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Atlanta Event Brings International Attention to Good Works

Atlanta-based Family Assistance Foundation presents three awards for leadership and contributions to lives of those affected by traumatic events in growing annual event

ATLANTA, GA – April 7, 2008 – The Atlanta-based Family Assistance Foundation (FAF), an international non-profit organization founded to empower people following tragedy, is recognizing three leaders for their global contributions to ongoing programs that are making a difference each day in the lives of people who have been affected by a traumatic event.

Peter Lovegrove, chair of the United Kingdom Rail Industry Care Team Management Group, was presented with a “Sharing the Journey™” award for championing an effort to establish a national Rail Incident Care Team in Great Britain to assist those affected by accidents or incidents involving the UK rail system.

“Peter’s vision and efforts are nothing short of remarkable,” said Dr. Carolyn Coarsey, co-founder of the Family Assistance Foundation. “Within five years of attending his first Family Assistance Foundation workshop, he developed a national Care Team comprised of multi-agency partnerships among all the national rail companies and responding agencies, local authorities, and the United Kingdom’s Family Liaison Officers.” When the group had their first accident in February of 2007, Lovegrove already had some 500 rail employees trained by The Foundation and ready to mobilize.

A second “Sharing the Journey™” award was presented to Jim Hurd, a long-time volunteer for the Family Assistance Foundation, for his work raising the awareness of the needs of families after traumatic losses. After his son, Jamie, perished in the July 17, 1996, crash of TWA Flight 800, Hurd was instrumental in uniting the families to create a memorial near the accident site and has attended the memorial each year. To ensure that lessons are learned from the tragedy, he has shared his story at numerous Family Assistance training classes and participated on a task force with Boeing to examine the cause of the explosion that downed the plane and killed all 230 people on board.

While the focus of the “Sharing the Journey™” award is on honoring individuals, the FAF’s “Heart” award honors an organization that exemplifies outstanding leadership in human services response—leaders who are making a difference within their industries and within corporate society. This year, that award was bestowed upon Carnival Cruise Lines.

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Carnival Cruise Lines (CCL) is the first cruise line to develop a comprehensive family assistance program to assist the families of passengers and employees during an emergency. Within a two-year period, CCL has trained more than 1100 ground-based staff—ground-based staff, including embarkation and reservations agents, guest relations personnel, telephone responders and security personnel; and shipboard employees, including captains, officers and others—on family assistance and how to interact with the media during a crisis.

“Vicky Rey, Vice President of Reservations Administration at Carnival has led the way within Carnival Cruise Lines in establishing benchmarks within the industry for new standards of guest care, particularly following traumatic events,” said Jeff Morgan, co-founder of the Family Assistance Foundation.

Recipients of the Family Assistance Foundation’s 2008 “Heart” and “Sharing the Journey™” awards were presented at a reception at the Regency Hyatt Atlanta hotel in Atlanta, GA. All three awards were presented in conjunction with a silent auction to raise money for the Family Assistance Foundation’s research branch.

About the Foundation and Its Founders

The Family Assistance Foundation, Inc., an independent non-profit corporation founded in 2000, 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.

Carolyn Coarsey, Ph.D. co-founder of the Family Assistance Foundation, lost her fiancé in 1985 when Delta Airlines’ Flight 191 crashed in Dallas, Texas. Dr. Coarsey’s experiences as a survivor, and as an airline industry veteran, guide and inform her work with other survivors, family members and responders to discover post-accident practices that help to heal.

Jeff Morgan, co-founder of the Family Assistance Foundation, enjoyed a 20-year career with Atlanta-based Delta Airlines, 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 also for general emergency preparedness, disaster recovery and business continuity planning.

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, the FAF Heart Award and symposium program information, go to the Family Assistance Foundation website at www.fafonline.org or contact:

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