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WestJet Employee Receives International Service Award

Barbara Webster honored for her contributions to the lives of those affected by traumatic events.

CALGARY, ALBERTA, CANADA – September 22, 2009 – Calgary resident Barbara Webster was honored at the 2009 FAF Aviation conference last Tuesday in Calgary where she was presented with an award for her work expanding WestJet Airlines' emergency response programs and stewardship.

Webster, who serves as Manager of Emergency Response for WestJet Airlines, was presented with the Family Assistance Foundation's (FAF) "Sharing the Journey™" Award by the Atlanta-based Foundation to honor individuals who have made significant contributions to programs that help survivors of tragedies and other emergencies.

At WestJet, Webster has helmed the efforts to ensure that the airline has a team of employees trained and ready to properly respond in the event of a major catastrophe. But Webster has taken the programs a step further and expanded the airline's attention to passenger needs to include involving her team anytime a WestJet customer experiences an individual crisis during their travel. This approach has helped solidify and expand the airline's fiercely loyal customer base by illustrating each and every day that when problems occur WestJet employees are actively involved in responding to the human needs that are present.

"Barbara has been a true champion within the field of family assistance," said Dr. Carolyn Coarsey, co-founder of the Family Assistance Foundation. "Beyond her work managing WestJet's emergency response teams, which elevates and tangibly demonstrates the airline's commitment to their customers, Barbara has consistently shown her own dedication to our work by volunteering her time and staff to help the Foundation."

Three other individuals also received awards for their contributions to programs that assist those who have been affected by traumatic events.

Richard and Marie Anderson, of Weaverville, NC, also received a "Sharing the Journey™" Award from the FAF. The Andersons became involved with family assistance after their 18-year-old daughter survived the crash of American Eagle flight 3379 in North Carolina in December of 1994. Having experienced the benefit such programs provide first-hand, the Andersons were honored for their work as a dedicated volunteers for and educators of programs that assist survivors. Richard Anderson also serves on the board of the FAF.

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The final award presented during last Tuesday night's reception was presented to Joan Ferris of Dallas, TX. Ferris became the first recipient of the Family Assistance Foundation's Compassion Consciousness™ Award, an honor created to pay tribute to an industry professional who has made a significant contribution, over the course of their career, to helping raise awareness about the need for robust family assistance programs.

The awards were presented in conjunction with the 2009 Family Assistance Foundation Aviation Conference hosted by WestJet Airlines, a Foundation member.

The Family Assistance Foundation, Inc. is an international non-profit organization founded in 2000 to empower people following tragedy. The Foundation takes a unique approach to helping organizations successfully meet survivor needs and enables organizations worldwide to traverse corporate borders when disaster strikes, working together to assist those in need.

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. Its 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.

For more information on the Family Assistance Foundation, go to the Family Assistance Foundation website at www.fafonline.org or contact:

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