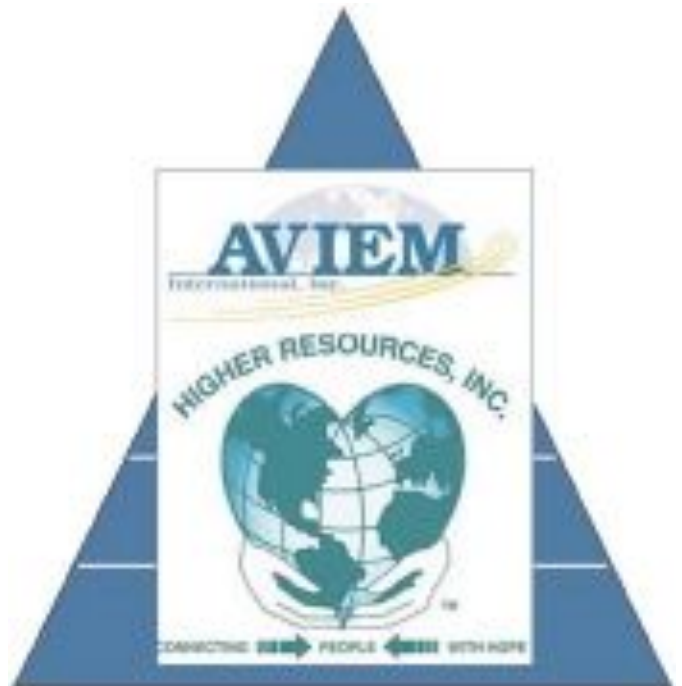




Working Together is the Answer

Family Assistance Workshop

A special two-day workshop for airports, airlines, cruise lines, business & industry, EMS, hospitals and all professionals involved in responding to disasters



Brought to you by the Family Assistance Foundation, Aviem International, Inc. and Higher Resources, Inc.

JOHANNESBURG, SOUTH AFRICA

28-29 MARCH 2012



About the Workshop



Overview

You are always concerned about how best to support people affected by tragedy, whether an accident involves one family or thousands as we have seen in recent man-made and natural disasters. We face even further challenges when confronted with the additional complexities surrounding language, culture and religion.

This workshop will provide participants with an innovative approach to helping that transcends both language and culture. Participants will come away with the confidence to assist any person, regardless of their background.

Workshop Format

Lecture, discussion, and video clips of actual disaster survivors are all used in the workshop as well as stories from actual survivors joining us for the workshop. Participants can be assured of an interactive and informative session.

Workshop Details

The workshop will be held at the Garden Court O.R. Tambo International Airport (Johannesburg) Workshop times will be from 8:30 AM to 5:00 PM on Day One and 8:30 AM to 4:30 PM on Day Two. Lunch and break refreshments will be provided.

The Workshop Program

This innovative program is the first presented of its kind by Aviem and the Family Assistance Foundation in South Africa. The workshop will provide participants with hands on training using the Human Services Response approach developed by Dr. Carolyn V. Coarsey.

Dr. Coarsey's work is based on over 27 years of research in working with passenger and family survivors. This approach transcends cultures and languages by focusing on issues of humanity and how trauma affects all human beings regardless of their cultural, ethnic or religious backgrounds.

Highlights of the workshop include:

- Introduction to Human Services Response™ and how it differs from traditional clinical/counseling approaches;

- Practical application of Human Services Response™;
- Latest research on traumatic stress as it relates to what helps or harms survivors;
- Accessing and connecting with resources that can help you and your organization following trauma;
- Challenges faced by employees following disasters and other tragedies;
- Challenges faced by families in the aftermath of a major disaster;
- The role of companies and other organizations following natural disasters in supporting victims and surviving family members;
- The role of companies and other organizations following terrorist attacks in support victims and family members;

- Recommendations for how organizations can identify and connect with additional local and regional resources that can assist your company following disasters;
- How organizations can integrate the use of multi-agency resources with their own internal plans in order to provide consistent and compassionate support to all survivors, regardless of language and culture.
- Corporate Transcendence: What other organizations have done to help integrate a tragedy and move beyond it.

Additional Workshop Information

In addition to your instructors, the workshop will feature a number of passenger and family survivors, both on video and in some cases, in person.

Lodging & Transportation

Official hotel for the workshop will be the Garden Court O.R. Tambo International Airport.

A special rate of R 902 (USD \$110)/night, breakfast included, has been negotiated for workshop participants. This rate is limited and offered on a first come, first served basis. Please contact the hotel directly at +27 11 392 1062 or via email at gcortairport@southern.sun.com.

Registration Information

You may register online by going to the Family Assistance Foundation website at www.fafonline.org or the Aviem International, Inc. Website at www.aviem.com. You may also register by completing the registration form attached and faxing your completed form to +1.678.623.0437.

The cost of the workshop is R2500.00 per person. An early registration price of R2200.00 is available if you register by 28 February 2012. Family Assistance Foundation members receive a 10% discount off workshop registration.

Questions or Additional Information

For questions or additional information about this workshop, please contact Jennifer Kinney at jennifer.kinney@aviem.com or by phone at +1.404.881.2895.

About the Family Assistance Education & Research Foundation, Inc.

The Family Assistance Education & Research Foundation, Inc. is an independent non-profit corporation founded in 2000 for the purpose of empowering people following tragedy. Our mission is to support and improve business and industry responses to emergencies and disasters. The Foundation takes a unique, research-based approach to helping organizations successfully meet survivor's (customers, affected families, employees, any member of the public impacted) needs by coordinating and mobilizing resources during the acute phase of a crisis and beyond. The Foundation's annual symposium provides member organizations, as well as survivors, the opportunity to share lessons learned and information about how to continually improve response efforts and business practices. Foundation education and training programs support members by monitoring the long-term outcomes of those impacted by tragedy. Promoting awareness and building skills and knowledge for those who are charged with responding are crucial elements of the Foundation's fully integrated training and support programs for business and industry.

Workshop Instructors



Carolyn Coarsey, Ph.D.

As a former corporate human resources director, and a family survivor of a commercial air disaster, Dr. Coarsey long ago recognized the need for educating those who wish to serve survivors of trauma about the practical side of response. Her own life experience coupled with interviews with other survivors resulted in an approach to helping referred to as Human Services Response™, a practical, nonclinical approach designed to help those in crisis regain control over their environment. She has experienced first-hand the reality that when tragedy strikes one family, an organization or an entire community, no one responder or group can meet all of the needs of those in crisis.

Human Services Response™ (HSR) is an interdisciplinary approach for the integration of the skills and services offered by all individuals and groups who wish to serve others during the aftermath of trauma. HSR honors the various roles, while placing the survivors' needs first.

Her doctoral dissertation *The Psychological Aftermath of Air Disaster: what can be learned for training*, 1992, University of New Mexico, supported by the Medical Research Division of the Federal Aviation Administration, (CAMI), focused on the influence that community and organizational helpers have on survivors of fatal airline crashes, and this became the basis of her work today.

She has conducted research on survivors of terrorist attacks, industrial and natural disasters over the past 26 years and published numerous educational videos for helping businesses, military organizations, crime victims' groups and other agencies learn from survivors about preferred practices and procedures. Her book *Handbook for Human Services Response: a practical approach for helping people* details the beginning of family assistance as it is known today, in both the US and the United Kingdom, and contains interviews with survivors from both countries as well as other parts of the world who were instrumental in the evolution of this time honored approach for assisting survivors of all types of tragedies. Dr. Coarsey has presented workshops on Human Services Response™ (HSR) throughout the US and Canada as well as Japan, South Africa, Northern Africa, United Kingdom, South America, Australia, and Europe.

In addition to being a psychotherapist, Dr. Coarsey holds a Ph.D. from the University of New Mexico from the College of Education, with program emphasis on Managing Trauma in the Work Place. Dr. Coarsey is the principal in her training and publishing company, Higher Resources, Inc., and serves as Vice President of Corporate Philosophy for Aviem International, an organization dedicated to assisting corporations in planning, as well as responding to business and industrial disasters. She also serves as President of the Family Assistance Education and Research Foundation, which she co-founded in 2000 with Jeff Morgan, President of Aviem International for the purposes of empowering survivors of disaster by educating and empowering all who choose to serve.



Jeff Morgan

Jeff Morgan is President & CEO of Aviem International, Inc. Aviem International is dedicated solely to the task of helping mass transportation companies, corporations and other organizations prepare for disaster with planning, consulting, training, exercises, along with critical disaster management services.

Jeff Morgan created Aviem International, Inc. after a 20-year career with Delta Air Lines, Inc. During his last six years at Delta he was instrumental in creating Delta's first dedicated emergency management department, responsible not only for aircraft emergency response procedures, but general emergency preparedness, disaster recovery and business continuity planning.

Jeff Morgan is widely recognized within the airline industry for creating the program that set the standard for how airlines respond to disaster with the joint Delta/Swissair response to the Flight 111 tragedy in Halifax, Nova Scotia.

Jeff Morgan currently works with companies around the world, including airlines, rail companies, cruise lines, medical facilities and other corporate/industrial clients. He is a commercial pilot with ratings for single engine land fixed wing aircraft and hot air balloons. He is co-founder and Chairman of the Family Assistance Foundation.



Registration

Family Assistance Workshop
O.R. Tambo International Airport, Johannesburg, South Africa
27-28 March 2012

Register online at www.fafonline.org for fastest confirmation of your participation in this workshop. However, if you prefer you may also complete the form below and fax it to us at +1.678.623.0437. We do not recommend that you mail your registration form.

<input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MISS		FIRST NAME	
LAST NAME			
COMPANY			
JOB TITLE			
BUSINESS ADDRESS			
CITY		STATE/PROVINCE	
POSTAL CODE		COUNTRY	
EMAIL ADDRESS			
BUSINESS PHONE		MOBILE PHONE	

REGISTRATION FEE

- R2500.00 - NON FOUNDATION MEMBERS (R2200.00 if registered by 28 February 2012)
 R2250.00 - FOUNDATION MEMBERS (R1980.00 if registered by 28 February) (Subject to membership validation)

FORM OF PAYMENT

- American Express MasterCard Visa Discover Check Cash (at door)

CARD NUMBER			
EXP DATE		SECURITY CODE	
NAME ON CARD			

Checks should be made payable to Family Assistance Education & Research Foundation.

CANCELLATION POLICY

No refunds will be issued for this workshop, however, substitutions are permitted. Except as otherwise provided in the Exceptions and Limitation of Liability section below, if the Family Assistance Education & Research Foundation decides to cancel the Workshop, for any reason [except those listed in the Exceptions and Limitation of Liability section (below)], any and all prepaid admission fees prepaid shall be fully refunded.

EXCEPTIONS AND LIMITATION OF LIABILITY

The Family Assistance Education & Research Foundation, Inc. and those involved with the preparation/implementation of the Workshop will not provide refunds and are held harmless from any and all claims, losses and damages (including attorney's fees and any costs involved because of said claims), on account of: lost or damaged articles; accident; any mishap due to alcohol or drug abuse; death; injury; illness; disruption; delays or cancellations caused by weather conditions; any mechanical or electrical difficulties; strikes; lockouts; police and/or law enforcement activity; act of God; natural disaster; act of War; act of Terrorism; and/or any other event beyond their control. The Family Assistance Education & Research Foundation and those involved with the preparation/implementation of the Workshop assume no liability for non-refundable transportation costs, hotel accommodations or additional costs incurred by registrants. The Family Assistance Education & Research Foundation and those involved with the preparation/implementation of the Workshop reserve the right to immediately eject from the grounds those that violate the Foundation's code of conduct. In addition, this includes anyone engaged in violence, provokes violence, is confrontational and/or disruptive to anyone at or adjacent to the event area. The Family Assistance Education & Research Foundation and those involved with the preparation/implementation of the Symposium are not responsible and assume no liability for any personal property lost and/or damaged at the convention. Participants are prohibited from recording any portion of the workshop in video or audio form.