



# 2009 Family Assistance Foundation Aviation Conference



Hosted by:



September 15-16, 2009  
2200 Aerial Drive N.E  
Calgary, Alberta, Canada  
T2E-8X7

# FAMILY ASSISTANCE FOUNDATION AVIATION CONFERENCE

This year the Family Assistance Foundation is conducting industry specific conferences, rather than our annual Symposium. The 2009 Family Assistance Foundation Aviation Conference will be held in Calgary, Alberta, Canada and hosted by WestJet, a Family Assistance Foundation Member.

The Conference will be held Tuesday, September 15 through Wednesday, September 16, 2009. We are taking a unique approach this year with the conference by including our traditional survivor and responder panels, along with a full-day exercise to provide participants hands-on training and experience in setting up and operating a Family Assistance Center.

## Venues

This year's Conference will take place at the WestJet Office & Hangar Facilities on Tuesday, September 15 and at the Delta Calgary Airport Hotel on Wednesday, September 16.

## Accommodations

The Delta Calgary Airport Hotel is the official hotel for this year's conference. The hotel is located at Calgary Airport with easy access from the terminal on the departures level. The Foundation has negotiated a special rate of CAD \$149/night (approximately USD \$129). You must book your room by 21 August 2009 in order to secure your discounted rate and rooms are limited at this rate, so book early.



Registrants should book their lodging directly with the hotel by calling Global Reservations in Canada at 1-800-268-1133 or in the U.S. at 1-800-877-1133. Registrants outside the U.S. or Canada may call the Reservations Department at +1-403-291-2600 Extension 6347. You may also email Ms. Luda Kennedy at [lukennedy@deltahotels.com](mailto:lukennedy@deltahotels.com)

Be sure to identify yourself as attending the Family Assistance Foundation Aviation Conference and use **Group Code 091309**.

## Ground Transportation & Parking

For those flying into Calgary, shuttle services will be available from the Delta Hotel to the WestJet facilities. For those who may be driving, free parking is available at the WestJet facilities at 2200 Aerial Drive.

## Breaks & Lunches

Morning and afternoon breaks will be provided to all registrants. Lunches are not included, but the WestJet facilities have a brand new cafeteria providing a wide array of choices at employee rates. The second day of the conference will be held at the Delta Hotel and you will have the option of pre-ordering a box lunch or using any of the existing hotel or airport dining facilities. A formal lunch break will not be provided on Day Two as it will be incorporated into the day long exercise.

## Survivor's Reception

Along with the panel sessions and exercise, the Conference will also include our traditional Survivor's Reception. The Reception pays tribute to all survivors who have shared their stories over the years to help us better understand how best to support those in the future who will endure their own losses. All registered Symposium participants are invited and encouraged to attend.

## Sharing the Journey Awards

Winners of the Sharing The Journey Award for the Aviation Industry will also be presented at the Survivor's Reception, on Tuesday evening September 15.

Awards will be given to both a survivor and an employee in the aviation industry. The survivor award is presented to Survivors who have offered assistance that furthers the Foundation's mission of empowering people following tragedy. Examples include speaking in classes, workshops, volunteering and helping other survivors.

Recipients of the employee awards are those who have contributed to helping survivors above and beyond the expectations of their daily job responsibilities. Their assistance may or may not be related to a formal response and may also include any activity involving an employee of a member organization who has personally contributed to a survivor in need of assistance.

Nominations are still open and if you would like to nominate a survivor or employee for their outstanding efforts in the area of aviation family assistance you may do so at the Foundation website at <http://www.fafonline.org>.

## Foundation Fundraising Activities



**Take a cruise,  
Help the Foundation!**

The Family Assistance Foundation, through our Cruise Line Industry members, is offering two unique opportunities for winning a wonderful cruise holiday while helping to raise money for the Foundation.

Carnival Cruise Lines has donated a 5-Day Caribbean cruise in the Owner's Suite to be auctioned by the Foundation, with all proceeds going to the Foundation's education and research efforts. You can see the current high bid and place your own bid online at [www.fafonline.org](http://www.fafonline.org).

Norwegian Cruise Lines (NCL) has also donated a 7-Day cruise and the Foundation will be selling raffle tickets for this cruise at USD \$5 per ticket or \$20 for five tickets. We are currently awaiting regulatory authority to proceed and will announce the start of the raffle soon. Please continue to check [www.fafonline.org](http://www.fafonline.org) for additional details.

## Schedule of Events

This year marks a significant milestone in the evolution of family assistance in aviation. Several disasters will be marking their twenty year anniversaries and these accidents had a great influence on the best practices and regulatory requirements that followed. Survivors from some of those key disasters will present as we honor the anniversaries of those losses.

### Monday, September 14, 2009

Registrants will be able to pick up their conference packets at hotel check in.

### Tuesday, September 15, 2009

Day One of this year's conference will feature survivors whose stories and experiences greatly influenced the evolution of Compassion Consciousness in aviation accident response. In particular, we will be honoring the twenty year anniversaries of the following disasters and looking at their influence on the best practices in aviation disaster response:

- United Airlines Flight 232 - On July 19, 1989, United Flight 232, a DC-10 from Denver, Colorado bound for Chicago, Illinois experienced an uncontained engine failure in the Number Two engine. The resulting damage rendered the aircraft virtually uncontrollable. The aircraft made an emergency landing in Sioux City, Iowa where the plane broke apart and killed 110 of 285 passengers and 1 of 11 crew members. Due to the heroic efforts of the crew 175 passengers and 10 crew members survived the disaster.
- United Airlines 811 - Flight 811 departed Honolulu, Hawaii on February 24, 1989 destined for Sydney, Australia via Auckland, New Zealand. The flight carried a crew of 18 and 337 passengers. During its climb to altitude after departing Honolulu, at an altitude of approximately 22,000 feet the forward cargo door blew out, collapsing the cabin floor above the door and causing two rows of seats to be ejected from the cabin, killing 9 passengers. In addition, another 38 passengers and crew members were injured.
- US Air Flight 5050 - US Air 5050 was a scheduled flight from LaGuardia Airport in New York to Charlotte, North Carolina. The Boeing 737-400 contained 57 passengers and 6 crew members. On the take off roll, the pilots noticed the aircraft drifting to the right and the Captain elected to reject the take off. The aircraft was not able to stop in the runway remaining and departed the end of the runway crashing into Flushing Bay. The aircraft struck a wooden approach lighting pier and broke into 3 parts. There were two fatalities, 3 serious injuries and 52 minor injuries as a result of the accident.

We will also be honoring the ten year anniversary of American Airlines Flight 1420. On June 1, 1999, Flight 1420, a McDonnell-Douglas MD-82 crashed when it overran the runway at Little Rock National Airport in Little Rock, Arkansas. The flight had 6 crew members and 139 passengers aboard. Upon departing the end of the runway, the aircraft struck a portion of the Instrument Landing System, traveled through a chain link fence, down a rock embankment and stopped in the flood plain of the Arkansas River. The Captain and 10 passengers were killed in the initial impact and 105 passengers received either serious or minor injuries. Twenty-four passengers were not physically injured.

This year's Conference will also feature two survivors from Comair 5191. Comair Flight 191, operated as Delta Connection Flight 5191 departed Lexington, Kentucky for Atlanta, Georgia with 47 passengers and a crew of three on August 27, 2006. The aircraft was assigned Runway 22 but departed from Runway 26 instead. Runway 26 was too short for a safe takeoff and it overran the runway. In the resulting crash all 47 passengers were killed and 2 of the 3 crew members.

These survivors, who are currently assisting with a study on the Comair families, will present on their views of how far we have come and in their opinions, where we need to go from here in responding to fatal air crashes.

Day One will also include a presentation from Paul Houle, Director, Disaster Memorials Division of the Family Assistance Education and Research Foundation. Paul will discuss two newest memorials under way, Eastern Flight 212, September 11, 1974 and American Eagle 3379, December 13, 1994 as well as plans for organizing other memorials.

### Wednesday, September 16, 2009

Day Two of the conference will feature an all day exercise focused on establishing and operating a family assistance center. The exercise will begin when participants are notified via secure, automated notification. Each participant will be assigned a specific role and will then respond to the events of the day in concert with other responders working in the family assistance center.

# FAMILY ASSISTANCE FOUNDATION AVIATION CONFERENCE

## Registration Form

September 15-16, 2009

WestJet Corporate Offices/Hangar  
2200 Aerial Drive N.E.  
Calgary, Alberta T2E-8X7

Fastest registration is online at [www.fafonline.org](http://www.fafonline.org). You may also complete the form below and send it to the Family Assistance Foundation via fax at +1.678.623.0437. You may also mail your form, along with a check or money order to: Family Assistance Education & Research Foundation, Inc. • 1201 Peachtree Road NE • 400 Colony Square, Suite 200 • Atlanta, Georgia 30361 • USA

<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Dr.	FIRST NAME
LAST NAME	
COMPANY/ORGANIZATION	
JOB TITLE	
BUSINESS ADDRESS	
CITY	STATE/PROVINCE
POSTAL CODE	COUNTRY
EMAIL ADDRESS	
WORK PHONE	MOBILE PHONE

### Registration Fees

Foundation Members: USD \$99 Early Registration Fee. \$149.00 after August 31, 2009

Non-Foundation Members: USD \$149 Early Registration Fee. \$199.00 after August 31, 2009

### Form of Payment

AMERICAN EXPRESS  MASTERCARD  VISA  PURCHASE ORDER  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 course after 7 September 2009, 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 Conference, 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 this conference 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 conference 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 conference 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 course facilities. **Participants are prohibited from recording any portion of the Conference in video or audio form.**