group Discussions**
Videotaped interviews with two Primary Survivors of the Route 91 Harvest Music Festival shooting in Las Vegas, NV on October 1, 2017.
- 05:00 PM **Adjourn**

Day 2 – Thursday, December 5

- 09:00 AM **The First Eight Hours of a Response and the Need for Speed**
On-going interviews with primary and family survivors continue to show the first 24 hours to be a major challenge for most companies in responding to major disasters. This is where many second assaults are committed that cause the most problems in long-term recovery. In this session, we will hear testimonies from family members of the German Wings, March 24, 2015, disaster where 150 people were killed when the flight crashed in the French Alps. Using that feedback we will conduct an interactive discussion with participants on recommended practices to be utilized by all companies in their immediate actions and response plans.
- 10:30 AM **Break**
- 10:45 AM **Breakout Sessions**
Large group discussions will allow participants to exchange ideas and information on how they address each of the points discussed earlier.
- 12:30 PM **Lunch**
- 01:30 PM **Depression in the Workplace & Its Increasing Impact in Business**
Carolyn will present information about depression, which is now the leading cause of suicide world-wide, with a focus on how our support saves lives.

Captain Kelly Lepley will present the challenges she faced as a transgender individual. She will discuss helpful ways that family, friends, and co-workers can support the LGBT community.

Karen Perry's video interview will be shown, highlighting the crucial role family, friends, and Delta Air Lines played in supporting her when her three children died in a crash.

Ray Gonzalez, experienced responder to shipboard suicides, will discuss post-vention following numerous tragic events.
- 04:00 PM **Adjourn**

Please see fafonline.org for more detailed and updated information about the meeting.

Survivors



Kelly Hubbard is a primary survivor of the Route 91 Harvest Music Festival in the Las Vegas shooting on October 1, 2017. She will share her story via video.

She is also the Director of Emergency Management Programs, Water Emergency Response Organization of Orange County, CA. Kelly is an experienced Emergency Manager with a demonstrated history of working in the utilities industry. Skilled in Crisis Management, Government, Emergency Management, Disaster Response, and Public Speaking. She is a strong military and protective services professional with a Master of Science (MS) focused in Emergency Services Administration from California State University-Long Beach.



Colin Braudrick has been a member of The Walt Disney Company for two years, where he serves as the Manager of Global Workplace Security. In his role Colin mitigates the threat posed by workplace violence, active shooter incidents, and other global workplace security issues, such as vehicular attacks,

kidnaping, and suicide prevention. Colin has been instrumental in expanding Global Security's Workplace Violence prevention and Active Assailant training program, conducting over 130 training sessions in 2018.

Prior to joining Disney, Colin retired after a 20-year career with the Los Angeles Police Department.

On October 1, 2017, Colin was personally touched by the threat posed by active assailant attacks, when his son, Michael, and daughter, Annyssia, were attending the Route 91 Harvest Music Festival in Las Vegas, when a gunman opened fire from the Mandalay Bay Resort. Annyssia was able to escape unharmed, however, Michael was shot in the thigh and only survived because of the quick actions taken by his friend who applied a tourniquet and carried him to safety. This tragedy has spurred Colin to train people so that if they ever find themselves in a similar situation, they will have the tools necessary to survive. Colin will share his story via video. Read more about Colin on www.fafonline.org



Angel Santiago, Jr., survived the Pulse Nightclub Shooting in Orlando, Florida, on June 12, 2016, where 49 people died. Angel was among the 53 who were physically wounded. His story of survival, via video, is compelling and validating to all of us whose work is dedicated to providing a healing environment for

primary survivors and families of traumatic situations like this horrific shooting.



Jeff Xavier was 37 when he survived the Pulse Nightclub shooting on June 12th, 2016. He was shot four times and has had 12 surgeries to date. Today, Jeff is heavily engaged in service to others who are survivors of trauma, with Crime Survivors for Safety & Justice, working with OneBlood blood

centers, advocating for gun rights, the LGBTQ and Latinx communities, and has appeared on Discovery & CNN. Jeff will share, via video, about this experience and how it changed his life and those around him.

The Foundation has created training modules based on these survivors' presentations. Contact Kari Morgan at kari.morgan@aviem.com for more information on the training modules.

Day Two Speakers - Survivor Support Training



Karen Perry is a living example of the power that friends and family members have in helping someone who lives through enormous loss. In November 2011, over Thanksgiving (American holiday), all three of her children died, along with her ex-husband in a plane crash. In Karen's videotaped interview she details the critical role that friends, and her employer, Delta Air Lines played in her ability to re-build a life of meaning and purpose. Today, Karen runs her own foundation dedicated to helping other children and families in honor of her own three children.



Captain Kelly Lepley flies a Boeing 747 for UPS Airlines. For her fortieth birthday, she gave herself the gift of congruency when she underwent the surgery necessary to complete her gender transition.

Captain Kelly will join us at the December meeting and help us understand more about the issues that she faced in the years leading up to her new life. Since members of the LGBT community face enormous issues and challenges that often result in severe depression and represent a higher risk of death by suicide, Kelly's presentation will educate attendees on how friends, relatives and co-workers can assist those who need our compassion and support.



Ray Gonzalez started his CareTeam/Family Assistance career at Carnival Cruise Line, where he led Carnival's CareTeam comprised of over 400 land based and 4K shipboard company employees who are activated to assist guests, shipboard team members, and shore-side employees when experiencing some type of crisis or involved in a traumatic event while vacationing or working with Carnival. The team, which has received formal training ranging from the handling of displaced guests caused by itinerary deviations, to the grief and trauma resulting from a more devastating event, he travels to ports and locations worldwide to provide emotional and logistical support in various emergency situations.

In 2015 Ray joined AVIEM as Director of Call Center Operations and Training. Holding call center exercises, agent training, and participating in activations and deployments for many clients in different industries, were some of his responsibilities.

Today, he is the CareTeam Manager for Royal Caribbean Cruises, LTD. where he and his team oversee Royal Caribbean International, Celebrity Cruises, Azamara Beyond the Sea, and Pullmantur. With over 50 ships worldwide, this team provides emotional and logistical support to guests 24 hours a day. He has been involved in over 2500 deployments in 31 countries and numerous US cities. Read more about Ray on www.fafonline.org

Vendor, Provider, or Partner?



Jeff Morgan
President & CEO
Aviem
International

Many of the industries refer to organizations like Aviem and the Foundation with the term "vendors" or "providers." However, when faced with a significant crisis or disaster, is that all you need?

There are many discussions today that involve the terms complex versus complicated. Experts disagree as to whether these are synonyms or if they have a different meaning. I won't jump into that

discussion but will say that we consider a significant disaster response to be both complex and complicated.

Responding to a crisis is complex as it requires coordination between many tasks and activities, and a certain level of expertise in many of those areas. However, one can establish well-defined relationships between those assigned various tasks, proper order in completing tasks, and the interdependencies between multiple functions and responsibilities. It may be necessary to deviate from these plans, but with the appropriate structure, deviations are doable, and a good plan is a flexible plan. A well-defined plan can then be applied to many different situations.

Responding to a crisis is also complicated because of the unknown factors of each situation. Not only is one faced with the unknowns of geography, severity, and circumstances, but the most significant complicating factor, which is people. Organizations can mitigate some of these factors by better planning, and you improve your ability to help people with proper training. However, all people affected by a disaster have different needs, and if you adequately address those needs, it is still a complicated process.

So, given the complexity and complicated nature of disasters, would you prefer to have a vendor or a partner?

Vendors fix your cars, repair office equipment, sell you office supplies, clean things for you, and provide many other goods or services. However, in almost all cases, vendors can provide this somewhat independently of your company operations. These vendors are usually good at what they offer, and there is a consistency to the product or service delivered without much deviation. They may even be penalized for deviating from what was agreed upon in the business arrangement. So perhaps, in successfully responding to

a complex and complicated disaster, a right partner might be a better fit in ensuring your success?

At the Family Assistance Foundation and Aviem, we choose to act and work as partners with our clients and members. As a partner, this means we are not just standing by for the one day that you might need us to respond to a disaster, but we are regularly engaged with you in advance of any emergency. You have your internal company plans, stakeholders, and teams that will jump into action in the event of a disaster or other crisis. Your teams and procedures need to be coordinated with our teams and services. In other words, we need to "connect the dots" between our two organizations and your other stakeholders.

We strive daily to foster and manage our partnerships with our clients and members. Just a few of those ways in which we manage our partnerships include:

Regular Communication - We like to touch base with our clients at least once every 60 days. Our Client Services team works very hard to stay in touch and cover a variety of subjects when communicating with you. We might update our points-of-contact, get updated samples of manifests or similar data, obtain updates on business or operational changes, and many other topics.

Drills & Exercises - We hold regular drills and exercises with our clients and run about 60 per year on average.

Site Visits - We also like to visit with our clients whenever possible, and many of our plans and programs include different forms of training at no additional cost.

Member-Partner Meetings - Aviem and the Foundation conduct our Member-Partner meetings every year and in multiple locations most years. 2018 was a busy year with meetings in London, Hong Kong, Miami, and Santiago. This year our America's conference was in Burbank in April, and our next meeting is in London on December 4-5. In 2020, we already have plans for a large regional meeting in Anchorage for next October.

Moreover, of course, we communicate regularly with individual clients and members via email, phone, and web conferences. Our goal is to continually "connect the dots" between you and us. We want you to know how we operate, what to expect, and to make sure you know how to get the maximum benefit from the services we provide. So, vendor or partner?

We here at the Family Assistance Foundation and Aviem will always be your partner.



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

President & Co-Founder
Family Assistance
Foundation

Book Recommendation:

Heart Intelligence

Connecting with the Intuitive Guidance of the Heart

By: Doc Childre, Howard Martin, Deborah Rozman and Rollin McCraty

This book is a must-read for all helpers, regardless of their professional field. The authors of the book are the leaders of the HeartMath Institute, led by Doc Childre, the Founder who is a global authority on optimizing human performance and personal effectiveness. He is the originator of the HeartMath System, a set of practical, heart-based tools and technologies that all people can use to reduce stress, improve performance, and enhance health and well-being.



The book is dedicated to the increasing numbers of people who are feeling a desire for a deeper connection with their heart. The mission at the HeartMath Institute is to help people bring their physical, mental, and emotional systems into coherent alignment with their heart's intelligent guidance system. The guiding feelings of the heart have been referred to in writings throughout millennia and the tools and exercises in this book can help unlock this inner guidance system. The techniques also help the reader learn to connect better with other people resulting in higher solutions to our global problems.

The authors teach that by establishing a partnership between our mind and heart, along with expanding our love, kindness, and compassion, this will become the new baseline for creating the world as we want it to be. The research and tools are dedicated to simplifying this process in cooperation with like-hearted others who hold important pieces of the puzzle.

Depression Awareness & Suicide Prevention Training

The Foundation is committed to raising awareness about how every person has an opportunity to assist others in staying safe at all times and particularly when tragedy strikes. Sometimes the tragedy is the result of a traumatic loss, and sometimes it is the result of life circumstances.

The Foundation offers two types of training programs.

First, **QPR Gatekeeper Training**, which is based on a research-based intervention out of Washington State, US. This is a 3-hour program anyone can attend for a small donation of \$25.00 to the Foundation. A letter will be given for the donation that can be used for tax purposes as the Foundation is a 501c-3 charitable organization.

This year's program on September 27, 1-4pm, in Atlanta, will include three guest speakers who have experienced the loss of children in plane crashes. The speakers will share with us the role that others played in assisting them in their survival and helping them rebuild new lives in the aftermath of unspeakable loss.

A videotaped interview will also be presented involving a transgender airline pilot who transitioned from male to female after 40 years of suffering. Captain Kelly Lepley has generously given us her story so that we may have a better appreciation and understanding of the issues members of the LGBT community are faced with. And most importantly so that we can help support them in their plight which is so often misunderstood by the misinformed and uneducated world in which we all live. 40% of transgender individuals end their lives due to a lack of understanding by others. Members of the LGBT community at large are among the least understood by family and friends, thus far too many suffer and eventually end their own lives.

Second, **Train-the-Trainer** - 8:30-12:00 (trainers only)

- Trainers learn the basics behind the Gatekeeper Training and much more about the international suicide epidemic.
- The program trains instructors on how to present the Gatekeeper program to others.

continued on page 8



Ana-Maria Dumitru
General Manager,
Client Services -
Europe, Middle East
& Africa

Drills - Important Aspects Part 1: Activation Call Exercise

We think it is important to stay in touch with our clients, and we try to connect once every couple of months or so to see if there is anything new that needs to be updated. One of the ways to stay in touch is by performing drills/exercises. We very much appreciate the importance of practicing and rehearsing the emergency plans and there are always important takeaways from the drills we perform together.

One of the drills we conduct is a simple activation type drill where the point of contact (POC) designated to activate Aviem in an emergency places a call to our 24/7 Emergency Communications Center and role-plays an activation request. This only takes a few minutes and it allows an opportunity to practice what would, in an emergency, be a very difficult task for the person making the call. We know that in the early stages of a crisis there is a lot of information that is unclear or missing and we also know that without following a good checklist, chances are that the person making the activation call will not be able to provide extremely important details that would speed up the process.

This is why, when we conduct Activation drills and when we follow-up with our clients we take an opportunity to outline how Aviem and the client interface in an emergency. We follow checklists and the activation call should be part of our POCs checklist too, with clear information outlined on what to expect from that initial interaction with an Aviem Duty Manager.

In some cases, the person making that first activation call is not our primary POC in an emergency. We encourage our clients to allow everyone to practice making the call too, so they become comfortable with this process. It is extremely important to ensure that if there is someone that may need to activate us – primary POCs, secondary POCs or other members of the team – they are encouraged to practice making the call.

A few good questions to ask when reviewing ERP information:

- When was your last activation drill?
- Is everyone that could be making the call in an emergency ready and comfortable with the process?
- Is making the call part of a special section in our POCs checklist?



Dede Young
Administrator
of the Foundation

Atlanta Annual Team Member Training September 25-27, 2019 Courtyard Atlanta Airport North

Each year, our current team members, along with prospective team members, gather in Atlanta for annual training. This training is held to refresh our current members on what they have learned in the past, along with training our prospective members.

This year we will offer Care (Face-to-Face) and FSR (Telephones) training on September 25-26, 2019. QPR Gatekeeper and Train-the-Trainer will be held on September 27, 2019.

We will also have Karen Perry and Glenn & Carole Johnson share their stories about loss of family members on Friday.

The Foundation is always interested in adding new team members. If you know someone who may want to attend our September Annual Training please contact Dede Young at dede.young@fafonline.org



Rosangela Maxwell

General Manager,
Client Services -
The Americas

Working With You, In YOUR Language

Before starting my career with Aviem I used to work in a multi-cultural and multi-language environment (cruise ships) where I loved to be able to communicate with guests and crew with different languages—other languages different than my mother tongue, Italian.

Moving to the US, back to land, was a really big change for me. I soon started missing the multi-cultural and multi-language work environment.

When I started working with Aviem, I had enough experience as a Care Team responder. I had supported families in distress, in foreign countries and sometimes in a different language i.e., Spanish, French, Italian, etc.

After I joined Aviem, I started helping the Call Center Department and was primarily involved in the 'Operations' part of the business. However, when I started interacting with our Spanish speaking clients, it was evident that I was enjoying that part of the business too. Eventually I was assigned to take care of our South American clients.

It felt so good to start communicating again in Spanish, supporting our clients in their language and again feeling the multicultural vibe. I am very honored that Aviem is supporting many of the major South American Airlines and even more honored to be the one in direct contact with these airline clients.

We do exercises/drills in Spanish and we communicate in Spanish on a daily basis.

I feel that communicating and assisting our clients in their own language helps to develop a better relationship—a more personal relationship, as we literally 'speak the same language' and interact with them in their terms.

At Aviem, we believe that each client deserves to be treated with a personal touch and to be assisted the best way we can to make them feel comfortable. We are in the "caring" business and we want to take care of our clients the right way. Our goal is to make a natural connection with people who need what we have to offer. If we can do it in their own language, why not?

Depression Awareness & Suicide Prevention Training continued from page 6

1:00-4:00 - Gatekeeper Training (open to the public) and part of the TTT program

4:00-5:00 - Final module for Train-the-Trainer (trainers only)

Cost for Train-the-Trainer

\$700.00 which includes a complete QPR training manual for more education and a 3-hour module complete with powerpoint slides, facilitator guide, role-plays and 25 booklets for distribution for the first training class trainer presents.

The certification is for 3 years and the only investment after that is for the booklets for each class taught after certification. The booklets cost \$2.50 each and can be purchased through the Institute or through the Foundation for the actual cost that the Institute charges all trainers.

UPCOMING EVENTS

Atlanta Annual Team Training

Care (Face-to-Face) and FSR (Telephones)

September 25-26, 2019

QPR Gatekeeper and Train-the-Trainer

September 27, 2019

UK-Europe

Member-Partner Meeting

December 4-5, 2019

Museum of London Docklands

London

Watch our website and upcoming newsletters where QPR Suicide Prevention Gatekeeper, Train-the-Trainer programs, and upcoming HSR™ Workshops will be announced.



Kari Morgan
Lead Manager
Marketing &
Communications

As Manager, Marketing and Communications, I am really excited about Dr. Coarsey's booklists campaign! Each month a different group is featured. Last month was "Children & Teen Survivor" month, and August is dedicated to books under the "Responders" category. This helpful list outlines the author, about the author, why Dr. Coarsey chose the book, and a link for purchase. Over the years Dr. Coarsey has often been asked for different book recommendations for those seeking guidance for themselves or loved ones. Book selections will be released weekly via Social Media and can also be found at [Higher Resources](#).



Now a helpful collection of book recommendations for Survivors, Responders, Conscious Leaders, Seekers, and [AuntSissyReads.net](#) is available for all to enjoy.

Please see below, a detailed description of the categories, and note that the "Survivor" category is sub divided into "Adults" and "Children & Teens", as well as "Survivor Traditional and Survivor Seekers."

In other exciting news, Dr. Coarsey and I have been working diligently on transferring all of Higher Resources videos and DVD's into digital media. This content will be re-released by early fall via Vimeo, and available for streaming or purchase for a small donation to the Family Assistance Education & Research Foundation. More details to come!

SURVIVOR TRADITIONAL

ADULT SURVIVORS

Losing loved-ones causes most people to look for peace during turmoil. For many survivors I have interviewed, the church or faith they grew up in provides a framework for their mourning process. For people who do not attend a church or belong to a religious group, family rituals, and cultural practices often provide direction for grief. Books on this list pertain to grief in general, with or without religious references, and offer consolation to all who are grieving.

CHILDREN & TEEN SURVIVORS

Books on my children's list are primarily intended to assist parents, teachers, and other adults who are supporting children and teens who are grieving.

SURVIVOR SEEKERS

For many people, when a loss occurs, a hunger for a greater understanding of life beyond death becomes a primary focus. I have interviewed people who were atheists or agnostics until someone very close to them died. After the end of the earthly life of a cherished loved one, many long for a way to connect with their deceased and their search for a new view of life after death begins.

While not every seeker is a believer, most are driven to discover answers to the big questions and mysteries that for many, religion addresses. There are numerous people today that refer to themselves as "spiritual but not religious" (SBNR's). Researchers who study members of this group tell us that SBNR's are driven to find answers to their own spiritual questions. Longing for personal spiritual experience is key to survivor/seekers—whether religious or not. Books on this list include discussions about spiritual experiences that may or may not include references to religion.

BOOKS FOR RESPONDERS

Responder refers to Care and Special Assistance Team Members, as well as all first responders, other medical personnel and all who assist survivors in the acute phase of a traumatic loss.

CONSCIOUS LEADERS

In 2004, I published ***Handbook for Human Services Response™***, the first 16 years of interviews with survivors (those who lived through the tragedy, employees, leaders, and family members) of many types of disasters—particularly crises that occurred in the workplace. I included a chapter called Conscious Leaders. Following is the introduction to that section of the book;

I have had the opportunity to interview and work with several men and women who have become conscious of what authentic leadership is about. Honoring the trust that consumers, customers, and employees alike place in them, they value people more than money, and they allow the wisdom of the heart to guide their intellect. Humility and vulnerability are as apparent in their interviews as their compassion and a deep sense of commitment to those they serve.

Books on this list include those written by authors who promote human values that are timeless and reflect awareness that while machines and tangible objects can be replaced, human beings cannot.

BOOKS FOR SEEKERS

Many people referred to as “spiritual but not religious” (SBNR), are eager to consider the big questions that theology attempts to answer—on their own. Interviews with SBNR’s show that some abandoned organized religion as their questions could not be explained to their satisfaction within the faith they were raised to follow. Yet, not all who are seeking a greater understanding of the big questions about life and death, have necessarily rejected organized religion. While many seekers practice a religion, the commonality they share with non-practicing religious people is that both are open to learning about various religions, Eastern philosophy, and other traditions. Many seekers who follow a specific religion, don’t feel their faith limits their opportunity to learn and grow. Seekers are intent on finding spiritual truths that resonate with them personally.

AUNTISSYREADS.NET

Albert Einstein said, “The intuitive mind is a sacred gift, and the rational mind is a faithful servant. We have created a society that honors the servant and has forgotten the gift.”

In my family of origin, many relatives are traditional in their beliefs and comfortable with the teachings of the religion in which they were raised. While I am a Christian, I do not feel confined nor constricted by my faith. I am not afraid to explore ideas that some more traditional religions might reject.

As a certified hypnotherapist, I have personally seen present situations healed when someone accesses memories from the past and brings to light information that has a bearing on their current problem. Thus, my willingness to read and learn about others’ experiences, that goes outside what some consider ‘normal.’

Because of their understanding about me, my life’s work, and my general open attitude, the younger generation in my family have always felt comfortable in asking me for suggestions on books to read that explores subjects like reincarnation, past-life experiences, and other topics that are accepted in the Eastern religions and Eastern philosophy in general.

continued on page 14



Cheri Johnson
Executive Assistant

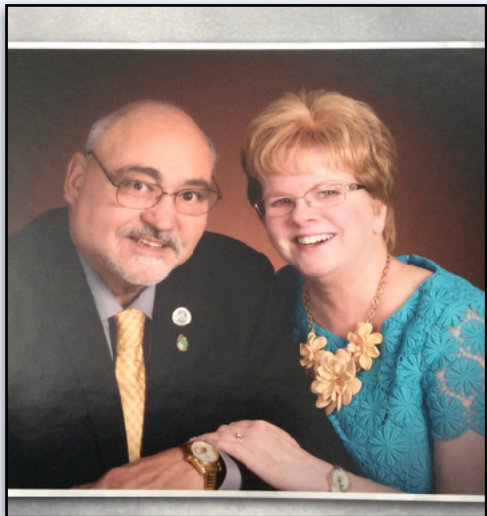
Looking Back on My First Year with Aviem and the Foundation

July marks my first anniversary with Aviem and the Family Assistance Foundation. It's hard to believe it's been a year already, but in some ways, it also feels like I've always been a part of the team, because of the way they have welcomed me. The best part of the last year has been getting to know the team and meeting so many amazing, new people that I now consider friends.

I love my role supporting Jeff, Carolyn, and the rest of the team. The highlight of my first year was definitely the Member-Partner meeting in Burbank, just a few months ago. I have also enjoyed taking on the role of editing and formatting the monthly **QPR Quick Quotes** and **Wednesday Wisdom** articles, which I have done since the beginning of 2019. Carolyn writes so many great stories, filled with wisdom, honesty, and inspiration. I enjoy reading them each month and assisting her, enhancing the articles even more.

One of my favorite's was the **Quick Quotes** from March; **Something Was Finished, but Not Betty**. All of the challenges that Betty was able to overcome were so inspiring to me. As a mom and someone who has experienced the effects of divorce within my own extended family, I could relate to some of her struggles. Reading about the ways that she chose to overcome those struggles and the support she sought from those she could trust, was a reminder.

The story reminded me that even if we don't have people immediately around us that we can turn to, if we look hard enough, we can find someone who will be willing to help us. It isn't always easy to ask for help, but it is sometimes necessary, especially when a life is dependent upon it. It also challenges me to do my best to be there for others when they are struggling and to reach out to those in my sphere of influence more often. Sometimes we can get caught up in the busy-ness of our own lives that we fail to reach out to those we care about as much as we'd like to. I have a long way to go, but I am grateful for my work with Aviem and the Family Assistance Foundation and the ways that I am encouraged to simply be a better human and I'm looking forward to continue learning, growing, and helping in my role with this wonderful organization.



Carole and Glenn Johnson lost their only daughter, twenty-one-year-old Beth Ann, in the 1988 bombing of PAA Flight 103. A total of 270 people died from the terrorists' bomb including eleven elderly victims who lived in the small village of Lockerbie, Scotland. Carole and Glenn have made immeasurable contributions to survivors, airlines, and the world at large in their plight to bring about improvements in everything from safety and security to survivor assistance. April 3, 2019, **Wednesday Wisdom** (see Resources in www.fafonline.org) features an update on the Johnsons and

more about the thirtieth-anniversary ceremonies from this past December.

Those who attend our Depression Awareness Suicide Prevention program on September 27 in ATL will have an opportunity to meet Carole and Glenn and learn more about the powerful role that others continue to play in supporting them and other families of traumatic loss.



My First Deployment with Aviem and the Family Assistance Foundation

By Cindy Long



Cindy Long

Being paired with David was one of my biggest blessings. We both had no idea that this pairing was going to work out so well. I so see the benefit of a male-female pairing, as upon our arrival at the family's home, we split, David assisted the men, while I assisted the women. We talked about it with the family at the end of this and they stated it was just the instant connection, not something that was thought about. I learned so much from David as he is a PRO, I am usually the take charge person, but I respected his experience and let him lead. He is such an asset to this program and had all of the statements down perfectly, I was beyond impressed.

As he knew the Foundation so well, he was a great asset to us in getting our strong hold with the rest of the family. We started by bringing in food, lunch, then dinner on the first day. We did not stay long on the first meeting, we went, got food, delivered it, said we would be back with dinner and left that afternoon. David had given them the business cards and told them to call anytime if they needed anything. We had explained to them the things we do, the different ways we can help. It only took a day for them to really start using us and we were busy. However, we sat in a few parking lots, waiting for an appropriate time frame to ask to stop by.

The majority of this is text book. Where it all changed was when we knew they were taking the deceased man whose family we were assisting home for burial. We had asked Jeff Morgan if the family wanted us to go, was

This was my first deployment and following is my account of the experience. Following a shooting, I was paired with another team member, David Rothmeier who had responded numerous times for the Foundation. We assisted a family where the father was killed, leaving behind his wife and three young children.



David Rothmeier

that an option and he said yes. We told them we could go with them to their hometown, but only if THEY wanted us to. We assured them we would not be insulted in any way if they didn't need us anymore. The company leader jumped in immediately and said it was up to the wife of the deceased. However, he thought she should continue with us as we knew what we were doing in these situations and she would need our help.

The company chartered a private plane to their hometown. David and I saw the ENTIRE family off to the airport. We drove one family member to the originating airport the day before and the next day saw the rest of the family off to the private airport. We had three SUV's ready to take them and the luggage. The widow we were assisting forgot some things and they trusted us enough to give us the code and go into the house to find the items and bring them with us to their home state. We loaded all of their garbage into our SUV and dumped it at our hotels dumpster as they were missing garbage day in the neighborhood. It is the little things that make a difference. We left later that evening for their hometown and the REAL story began.

Lessons learned the first few days: USE your partner, give each other space to do what we all do best. Don't feel you are left out if one family member doesn't connect to you, because someone else will. USE your extended teammates! We needed help and weren't afraid to ask, we needed extra cars for the airport run, we needed car reservations for us and for family in the home state, we needed hotel reservations...it was kind of like a "do over" in another city. Jeff was great in connecting us with our outside reservations' team. It was late in the evening, so my past skills as a concierge were a great help. DON'T wait for someone else to do it, if you don't get an answer, just move forward, make a decision.

This incident would be a book if I let it, so I am just going to try to give you a summary:

Everything that could possibly happen did. Everything that happened we handled. We felt like event-planners, this was a BIG deal in this small town.

The family wanted us at the funeral home, sitting in the waiting area just in case they needed us on several occasions. We seemed to be a sounding block for the family. The company representative had taken on so much, lots of guilt and he was trying to do it all, he needed us so much. The parents of the deceased employee were wonderful, (this was the second child they had buried), his dad and uncle were both ministers, the faith that this family had is what carried them. The deceased man had a twin sister as well, she was the only child left, this was such a close-knit family. Now that we were in their home state, it seemed David and I were divided by the FAMILY sides and not the male-female division. David was handling the deceased's family and I his wife's family.

We were asked to cater a family get together of 50 members in one day. YES, we did it! This was a tough one as we were not sure if the company would pay for something like this, so many conversations went back and forth. All was handled, the company was great, yet again. Our connection through the company representatives was instrumental in all of this. We were asked to join in by the family, however we both declined as we didn't feel it was our place. Remember, this a Southern family, once you meet them, they invite you in and treat you like you are part of it. We didn't want to insult anyone, so we were gentle in our decline of the invitation. We did accept a later offer, more on that to come.

We brought the widow's favorite food and drink miles into the country, because they asked, we did it! We sat on the floor and played with the kids so she could talk.

We organized and booked hotel rooms for the arriving family members, we hired and provided transportation to and from the funeral for the family. This was when David's and my skills and our relationship really aligned. We decided we both couldn't be involved in everything so we both took tasks, yet at the end of the day or first thing in the morning we would regroup and discuss where we were.

I did the hotels as that was my field in the past and David did the transportation. Dede was wonderful in helping us make final reservations and payment. We inspected the hotel rooms beforehand; I chose specific rooms for family members as each one was different, and I was not about to put them in a crummy hotel.

David worked on the transportation which was trying in a small town. We thought we had everything set and then the widow decided she did not want the black transport

vans as they looked like prison vans and "the guy that killed her husband should have been in those, not them".....back to the drawing board trying to find limos. Poor David, he got the hard part, but handled it fabulously. We came up with every option we could find, and we were actually going to drive to a nearby city and rent a couple of black Suburban's if necessary. We ended up contacting the corporate person assigned to assist us. She was able to have them sent over from the office. We pulled it off in the end! (with gratitude to the company.)

The funeral was in a wedding venue site downtown. A team of police were involved in blocking the streets and keeping the media away. David handled all of the coordination for drivers and positioning of the SUV's with the church volunteers. So strange, this place was completely booked up and they just "happened" to get a cancellation for that weekend.

Speaking with someone setting up the family items at the viewing, she told us there was a family picture that the widow had wanted to display as it was the last one taken at Christmas. She said there were no copies and you would have to get permission to print from the photographer and she was disappointed. I asked if it was the one on FaceBook? I showed it to her, she said yes. I said "We got this." I copied it to my photos, sent it to Walgreens, David and I went and got it within 30 mins, ran by Hobby Lobby, got a frame, tape, etc. Sat in the back of the car, David drove, I finished putting it together just as David pulled in. An 8 X 10 Family photo framed...DONE!...a few hours before the viewing....

Just as the viewing was about to happen and people were arriving, a tornado warning was issued. They had to stop the viewing and ask people to take shelter. Only one police officer, so David and I jumped in. I evacuated the parking garage where people were waiting to get into the viewing, to the Baptist Church across the street which the



officer said had just opened for them. David evacuated everyone to the basement of the venue. The wife did not want to leave her deceased husband alone. I know David was helpful in getting her to the basement. We were right in the path, sirens blaring, but we were spared, and it went north of us....so back to the viewing. You just never know what is going to be thrown your way, not sure if I would have believed all of this if I wasn't a part of it.

Seems like we were involved in so many different lives during this incident. We were involved with the funeral directors, familiar members and friends. Everyone was coming up to us hugging us and thanking us for all we were doing. After the service and burial, we were asked to come to the Baptist Church for dinner—we said no, but quickly realized that it was hurtful to them that we were not coming. So we did go. I have never seen so much food in my life, what a close-knit community, everyone pitching in to bring food and serve the food. Seems like the entire place knew who we were and wanted to thank us. Saying good-bye was hard. The wife we had assisted was crying and said she could have never made it through this without us. It was beyond a rewarding experience.

It seems funny in life sometimes, how people are put in a situation that ends up being so right. This is a personal note that just seemed so fitting in our connections. David had time alone in the car with the deceased employee's wife. She had asked him how he got involved with FAF and if he had lost anyone. He told her about his wife passing away. She asked "Will I ever find love again?" David said he did, so no reason she couldn't. Later in the airport she asked me the same question. I told her about my boyfriend passing away five days before my retirement flight, and that he too had sent a text that morning, saying...."In the grand scheme of things, this is not life threatening". Neither of us, the widow or myself had the opportunity to say good-bye. All of us thought we had our lives planned out perfectly and then..... A combination of David's and my experiences, which neither of us would have ever mentioned had she not asked, seemed to be very important and comforting to her. It seemed to solidify and draw us closer. I have a feeling one day she will be speaking in support of the Family Assistance Foundation.

Lessons learned yet again:

- LISTEN, don't try to fix it, just do what is asked of you if you can.
- Pack accordingly, you never know where you will end up or how long you might be gone. We went from snow to rain and warm temperatures.

- Often you find answers outside of your team. The company was a big help to us as well. Especially with transportation.
- Fit into the environment you are put into. (David and I both having a small country town background made this so much easier as we knew the culture of the area).
- Expect the unexpected and go with it.
- Do dry runs of where you will be going if you have time, nothing worse than being lost or late in our book.
- Make detailed plans, write everything down as you won't remember.
- Do what you are good at, let the other person do what they are good at and work together on the other things. TEAMWORK!!!

This is a little "all over the place" and there is so much not included.

David and I both left with the thought that we had done a hell of a job, we engaged our family and made this horrific situation a tad better for them. Again, I thank David for all of his input and would be proud to be his partner in any incident in the future.

Two days ago I received a text from the widow's sister giving me an update and saying "we think of you often"

One of the hardest things is to let go, so it was wonderful that they reached out.

Cindy

Carolyn Coarsey's Booklist Campaign continued

The list of books that appear under this heading is intended to provide information for those open to exploring experiences which transcend the five senses. It is the sixth sense (intuition) where we often receive the help we need during stressful life experiences. The sixth sense is associated with intuition and comes from a balanced head/heart or balanced left/right hemispheres of the human brain.

Books that appear on auntsissyreads.net are some of my favorite books that provide hope and inspiration for those who believe they are not limited to life on earth. Those who read books on this list need an open mind and a willingness to consider that there is more to life than our human experiences.

Sky Airlines



Jeff Morgan Meets with Member/Partner Sky Airlines Membership Leadership Team

The Foundation welcomes some of our newer members:

Air New Zealand
Alaska Hotel & Lodging Association
Brisbane Airport Corporation
Cheniere Energy, Inc.
CIE Tours International
ConocoPhillips Aviation
Crystal Cruises
Dallas Fort Worth International Airport
Exec 1 Aviation

Greater Orlando Aviation Authority
Hartsfield-Jackson Atlanta International Airport
Iberia Airlines
Loganair Limited
Prescott Support, Inc.
Privilege Style Airlines
Southwest Florida International Airport
Turnberry Associates
Volaris El Salvador