

# HUMAN SERVICES RESPONSE™ FOR COMMUNITIES FOLLOWING TRAUMATIC EVENTS

Presented by Carolyn V. Coarsey, Ph.D.,  
President and Co-Founder of the Family Assistance Foundation  
Atlanta, GA

## WHEN

June 16-17, 2011  
8:30am – 4:00pm

## WHERE

St. Luke's Community  
Health Education Center  
3333 Squalicum Pkwy.  
Bellingham, WA 98227

## COST

\$125  
Late Registration after  
May 26th \$175

## ACCOMODATIONS

Best Western Lakeway Inn  
in Bellingham, WA. Please  
call 360-671-1011 to inquire  
about HSR room block.

## NETWORKING RECEPTION

June 16 — 5-7pm  
More information regarding  
social networking reception  
TBA

## MORE INFO

For more information or  
questions about the training  
please contact: Holly Diaz  
at 360-756-5279—  
[holly@fnfvcv.org](mailto:holly@fnfvcv.org)  
or Kendra Cristelli at  
360-739-4144  
[kendra@supportofficer.org](mailto:kendra@supportofficer.org)

Families and Friends of Violent Crime Victims and Support Officer Community Care, in conjunction with the Family Assistance Foundation will present a two-day workshop designed to increase helping skills of all first responders and community helpers who respond to survivors of trauma.

## ABOUT THE WORKSHOP:

The program will highlight the importance of inter-agency collaboration, as a means of offering the highest service to primary survivors, families, and responders whose lives are changed by traumatic losses.

Participants will view video interviews of local residents who have experienced traumatic loss, along with survivors of national and international industrial disasters, cruise line incidents and accidents, natural disasters, rail and aviation accidents, and others for the purpose of discussing best practices from various agency responders.

Attendees will gain a greater understanding of the neurobiology of psychic trauma, thereby improving their response to survivors during the acute phase of trauma, when victims are their most vulnerable for unintentional, additional harm.

Participants will learn from survivors in videos about many of the common second assaults or preventable injuries caused by well-intentioned helpers.

The program will feature modules on notification of injuries and deaths, responding to survivors on telephones, listening to survivors in crisis, identifying needs, and about local resources that can be called upon to help, and many other key concepts for supporting survivors in crisis.

The workshop will be highly interactive and will include small group discussions, small group role plays, and additional opportunities will be provided for attendees to share about their own experiences in responding to survivors.

## TRAINING SPONSORS



FAMILIES & FRIENDS  
— OF VIOLENT CRIME VICTIMS —



## ABOUT DR. CAROLYN COARSEY



As a former corporate human resources director, and herself a family survivor of a commercial air disaster, Dr. Coarsey long ago recognized the need for a community response that included all organizational and community helpers. She has experienced first-hand the reality that when tragedy strikes one family, one organization or an entire community, no one responder or group can meet all of the needs of those impacted.

Dr. Coarsey has sought and developed an interdisciplinary approach for the integration of the skills and services offered by all individuals and groups who wish to serve their community during the aftermath of trauma, which honors the various roles, while placing the survivors' needs first.

Her doctoral research (**The Psychological Aftermath of Air Disaster: what can be learned for training**, 1992), focused on the influence that community and organizational helpers have on survivors of fatal airline crashes, and this became the basis of her work today. She has conducted research on survivors of terrorist attacks, industrial and natural disasters over the past 25 years and published numerous educational videos for helping businesses and other agencies learn from survivors about preferred practices and procedures. Her book **Handbook for Human Services Response: a practical approach for helping people** details the beginning of family assistance in both the US and the United Kingdom, and contains interviews with survivors from both countries as well as other parts of the world who were instrumental in the evolution of this time-honored approach to assisting survivors of all types of tragedies.

Dr. Coarsey has presented workshops on HSR throughout the US and Canada as well as Japan, South Africa, Northern Africa, United Kingdom, South America, and Europe.

In addition to being a psychotherapist, Dr. Coarsey holds a Ph.D. from the University of New Mexico from the College of Education, with program emphasis on "Managing Trauma in the Work Place".

Dr. Coarsey is the principal in her training and publishing company, Higher Resources, Inc., and serves as Vice President of Corporate Philosophy for Aviem International, an organization dedicated to assisting corporations in planning, as well as responding to business and industrial disasters. She also serves as President of the Family Assistance Education and Research Foundation, which she co-founded in 2000 with Jeff Morgan, President of Aviem International for the purposes of providing support to survivors of disaster by educating and empowering all who choose to serve.



# REGISTRATION FORM

## REGISTRANT CONTACT INFO:

Name:		
Organization:	Job Title:	
Work Phone:	Fax:	
Address:		
City:	State:	Zip:
Email:		

## BILLING INFORMATION

- Please charge my Visa / Mastercard (please circle)

\_\_\_\_\_  
Name of Cardholder

\_\_\_\_\_  
Billing Address

\_\_\_\_\_  
Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
CSC#

- My Check is enclosed  
    \_\_\_ \$125 if received before May 26th  
    \_\_\_ \$175 if received after May 26th

Please make all checks payable to *Support Officer Community Care Program.*

Please return all payments and registration forms to:

**By Mail**

Support Officers  
PO Box 1102  
Bellingham, WA 98227

**By Fax**

360-384-9120

**By Email**

kendra@supportofficer.org