

WINGS



Fall 2004

ASSISTING THOSE AFFECTED BY AIRCRAFT ACCIDENTS

No. 9

Wings of Light Helps Individuals and Families in Need Through a Network of Dedicated Volunteers

Wings of Light Inc. exists only because of dedicated volunteers who give their time to help others.

Wings of Light Inc. was founded as a result of the Masters thesis of Andrea Waas, whose father was killed in a general aviation crash in 1987. She sought to develop a network of volunteers who have experienced the emotional stress and/or loss of an aviation accident. Thomas Jefferson once said **“Who then can so softly bind up the wound of another as he who has felt the same wound himself?”** That’s the basic principle of *Wings of Light Inc.*

During the last nine years since *Wings of Light* was formed, there have been so many volunteers and others willing to give their time, talent and financial support to help those struggling with the pain of an aviation crash.

Wings of Light Inc. would like to thank those individuals who have been so generous:

Andrea Waas, founder and current volunteer administrator for *Wings of Light Inc.*

Members of the *Wings of Light Inc.* Board of Directors including Ken Peppard (crash survivor and friend of a crash victim), Frank DelGaudio (Manager of Recommendations & Safety Analysis, FAA), LeDonna Kluge (aviation statistics expert and Board secretary), Toni Ketchell (airline crash survivor), Dale Sherman (general aviation crash survivor) and John Millington (aviation enthusiast, instructor, *Wings of Light* website originator and current Board treasurer).

Others who have been instrumental to the success of *Wings of Light* through their support are:

Air Data Research
Aircraft Owners and Pilots Association
American Academy of Physician Assistants
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Anonymous contributors
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John Eakin
Roald Eidsness
Eidsness Funeral Home
Embry-Riddle Aeronautical University
Experimental Aircraft Association
Robin Fech
Mike Feeney
Fernside: A Center for Grieving Children
Flying Funeral Directors of America
Christina M. Foster
Mary Jane Fountain
Frank Franta
Sandra K. & Michael J. Gai
Wanda M. Gard
Jeanne Gardner
Kay M. Gleason
Paul Greer
Louise A. Griffith, M.A., L.P.
Paula Hare
Hare Strigenz Design
John D. Hartness, D.D.S.
Deborah & Nelson Hastings
Higher Resources Inc.
Gordon Hughes
Kathleen M. Ilyin
International Critical Incident Stress Foundation

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E-mail Address Updates

Wings of Light would like to encourage all Support Network participants and anyone wishing to continue receiving *Wings of Light* newsletters and information from *Wings of Light* to please provide us with your current email address. During the past several years, many of you have changed your email address so we are no longer

able to reach you with regular email communication.

Please email your name and email address to: awaaswings@aol.com

Please indicate “WOL email update” in the subject line of your email. Thank you!!

WINGS

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PMB 448
16845 N. 29 Avenue, # 1
Phoenix, Arizona 85053

www.wingsoflight.org

Assisting those affected by aircraft accidents

Wings of Light, Inc. is a national nonprofit organization dedicated to assisting those touched by aircraft accidents. The most important goal of the organization is to bring people together through the existence of three support networks.

Survivor Support Network

The *Wings of Light* Survivor Support Network is a support group for those who have been involved in and lived through an aircraft accident. This group helps individuals understand the feelings and issues of surviving the accident and coping with the impact on their lives.

Family and Friends Support Network

The *Wings of Light* Family and Friends Support Network provides families and individuals with specialized support that addresses the unique issues surrounding aircraft fatalities.

Rescue/Response Personnel Support Network

The *Wings of Light* Rescue/Response Personnel Support Network brings together individuals involved in the rescue, recovery and investigative efforts. An often overlooked group, individuals in this network are given a forum for peer counseling and voicing concerns.

Other activities include the development of local chapters, the planning of a conference for network members, distribution of related informational materials and resource kit, and referral to qualified counseling professionals.

Wings of Light, Inc. is a 501c3 public charity; contributions are tax-deductible. If you are interested in more information or would like to make a contribution, contact: *Wings of Light, Inc.*, PMB 448, 16845 N. 29 Avenue, # 1, Phoenix, AZ 85053.

A Delicious New Way To Support Wings of Light!

What if every morning as you sipped your coffee you could be supporting the work of *Wings of Light*? Now you can!

Just log on to the Cup of Care website at:

www.cupofcare.com

and you can order delicious gourmet coffee and premium tea available.

For every item of coffee or tea that you purchase, **Cup of Care will donate \$2.50 to *Wings of Light*.**

Cup of Care now has gift boxes available. Choose from three styles. They are the perfect gift for birthdays, anniversaries, thank you's and the upcoming holiday season.

Please encourage your friends, neighbors, co-workers and family to order online and Cup of Care will ship directly to them.

So give yourself a delicious treat and help *Wings of Light* help those in needs.



Cup of Care

www.cupofcare.com

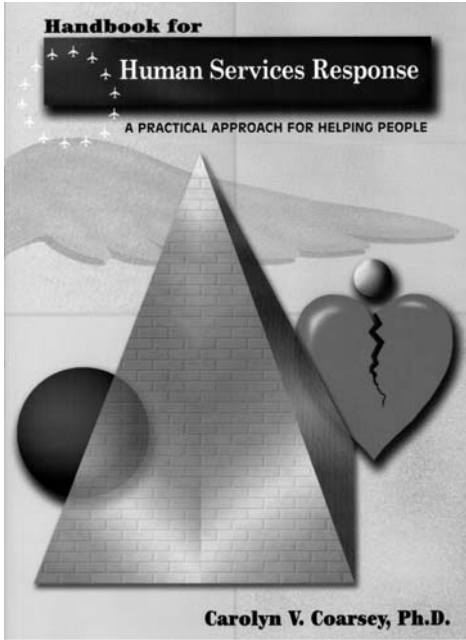
Handbook Helps Others Understand

Founder of *Wings of Light*, Andrea Waas, tells the story of the crash in which her father was killed that led to her work in helping others in new book about providing assistance to survivors of mass transportation, military and other disasters. [Handbook for Human Services Response: A Practical Approach for Helping People](#), by Carolyn V. Coarsey, Ph.D., features stories of passenger and family survivors of airline crashes, general aviation crashes, military crashes and other disasters, along with interviews with leaders and helpers who responded. All of the interviews and stories are woven around practical guidelines for helping others that can be practiced by anyone who desires to help others.

Andreas's story...
I guess it was about 7:00 in the evening and I had just sat down to eat dinner . . . the phone rang . . . it was my mother on the other end of the phone and she said "Andrea, your father has been killed in a plane crash."

My response was immediate denial. I said, "No don't tell me this!" . . . At that point we didn't know much about it at all. We just knew that there were three people on the airplane. One person had survived and it was not Dad. There was no confirmation yet on the two individuals who had been killed . . .

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Wings of Light Helps Those in Need Through a Network of Volunteers

Continued from page 1

- Colleen James
- Jeppesen Sanderson
- Warren B. Johnson
- Jeffrey Josefson
- Barbara Nickles Kaliszek
- Diane C. Kapanowski
- Mary Ellis Kastura
- Elizabeth Keilen
- Kenyon International Emergency Services
- Toni Ketchell
- Glenda Keyes
- J. Kendall Killgore
- LeDonna Kluge
- Brian Lettouillier
- Randy Lippincott, P.A.-C
- Rosalie Lippincott
- Carol E. Lodi
- Mary E. Loethen
- Pat Lovelace
- Phil Martin
- Jim & Sue McCall
- Howard K. McComas, III
- Howard K. McComas III Funeral Home, P.A.
- Sandy McCombs
- Glen McCulloch
- Karl G. McGhee, Jr.
- Barbara Mead
- Arlene B. Miasel
- Linda J. Mickelson
- Ann Miga
- Betty Miller
- C.O. Miller
- John Millington
- Dr. Charles Monson
- Pam Morris
- Claire Mortimer
- MSEDesign.com
- John Mullican
- Nancy A. Mulvey
- Roseann Murphy
- Amanda H. Myers
- Rebecca Naples
- National Aeronautic Association
- National Funeral Directors Association
- Linda Nuetzman
- Laura Offenhartz

- Dick Onsager
- Ms. Daryl Ott-Underhill
- John Parmelee
- David B. & Cathleen C. Patrick
- John V. Patrick
- Mary Patricia Patrick
- Mindy Pensig
- Kenneth & Phillis Peppard
- Perpetual Life Memorial Inc.
- Deirdre Persons
- Noreen Polo
- Grant G. Pope
- Dale and Karol Porter
- Sandy M. Purl
- Cecile Helen Randall
- Traci Dirato Reavis
- Dr. S. Harry Robertson
- Robertson Foundation
- Sherry Knight Rossiter
- Tom Ruben Enterprises
- John Ruzan
- Nancy Saltzman
- Rob Saltzman
- Save-a-Connie Inc.
- Barbara Schischa
- Charlie Schneider
- Fitzhugh L. Shelton, Jr.
- Fitzhugh L. Shelton, III
- Monty & Carole Siekerman
- Mary Simonetti-Cowgill
- George Smith
- Mary Smith
- Arthur St. Arnaud
- Charles W. Stevens, Jr.
- Carol D. Stewart
- Southwest Airlines
- Margo Stephenson
- Ron & Kathy Straub
- Scott R. Sturzl
- Clara J. Sweeten
- TCI Asset Managers
- Alexandria S. Thomas
- Suzy Thomas
- Frank R. Thompson
- Catherine Turse
- Universal Loss Management Inc.

- Valley of the Sun United Way
- Andrea Waas, APR
- Patty Wagstaff
- Debby & Ken Walden
- WEBBCO Enterprises, Inc.
- Steven B. Welch
- O. Ray Williams
- Pamela D. Wilson
- Loren Winfrey
- Robert D. Wirth
- Merrill Womach
- Woods & Dwyer
- Julie Woodward
- Doug Young
- John Zimmerman

And, of course, *Wings of Light* would not be able to provide the networks of support without the many volunteers on the Survivor Support Network, Family and Friends Support Network, and Rescue/Response Support Network. Unfortunately, because of the confidential nature of those lists, we cannot list all of those caring individuals who volunteer to be available for others. Even though they are not named individually, we deeply appreciate each and every one!

We are currently in need of volunteers to assist with fund raising (which allows us to be available to those in need through phone conversations, printed informational material, website contact and the many ways we spread the word about *Wings of Light*). If you are interested in assisting with fund raising activities, please contact Andrea Waas at awaaswings@aol.com or leave a voicemail message at 800-613-8531.

Wings of Light Survey

Continued from page 5

7. Have you volunteered to serve on one of the Support Networks? (Survivor Support Network, Family and Friends Support Network, Rescue and Response Support Network)

_____ yes _____ no

If yes, which one(s)? (check all that apply)

_____ Survivor Support Network

_____ Family and Friends Support Network

_____ Rescue and Response Support Network

8. If you are a volunteer on one of the Support Networks, have you been contacted by anyone else from one of the Wings of Light Support Networks? _____ yes _____ no

9. Have you visited the website www.wingsoflight.org?

_____ yes _____ no

If yes, what was the most helpful aspect of the website?

10. What would you like to see on the website that isn't there now?

11. What other services would you be interested in receiving which are not currently offered by Wings of Light?

Other Comments:

Your feedback is very important to us and we appreciate your honesty and input.

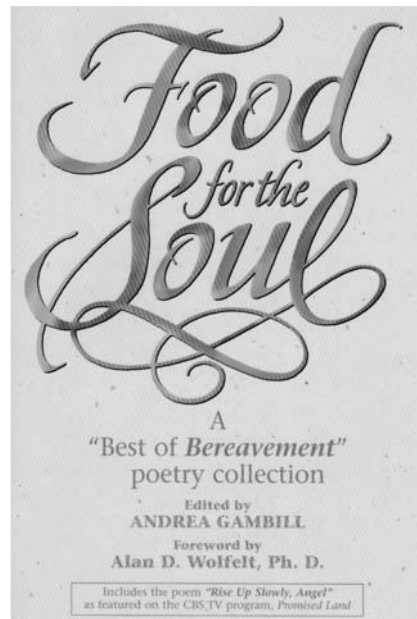
Thank you very much!

Please mail your completed survey to:

Wings of Light Inc.
PMB 448
16845 N. 29 Avenue, #1
Phoenix, AZ 85053

Special Offer!

The first ten people to donate \$50 or more will receive a free copy of the book, Food for the Soul, which includes a collection of poetry from those who have lost loved ones.



Wings of Light Survey

Wings of Light has been providing peer support services and assistance to individuals nationwide for almost ten years. In order to continue to meet the needs of those affected by aircraft accidents, we would like you to give us some feedback to help us improve our services to those in need. Thank you!

1. Have you contacted *Wings of Light*? yes no
If so, through what method?
 phone email/website letter other

2. Which services have you requested of *Wings of Light*. (please check all that apply)
 Referral to others who have suffered a loss
 Referral to a local counselor
 Liaison to the FAA / NTSB
 Assistance with interpreting accident reports
 Other, _____

Were you satisfied with the response? yes no
If no, why not? _____

3. Which of the following services have you actually received? (please check all that apply)
 Referral to others who have suffered a loss
 Referral to a local counselor
 Liaison to the FAA / NTSB
 Assistance with interpreting accident reports
 Other, _____

Were you satisfied with the response? yes no
If no, why not? _____

4. If you were referred to other victims/families, did you contact the referral(s)?
 yes no
If no, why not? _____

If yes, was the contact helpful? yes no
Why, or why not _____

5. If you were given the name of a local counselor, did you contact the counselor?
 yes no

If yes, was the counselor helpful? yes no
If the counselor was helpful, how was it helpful? _____

If not, what could have been done differently for it to have been helpful? _____

6. If *Wings of Light* served as a liaison to the FAA / NTSB, was it helpful?
 yes no
If yes, how was it helpful? _____

If no, what could have been done differently for it to have been helpful? _____

(continued on page 4)

DETACH FORM HERE RETURN FORM TO: WINGS OF LIGHT, INC. PMB 448, 16845 N. 29TH AVE., #1, PHOENIX, AZ 85053

CONTRIBUTOR

YES! PLEASE ACCEPT MY CONTRIBUTION OF:

(please print) \$25 \$50 \$100 \$150 (Nepenthe Sponsor) \$200 \$500 \$_____

Name _____

Company (if applicable) _____

Address _____

City/State/Zip _____

Phone number _____

Email address _____

Please make my contribution in memory of _____

Please notify the following family of my gift: (please provide name and address)

Handbook Helps Others Understand

Continued from page 3

I know I didn't sleep at all that night. Since it had not been confirmed as to who had been killed, I kept hoping that the phone would ring and someone would tell me that it wasn't Dad who was on the airplane

I had talked with him two days earlier, it was his birthday He told me that he was going to be taking a flight up to Lincoln, Nebraska with a couple of friends

Immediately following the accident, I wanted to know everything

I called the local newspaper. I didn't tell them who I was, I just said I was interested in any photographs they had of the accident site and they sent me contact sheets. I immediately ordered enlargements from the contact sheets and, being a pilot myself, I contacted the FAA. I knew I could get a written copy of the transcripts of the last transmission and I could also get an audiotape of the last transmission between the aircraft and the tower.

I did all right with the written transcripts, but listening to the audiotape was very, very difficult to do. At one point, the controllers get very upset because they are trying to reach my father and there's no response and their voices begins to shake. To this day, that bothers me—to hear that. Then one of them came on and said we have a report of smoke two miles north of the airport and it gets very quiet

It was very helpful to have the information it was one of the very, very difficult things to go through

It was hard for me to realize that he was really gone. The funeral itself involved a closed casket because of the intense fire. The photographs that I had gotten from the newspaper did show Dad from a distance in the airplane and it was my father's profile. Seeing this helped me a lot in accepting the fact that it was Dad and he is dead and he is gone

I was able to get permission to enter the hangar where they had the wreckage. At that time they had finished with everything they needed from the wreckage. They kept a couple of parts that were still under investigation but for the most part the rest of the plane was there . . . This was very helpful

When I went to Kansas City to be with my mother, I stayed there for about a week with her. During that time, I was the one who would answer the telephone and to my shock, a lot of the phone calls were for Dad The typical conversation was always my answering the phone them asking for Al I'd say who's calling please? They'd tell me who was calling and I'd say I'm sorry but my father was killed in a plane crash. And their response was, "oh I was afraid that was him, I was hoping it wasn't." It was very, very difficult for what I was going through at the time to continuously answer the phone and have them know Dad had been killed—and still they called to ask for him

It took a couple of years for the accident report to come out. About the time that the NTSB released the final report I was going

through graduate school and I was getting my Masters in Business and one of the requirements was doing a business plan and I chose to do the business plan on starting a new national non-profit organization to assist survivors of aircraft accidents, as well as family members of individuals who are killed in aircraft accidents. At the time I felt that there was probably not a need for such an organization. I thought I was alone in my feelings of wanting to talk to other people who had been through the same thing. And much to my surprise, after the research I did, there was a tremendous need for an organization like this. There are no other organizations out there that do this type of thing.

It was after I got the research back in my master's project that I decided to start the organization

The complete story, as well as many others, is available in [Handbook for Human Service Response: A Practical Approach for Helping People](#), by Carolyn V. Coarsey, Ph.D.

To purchase the handbook or for more information:
Visit www.higherresources.com or call 706-745-2526. For a short time the book is selling for \$15.00 plus \$2.00 postage. It normally sells for 34.99.

