



Working Together is the Answer

Sixth Annual Family Assistance Foundation Symposium Program

This year's Symposium will Focus on how Mass Transportation Companies, Government, Business, and Industry can join Together to Support Survivors of Traumatic Losses.

May 1-2, 2007

Hilton Atlanta Hotel
255 Courtland Street NE
Atlanta, Georgia



See inside for registration rates and details for booking your room at the Atlanta Hilton.

Attend the Survivor Reception May 1st at the Atlanta Hilton.

Family Assistance Foundation is pleased to conduct this year's two-day symposium featuring survivors and responders who have joined together to deliver the highest possible support for survivors impacted by tragic international events. Speakers will also offer suggestions for how the integrated approach between all stakeholder organizations can be improved in future responses.

Featured Panels and Speakers

Day One

Keynote Speaker

Ms. Susan Harrison

Passenger Survivor, London Underground Bombings

On July 7, 2005, Susan was traveling to work on the Piccadilly Line of the London Underground when a terrorist bomb exploded. Susan lost one leg and the other was badly injured. Within one year, Susan had learned to ski with one leg and ran a marathon. Susan has become a role model for anyone faced with overwhelming adversity. Still managing health issues associated with the amputation and other injuries, Susan speaks frequently throughout the UK as a way of thanking all of the first responders and Care Team helpers who supported her and her family during a most difficult time. Join us to hear Susan's first presentation in the US.

Cruise Line Industry Panels

Mr. Ken Carver and Others

Founder, International Cruise Victim's Group

In 2004, Ken's daughter went missing while on a cruise. Ken founded a group to help families and cruise line victims of similar tragedies. Ken will be joined by other passenger and family survivors as they inform the audience of the unique issues of this group that have led to increased awareness in industry response.

Cruise Line Industry Responds

Leaders of family assistance teams for the cruise line industry will describe programs and efforts that are dedicated to addressing the problems that have been arisen over the past few years.

Issues of International Disaster Victim Identification

Graham Walker, National Director of Disaster Victim Identification for the United Kingdom will discuss important information for all family assistance team leaders to understand in light of lessons learned at major global disasters including the Tsunami, the London Underground bombings and others.

Honoring Survivors of Past Air Disasters

Joan Pontainte's brother, his wife and three children died in the crash of Northwest Airlines Flight 255 twenty years ago. Joan will talk about changes that have occurred in helping families over the past twenty years. Joan will be joined by other long-term passenger and family survivors who will discuss issues they have faced over the years in light of what they have done to create meaning in their lives and the role that others have played in assisting them.

(Continued on page 3)

(Continued from page 2)

Lessons Learned from Recent Air Disasters

Mr. Bill Diring, Manager of Delta Care Team will discuss the family assistance response of Comair Flight 5191, August of 2006. Issues pertaining to recovery of personal belongings from the Circuit City accident of 2005 will also be discussed.

Team Efforts between the Police Family Liaison Officer (FLO) Program and Care Teams

Care Team members assisting survivors in the United Kingdom can expect to work in conjunction with the police FLOs. Detective Sergeant Joan Sewell will describe how teams providing family assistance could expect the plan to work using recent disasters to highlight program procedures.

The Humanitarian Assistance Center of the United Kingdom

Representatives from the London Metropolitan Police will explain the Humanitarian Assistance Center that was created in the wake of the London Underground bombings of 2005, sharing video highlights about the programs that were established following these and other recent disasters involving British and other citizens.

Day Two

Above and Beyond the Norm: What Some Companies are Doing to Support Their Employees and Their Communities during Tragic Times

A panel of industry leaders will discuss things that they are doing to help employees and families during and following tragedies. Examples will be given of how many companies are taking steps to bolster your emergency response plans.

Crisis Communications in the New Media World

Blogs, iPods and citizen journalists have changed the dynamic of corporate communications today. Hear from a panel of crisis veterans what to anticipate, what works, what doesn't and what to look out for in the future.

"Reclaiming the Sky: 9/11 and the Untold Story of the Men and Women Who Kept America Flying"

In his book by this title Tom Murphy wrote about 12 survivors of the attacks of September 11, 2001 from New York, Boston and Washington. Tom will talk about the people in his book and discuss the work he is involved in developing reclaimingthesky.com into a non-profit to support aviation workers as they continue their recovery.

Research: Issues Pertaining to Care Teams and Family Assistance

This presentation will focus on current research that is related to what we are finding out about families and what is important to them in areas such as personal belongings and related topics. This session will also inform you as to how you and your organization can participate in research into these vital areas of family assistance.

(Continued on page 4)

(Continued from page 3)

The Tsunami: Suggestions for a More Integrated Approach to International Disaster Response

Robert and Jane Brewster, who reside in France, lost their son and his fiancé in the Tsunami. Assistance came to them from many different resources including the mass transportation industry, the government, business and industry. Take away lessons for coordinating with others during time of disaster to maximize your efforts and resources.

Survivors and Responders of the July 7th 2005 Terrorist Attacks in London

Transport for London crisis responders and Rail Incident Care Team members, the British Transport Police, and the Metropolitan Police coordinated with representatives from Delta Air Lines, Continental Airlines and EasyJet to help a survivor and his family. Responders from several of these areas will provide examples of how they worked together to help double amputee, Danny Biddle and his family.

The Bahrain Boat Disaster

Delta Air Lines, United Airlines and police officers offered services to families of victims of a boat disaster in Bahrain. Suggestions will be made from these responders as to how help others even when one's own company is not involved.

Registration Details

April 9, 2007 is the last date that you can register at the Hilton and receive the preferred rate offered to Symposium attendees. So register early!

Price of registration:

FAF Member	Non-Member
Before April 1 st - \$295.00	Before April 1 st - \$395
After April 1 st - \$395.00	After April 1 st - \$495

Group Registration: (Must have a minimum of five attendees for your organization or company.)

FAF Members:	Non-Member Group
Before April 1 st - \$195.00	Before April 1 st - \$295.00
After April 1 st - \$295.00	After April 1 st - \$395.00

Sixth Annual Family Assistance Foundation Symposium

REGISTRATION FORM
(PLEASE PRINT OR REGISTER ONLINE AT WWW.FAFONLINE.ORG.)

NAME									
COMPANY/ORGANIZATION									
TITLE									
ADDRESS									
CITY	STATE	ZIP							
OFFICE PHONE		FAX PHONE							
E-MAIL ADDRESS									
REGISTRATION FEES: <table> <tr> <td>Individual:</td> <td>FAF Member Before April 1st - \$295.00 After April 1st - \$395.00</td> <td>Non-Member Before April 1st - \$395 After April 1st - \$495</td> </tr> <tr> <td>Group:</td> <td>FAF Member Before April 1st - \$195.00 After April 1st - \$295.00</td> <td>Non-Member Group Before April 1st - \$295.00 After April 1st - \$395.00</td> </tr> </table>				Individual:	FAF Member Before April 1 st - \$295.00 After April 1 st - \$395.00	Non-Member Before April 1 st - \$395 After April 1 st - \$495	Group:	FAF Member Before April 1 st - \$195.00 After April 1 st - \$295.00	Non-Member Group Before April 1 st - \$295.00 After April 1 st - \$395.00
Individual:	FAF Member Before April 1 st - \$295.00 After April 1 st - \$395.00	Non-Member Before April 1 st - \$395 After April 1 st - \$495							
Group:	FAF Member Before April 1 st - \$195.00 After April 1 st - \$295.00	Non-Member Group Before April 1 st - \$295.00 After April 1 st - \$395.00							
<input type="checkbox"/> CHECK	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> PURCHASE ORDER	PO #						
NAME OF PERSON AS IT APPEARS ON CREDIT CARD (IF DIFFERENT FROM ABOVE):									
CARD NUMBER:									
EXP DATE:	3 DIGIT SECURITY CODE ON BACK OF CARD:								
BILLING ADDRESS (IF DIFFERENT FROM ABOVE):									

FAX form to 1.678.623.0437 or mail to:

2475 NorthWinds Parkway, Suite 200
Alpharetta, GA 30004

Contact us via e-mail at: kimbennett@fafonline.org