



Grief support for people affected by air disasters

"Nothing compares to the comfort and care of talking to someone who's been there"

How We Can Work Together

Some of the most important work ACCESS does starts before an air disaster occurs. Our firsthand experiences have taught us just how important the first few interactions after an air disaster can be. We at ACCESS have a large body of feedback and collective experience that we have accumulated from hundreds of individuals affected by air disasters that have occurred over the past fifty years.



ACCESS evaluating and participating in a full-scale emergency response drill at SFO airport.

We have learned firsthand what helps, what hurts and what makes it easier for those beginning their journey through grief. This is why ACCESS provides courses based on the case studies of our own experiences to prepare companies, airlines and care teams that respond to aviation disasters so that they can provide the most sensitive and effective care possible. ACCESS teaches from experience, how to establish a positive partnership between your team and the families of the victims.



Heidi Snow with Penny Neferis, Director of Emergency Response & Care at JetBlue and recipient of the ACCESS Compassion Award for her commitment to disaster preparedness.

ACCESS has trained and presented to many companies and associations including: JetBlue Airways, Southwest Airlines, Air New Zealand, Qatar Airways, SkyWest Airlines, the Heritage Flight Airline Charter Company, San Francisco International Airport, the New York City Medical Examiners, National Transportation and Safety Board, Travelers Aviation, Embry-Riddle Aeronautical University Aviation & Law Insurance Symposium, American Association for Justice, Dombroff Gilmore Jacques & French Symposium, New Jersey Self-Help Clearinghouse, National Structured Settlement Trade Association, American Bar Association, the American Red Cross, as well as many other local and national disaster response organizations.

Specialized Sensitivity Training for Crisis Responders



ACCESS training the Southwest Airlines Care Team in Dallas, TX

ACCESS offers an educational sensitivity training workshop for the staff and/or volunteers who will interact with those in crisis following an air disaster. This training program teaches your staff effective tools for responding to those in need in a sensitive and appropriate manner — minimizing the stress and reducing the anger many feel following a tragedy.

Since every individual's reaction is different, the wide range of experiences of those directly affected by air disasters is paramount in preparing your staff and first responders for what they might encounter. This one-of-a-kind training program includes the firsthand accounts and anecdotes of hundreds of individuals who have lost loved ones in commercial, private, and military air disasters dating back to 1958 under all imaginable circumstances. The program presentation contains a broad spectrum of reactions and insights from these individuals expressing what they have found most helpful and hurtful at disaster response sites over the last fifty years. The workshops teach the sensitivity and crisis communication skills necessary to address the labile emotional environment following a tragic event.



ACCESS training the Qatar Airways Disaster Response Team in Qatar

Services for Airlines

ACCESS works with major airlines, charter airline companies, airports, government agencies, corporations, firms, disaster response teams and nonprofits who provide care to those affected by air disasters to ensure that, in the event of an air disaster, employees will be appropriately prepared and responsive to the bereaved. We recognize that every company or agency has different preparedness and disaster response needs. We customize and modify our services to fit your specific needs. ACCESS provides the following service options:

- **Preparedness!** ACCESS provides Sensitivity Training workshops to individuals and air disaster response teams who interact with the bereaved following an air disaster. Nothing compares to learning from those who have lived it! ACCESS presents our firsthand data and best response methods through presentations, original videos, books and anecdotes presented by those who have been through this type of loss firsthand. We arm your disaster response teams with successful proven tools necessary for interacting with the bereaved following an air disaster:
 - How to most effectively make the initial introduction and greet the bereaved
 - What to say and what not to say
 - What to say when you don't know what to say
 - What to expect from the bereaved
 - Productive verbal and non-verbal communication
 - Common emotional reactions and how to best respond
 - How to manage the myriad of emotions of the newly bereaved
 - The basic needs of the bereaved
 - How to allow the person you are helping to productively grieve
 - How to effectively steer the conversation
 - How to assess the immediate needs of the person you are helping
- Remote or on-site consulting assistance with logistics and bereavement care from our staff or grief mentors when an air disaster occurs.
- ACCESS Volunteer Grief Mentors available to assist your emergency response teams in the event that they need guidance on how to best care for a client they are helping. For example: If an Emergency Response Team member is assisting a woman who lost a child an ACCESS grief mentor who lost a child can guide your Emergency Response Team member about what to say and what not to say and how to best interact with the person that they are assisting.
- Initial and ongoing consultation to keep your crisis response handbook and procedures consistent and up-to-date with the ACCESS standards of crisis response communication.
- Long-term and on-going peer-to-peer bereavement support services provided by our Volunteer Grief Mentors to those affected by an air disaster via our Toll-Free Helpline and website.



Why ACCESS:

There are many acute emotional support services available following an air disaster but ACCESS is the only organization available to provide on-going and long-term emotional support from those who have experienced it firsthand in years past. ACCESS grief mentors provide hope and encouragement to help the bereaved productively resume their lives. When your acute emergency response teams disband, we are here for you so that your employees can efficiently return to work and focus on running your business!