

♥ 4th ANNUAL ✂  
HEARTS, CLUBS & ACES  
✂ GOLF EVENT ♥

We hosted our annual golf event at Harding Park Golf Course in San Francisco, CA -- an incredible course and home of the 2009 President's Cup. As always, our volunteers and supporters made this fun-filled day a huge success!

Guest speakers included former 49er Gary Plummer, Brad Burlingame (who lost his brother Charles on Flight 77 on 9/11), ACCESS President Andrew August and world-renowned bereavement expert Dr. Ken Druck.



Heidi Snow & Rachel Courtney



Gary Plummer, Patrick Wong, John Hunter, Brooks Beard & Cory Stein



Gianna Cardinale & Joe Fisher



Ron Bondy & Jeremy Umland  
Umland lost his brother Eric in a private plane crash



Anne Burkard & Hayley Badovinus



Dave Chapman & ACCESS President Andrew August



Jim Murphy, Donald Nolan, Dale Visokey & John VerBockel



Brad Burlingame & Erin Carew



Stephanie Doria, Scott Shaw & Courtney McDevitt



A special thanks to all of the Amazing Ladies of ACCESS!



ACCESS teams up  
with 7x7 Magazine and Shreve & Co.  
to host an event in downtown San Francisco on the  
12th Anniversary of TWA 800



ACCESS President Andrew August & Eric Farber



Allison Boller, Ken Sawyer & Leigh Ann Baughman



Photographer: Jeff Bayer

Come join us at events such as the 7x7 Magazine party at Shreve & Co. and our annual Hearts, Clubs & Aces Golf Event! For more information email us at: [info@accesshelp.org](mailto:info@accesshelp.org)



Andrea Skor & Dana Maria Sanchez

We would like to thank Adam Goldstein a.k.a. DJ AM for his generous support!



DJ AM survived a private plane crash in South Carolina on September 19, 2008. In November he launched this t-shirt, designed in collaboration with clothing company Undeafated, at a Los Angeles event. All of the proceeds from the t-shirt sales benefit ACCESS. The shirts can be found in UNDFTD Chapter stores and online at [www.undeftd.com](http://www.undeftd.com)



AirCRAFT Casualty Emotional Support Services

*“My ACCESS Grief Mentor inspires me. She is showing me that while it takes time to heal, life does go on and I can get through it.”*

- Brooke Blockinger



Claire, Coriander & Blake Barnett

*Brooke Blockinger lost her one-year-old daughter Kirstin in a helicopter crash in Chicago on October 15, 2008. Claire Barnett lost her two daughters Coriander, 8, and Blake, 6, and their father Steve on Alaska Airlines Flight 261 on January 31, 2000. Claire is now an ACCESS Volunteer Grief Mentor who shares her experience and strength with Brooke.*



Brooke & Kirstin Blockinger

[www.accesshelp.org](http://www.accesshelp.org)  
Helpline - 1.877.227.6435

ACCESS is a national 501(c)3 nonprofit organization

# "ACCESS

*provides me with an opportunity to focus on healing through helping others, which at the end of the day helps me too."*

- Daniel Winchester

Daniel lost his brother Gus in a private plane crash



## Volunteer Grief Mentor Training in New York

*When I walked into the ACCESS training I never expected what a difference it was going to make in my life. Looking at the list of people who would be there I stood in shock. Cecilia, who was 4 years old and the sole survivor of my brother's crash was on the list. Nobody from Northwest Flight 255 had ever met her. The feeling that came over me was not sadness but pure joy. When I actually got to meet her I couldn't take my eyes off her. I cried. I was able to imagine what our little girl would look like 20 years later. It was the piece of the puzzle that has been missing all these years. There is never closure but I was able to walk away with my heart a little softer.* - Joan Pontante



Cecilia Crocker & Joan Pontante

Cecilia Crocker was 4 years old when Northwest Flight 255 crashed in Detroit on August 16, 1987. She was the sole survivor and lost her parents Michael and Paula and 6-year-old brother David. Joan Pontante lost her brother William, sister-in-law Kathryn, nephew Billy Jr., 5, and nieces Hillary, 5, and Katelyn, 4, on Northwest 255.



*"After attending the training, I feel confident that I can lend support to those in a similar situation."*

- Lyzbeth Glick Best

*Lyzbeth Glick Best lost her husband Jeremy Glick on Flight 93 on 9/11. Veronica Campanelli lost her husband Michael in a private plane crash.*

Veronica Campanelli & Lyzbeth Glick Best



Dr. Ken Druck & Heidi Snow

*"The ACCESS Mentors provide unprecedented emotional support in the aftermath of an air disaster."*

*For the past 13 years, I have met with countless individuals struggling with the death of a loved one through our Families Helping Families program.*

*At the top of my list of volunteer organizations is ACCESS, and recently I had the honor of training their Volunteer Grief Mentors. Heidi and the ACCESS Mentors provide unprecedented emotional support in the aftermath of an air disaster. The ACCESS Mentor Trainees proved to be an exceptional group whose hard-earned knowledge came through their first-hand experience as survivors. I left their training program deeply inspired by the dedication and genuine caring of this powerful volunteer army.*

- Dr. Ken Druck, Founder, The Jenna Druck Foundation

Through the Volunteer Grief Mentor Program, we provide peer-to-peer bereavement counseling to both survivors and those who have lost loved ones in air disaster-related tragedies. Some of the crashes ACCESS has responded to include:

Pan Am 103 (12/21/88), TWA 800 (7/17/96), Swissair 111 (9/2/98), American Airlines 1420 (6/1/99), Egypt Air 990 (10/31/99), Alaska Airlines 261 (1/31/00), Air France Concorde 4590 (6/25/00), Gulf Air Bus A320 (8/23/00), Singapore Airlines 006 (10/31/00), the events of September 11, 2001, American Flight 587 (11/12/01), Turkish Airlines 634 (1/8/03), US Airways Express/Air Midwest Flight 5481 (1/8/03), Flash Airlines Flight 604 (1/3/04), Georgian Express Flight 126 (1/17/04), Kish Airlines Flight 1770 (2/10/04), Corporate Airlines Flight 5966 (10/19/04), Kam Air (2/3/05), Air France Flight 358 (8/2/05), West Caribbean Airways (8/16/05), Bellview Airlines (10/23/05), Airbus A320-211 off Sochi, Russia (5/3/06), Comair Flight 5191 (8/27/06), TAM Airways (7/17/07), Span Air (8/20/08), Aeroflot (9/14/08), and hundreds of other private, helicopter, and military air disasters.

## Holiday Memorial Ideas

*These are some activities that those who have lost loved ones have found helpful during the holidays:*

- Donate to a charity in your loved one's name
- Light a special candle to honor your loved one
- Send a memorial card inside your holiday cards
- Plant a tree in honor of your loved one and decorate it over the holidays
- Give yourself a gift that you think your loved one would want you to have

If you have survived or lost a loved one in an air disaster and would like to become an ACCESS Volunteer Grief Mentor please contact us at: [www.accesshelp.org](http://www.accesshelp.org) or call 877.227.6435

## ACCESS Sensitivity Training

ACCESS offers one-of-a-kind sensitivity training workshops to crisis response organizations and companies that work with those affected by air disasters. The workshops present a broad spectrum of perspectives and reactions from hundreds of individuals affected by air crashes and include firsthand insights about what they have found most helpful and hurtful following a crash. We also cover topics such as what to say, what not to say, and what to expect when interacting with individuals in the aftermath of air disasters. Our specialized training program offers a unique opportunity for companies and organizations to learn from the population they serve through the collective experiences of those of us at ACCESS.

### The National Transportation Safety Board "Advanced Family Assistance" Sensitivity Training in Ashburn, VA



Sharon Bryson, Heidi Snow and Deborah Hall

*"The presentation gave me a deeper understanding of what family members experience after losing a loved one during an aviation disaster...ACCESS is an excellent resource for us to have."*

- NTSB Trainee

### Southwest Airlines Disaster Family Notification Training in Dallas, TX



ACCESS training Southwest Airlines Disaster Family Notification Team

*"From an airline Emergency Response perspective, [ACCESS] insight is invaluable in helping us to create a program that will ensure that our Employees treat passengers affected by an airline disaster with the appropriate level of respect and care."*

- Sandy Nelson, Southwest Airlines Family Notification Coordinator

We train airlines, crisis responders, and companies that provide professional services to those affected by air disasters. For more information please contact us at: [info@accesshelp.org](mailto:info@accesshelp.org)



ACCESS presenting at the Sunrise Rotary Club in Napa, CA on 9/11