

*"You are like a best friend, always there when I need you most." -Family member who lost a loved one in a private plane tragedy.*

## OUR PROGRAMS

### VOLUNTEER GRIEF

**MENTOR PROGRAM:** enlists the help of volunteers who have survived or lost loved ones in an air tragedy. Their job is to listen and guide callers in need of comfort and understanding. The Volunteer Grief Mentor Program provides continuous help to survivors and victims for as long as they need help via our toll-free phone support, web site and mailings.

**RESOURCE AND REFERRAL PROGRAM:** provides a list of local and national support groups, air disaster organizations and contact information for government agencies. If you can't find what you are looking for, call us and we'll use our network to help you find it.

### OUR SUPPORT SERVICES

is distributed for ACCESS by **GUIDE:** the American Red Cross at the information site following an air disaster. These materials describe our programs, contain a resource list, toll-free phone number, web site and e-mail address.

## GUIDANCE FOR THE GRIEVING PROCESS

*Your most important job is to take care of yourself.*

It is Okay To:

- Do things that make you feel good about yourself; pamper yourself.
- Avoid people who tell you to get "over it."
- Ask for help.
- Cry, get angry or laugh - anything that will relieve tension.
- Forgive yourself for anything you failed to say or do for your loved one.
- It is common to think "If only I had..." Absolve yourself from guilt.

Make an Effort To:

- Avoid isolating yourself.
- Try writing down your thoughts and feelings in a journal.
- Eat regularly - even though you may not feel like it.
- Drink lots of fluids (water and juices) high in vitamin B and C.
- Get some exercise at least once a day - even a walk around the block.
- Find the strength to help others who share your grief.

*"The loving support and opportunity to validate my emotions with people who truly understand allowed healthy grieving to begin right away" -Family member of loved one lost in a military air tragedy.*

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ACCESS is a Service Mark of the Air Crash Support Network



# ACCESS<sup>SM</sup>

*A single phone call will connect you to someone who will listen... and understand.*

**AirCRAFT Casualty Emotional Support Services**

**Toll Free 1.877.227.6435 or [www.accesshelp.org](http://www.accesshelp.org)**

\*Formerly known as the Air Crash Support Network (ACSN)

# MISSION STATEMENT

*"I appreciate this service more than I can say. Although everyone's grief is personal; two remarkable women (ACCESS Volunteer Grief Mentors) were able to share and connect with me. Just when it was getting most difficult, they provided comfort and support." -Family member who lost a loved one on Swissair 111.*

ACCESS provides comfort to friends and families of air disaster victims and survivors. ACCESS helps people cope with their grief and pain by connecting them to grief mentors who have also survived or lost loved ones in an air tragedy.

ACCESS is there for as long as the grieving need support.

*"I was in such a state of grief and shock that I was walking around in a daze, doing all the things that make it worse. It's a miracle that I found the energy to phone ACCESS. I can't tell you what a difference your help has made in my life." -Family member who lost a loved one on TWA Flight 800.*

# ACCESS PROGRAM HISTORY AND PURPOSE

Heidi Snow founded the AirCRAFT Casualty Emotional Support Services (ACCESS) after she lost her fiancé on TWA Flight 800. Two hundred and thirty people perished with him on that Paris-bound flight, leaving thousands of loved ones in unspeakable grief— their lives changed forever.

In the immediate aftermath, the American Red Cross, the airlines and other organizations provided crisis intervention to families and friends of the victims who had gathered at the disaster information site. This close proximity also allowed survivors to provide comfort to each other during this time. However, help was only temporary. After a few weeks, these disaster teams disbanded and the survivors went home.

Suddenly isolated from support when it was most needed, Heidi searched for someone who could understand the growing agony and utter emptiness left behind in the wake of her fiancé's death. She longed to talk with someone who had experienced what she was feeling.

Heidi realized that what was missing for people like her was a grief support network for those affected by air tragedies. After receiving an enthusiastic response from hundreds of people who have survived and lost loved ones in air crashes, She founded ACCESS (AirCRAFT Casualty Emotional Support Services) in the fall of 1996.

In the beginning ACCESS only addressed the needs of people who lost loved ones. We have since expanded our program to address the needs of survivors of air disasters and the particular traumas they face.

*"I knew I would be all right if someone was there to just listen, listen, listen. Now I'm glad to be there for others." -ACCESS Grief Mentor who lost a loved one on Pan Am 103.*