Kenyon Celebrates 110 Years

1 July marked the 110th Anniversary of Kenyon’s international emergency response efforts.

In the Salisbury rail crash of 1 July 1906, a London and South Western Railway (LSWR) boat train heading from Plymouth’s Friary railway station to London Waterloo station failed to navigate a very sharp curve at the eastern end of Salisbury railway station. The curve had a speed limit of 30 mph, but the express had been traveling at more than 70 mph. The train was completely derailed. It crashed into a milk train and a light engine, killing 28 people. There is a memorial tablet to the 28 dead (including the driver, two firemen and the guard) in Salisbury Cathedral. (Source: Wikipedia)

Harold and Herbert Kenyon, sons of J.H. Kenyon, were asked to assist with the recovery of the deceased, making this the first official incident response and also the first international repatriations by what is now Kenyon International Emergency Services. "Kenyons," as we were and still are called, were often referred to as the fourth blue light service, for reliably and ably returning the deceased to their families all over the world. 110 years later, Kenyon continues to provide specialist personnel, equipment, systems and advice at incidents worldwide - particularly those involving loss of life.

Thank you for being part of 110 years of history - we are honored to have over 500 clients globally entrust us with their emergency response needs.

New Team Member Portal

Because Team Members are so critical to our success during a disaster response, Kenyon has invested time and resources into implementing a new system to track Team Member information, facilitate better communication with our global contractors, manage training, and most importantly, allow them to easily access and update their own record with Kenyon, ensuring accurate data on all of our registered Team Members.

Operationally, the new database has state-of-the-art search and reporting functionality, so pulling a list of qualified Team Members needed for a deployment is fast and simple. The new Team Member Portal also makes it much easier for new Team Members to apply to Kenyon, and we’ve already seen an increase in recruitment this year.

Kenyon’s goal is always to be excellent stewards of the retainers paid by our clients – ensuring that our response resources – both personnel and equipment, remains in the highest state of readiness.
Crisis Management Training with Fiji Airways

Kenyon Associates Jerry Novosad, Donald Steel and David Herriman traveled to Fiji this May to conduct a weeklong training with the Fiji Airways leadership team. The week of intensive training included Special Assistance Team (SAT) training, Go Team Training, Crisis Leadership Training, Crisis Communications Training and Crisis Management Center (CMC) Training, and culminated with an exercise conducted in conjunction with an airport exercise.

Jerry Novosad, who was particularly impressed with the team following the training, shared his thoughts, “Fiji Airways should be proud of their efforts and the time well spent by their leadership team.” When asked for feedback, Victor Kissun, Emergency Response Coordinator for Fiji Airways, offered the following, “Collectively, the management team who attended felt this was the best ever delivery by anyone, let alone Kenyon!”

Thanks, Victor! High praise, indeed. For more information on custom crisis management training packages, please contact us at kenyon@kenyoninternational.com.
NEW MEMBERS

We are pleased to share the following clients that have joined Kenyon since April 2016.

World Fuel Flight Services (Ireland) Ltd, currently trading as Spire Flight Solutions, offers customized, cost-effective flight support services for commercial operators, military flight units, and aircraft leasing and banking institutions across the globe. From flight planning to obtaining difficult over-flight and landing clearances to coordinating ground handling services and qualified flight crew.
http://www.spireflight.com/

In July 2015, Plus Ultra received their Air Operator’s Certificate, being the first Spanish company to achieve this under the new European AIR OPS regulations (ES.AOC.118). Beginning operations in Aug. 2015, the livery of Plus Ultra has now been seen in many airports such as Madrid, Bilbao, Vitoria, Alicante, Paris, Milan, Toulouse, Caracas, Buenos Aires, Gothenburg, Mombasa, Zanzibar, Dubrovnik, Crete, Cyprus, etc.
http://www.plusultra.com

Driven by its purpose of safeguarding life, property and the environment, DNV GL enables organizations to advance the safety and sustainability of their business. DNV GL have roughly 15,000 employees, with 300 offices in 100 different countries and work within the maritime, oil and gas, and energy sectors.
https://www.dnvgl.com/

FlyEgypt is a scheduled and charter airline with plans to become a budget airline in Egypt. It is an equity-funded organization, backed by the Talaat Mostafa Group, one of the largest conglomerates in Egypt.
http://www.flyegypt.today/

Canaryfly is an airline based in Gran Canaria, Spain with 5 Aircraft (4 x ATR 72-200 & 1 x ATR 42-300). The airline operates scheduled and charter flights, both passenger and freight, between the Canary Islands and various destinations along the West African Coast.
http://www.canaryfly.es

Albawings is a new start-up airline, operating out of Albania, and has just taken delivery of its first B737 Aircraft.
http://www.albawings.com
United Kingdom Local Authorities

Kenyon is proud to partner with over 70 county, district, borough and city councils across the United Kingdom. These municipal organizations are responsible for services such as education, transport, planning, libraries, social care, waste management, public safety, and civil contingency.

Kenyon partners with the authorities in support of their obligations under the UK Civil Contingencies Act 2004 for emergency response planning. In the event that a local authority is stretched beyond capacity, Kenyon will provide experienced advisors as well as additional facilities such as a temporary mortuary and the personnel to support it. Kenyon will also assist with humanitarian support services as needed to assist the authorities in caring for affected families.

Kenyon has provided this service on several occasions for maritime, rail, and air disasters. Kenyon also works directly with the UK police on Disaster Victim Identification matters and with the Foreign Commonwealth Office to assist when UK nationals are involved in events in other countries.

Team Member Visits Kenyon US Office

The Kenyon US staff were happy to receive a visit from Harrald Beekman and his wife Saskia this June.

Both a registered Team Member and client of Kenyon, Mr. Beekman works for Noordzee Helikopters Vlaanderen (NHV) as a senior flight operations director. He has worked in the aviation field since 2000, planning and preparing helicopters for off shore flights.

As a Kenyon Team Member, he is trained for the Special Assistance Team, Logistics, and Administration. He is able to work in the Family Assistance Center (FAC) and Crisis Management Center (CMC) and has a history of working in the travel industry. He is a certified PADI open water diver and also has underwater helicopter escape training.

Mr. Beekman has been a Kenyon Team Member since January 2015, and has attended Special Assistance Team training with Kenyon through NHV Noordzee.

Saskia is a professional sign language communicator and will hopefully become a Team Member in the near future.

Natives of the Netherlands, he and his wife Saskia were traveling in the United States on their way to Canada to visit family. They made many stops around the state of Texas, including the Kenyon headquarters located just north of Houston.

“I speak with so many Team Members on the phone and through email that it’s so nice to put real faces with voices,” said Team Member Manager Kathy Ricker. “I hope more Team Members stop by to meet us!”

Pictured from left to right: Saskia and Harrald Beekman with Team Member Manager Kathy Ricker.
Setting Expectations for Family Members:
The importance of and how to explain the processes of search, recovery, identification and repatriation of the deceased to families

By Robert A. Jensen
Chief Executive Officer

One of the primary functions of family assistance is setting expectations and explaining processes. Families now have access to as much information as the company employees or Special Assistance Team (SAT) members. What they don’t have is an understanding of what the information means or how to effectively use it.

A good family assistance program recognizes this and helps the families make sense of the information that is being provided so that they can make decisions on how to proceed. Foremost in the minds of most families who have missing or deceased loved ones is what is the process for the search, recovery, identification and repatriation of the deceased?

In a recent major loss, families travelled to the family assistance center expecting that they were going to collect the remains of their loved ones, to bring them home within days following the fatal loss. In another very recent incident, families were still hopeful that survivors would be found and therefore they would be reunited with their loved ones. In both cases, the reality was much different. In both cases, our clients’ expectations were that the governments involved would brief the families. Again, reality was very different in that because no single government agency is responsible for the entire process, no government agency was willing to commit to explaining the process. So Kenyon provided those briefs, with the governments’ approval and support.

It is important to understand that legally establishing that a person is deceased following a mass fatality incident can be very challenging. In a very practical sense, it is a critical step. It is vital in the transition a family will need to make from what was their “normal” to what will be the new “normal.”

How the death is established will determine how quickly and easily the death is documented. Documenting the death is the process needed to register and record the death. In many countries, the absence of a proper identification can result in a period of up to seven years without a formal death certificate being issued, and therefore no legal adjudication of an estate or insurance payments can be issued. For example, a death certificate is required to access bank accounts, claim life insurance, probate an estate, sell property or settle business affairs. It is almost impossible for anyone to move forward until these practical matters have been resolved. Therefore, it is key to identify the deceased, or in the absence of identification, get a court order death certificate that is accepted by the families as proof of the death of a loved one. This all has to be explained to the families.
Setting Expectations for Family Members cont.

The first step in explaining this is to Set Expectations. On television, the process of identifying a dead body is quick and easy. DNA identifications are made in a matter of minutes or by the end of the episode. We call this the “CSI” effect. It is often the only exposure affected families have had to forensic and justice systems; the systems most often involved in the recovery and identification processes. This fiction creates a harmful set of unrealistic expectations for families affected by a mass fatality incident.

The process of setting expectations begins by explaining five key points to families. The specifics you are communicating to them depend on the situation, but the topics remain the same. They are:

1. Establishing the expectation that there are no survivors. For many families if there are no human remains, then there is hope for survivors. If there is no chance of survivors, then we need to explain why this is. For some families this is accepted immediately. For others this acceptance comes over a period of days or weeks, and still for some the death is never accepted.

2. Establishing the condition of the deceased. Even when there have been media images of the destruction involved in an incident, families often have an expectation that the loved one is in a similar condition to those of the living. Because the condition of the remains has a direct impact on the time it takes to make an identification, it becomes part of the conversation.

3. Establishing an expected timeline for identification. Once we have explained to the families about the chance for survivors and the challenges of making a positive identification, we can then start to establish a timeline. Using examples from previous events, we should quickly have an idea of what to expect and the potential timeline for the process of recovery, identification and repatriation of the deceased. It is very important to communicate this to the families as soon as possible.

4. Explain the actual identification process. Using and showing practical examples of the forms and folders that are created, we explain the process of completing the INTERPOL ante mortem questionnaire, the need to collect familial DNA references, and medical / dental records, all of which can then be matched against the post mortem reports, and DNA profiles generated during the examination of all human remains that are recovered. Then we go into detail on the actual process used to match DNA, including the number of loci (markers) that are typically used.

This part of the briefing, which often takes several hours, includes a lot of questions from families about the “what ifs.” Often, questions are very detailed and demonstrate a real desire to understand the science behind the process and how the identification will be made.
5. Explain the options for formal government recognition of the death, without a body. In some jurisdictions this is called a court ordered death certificate. Historically, governments are hesitant to issue such documents without a physical body. However, governments have realized how difficult it can be for families of mass fatality victims, so many have enacted legislation or moved to provide death certificates more quickly. However, this may not be what all families want. So part of the briefings is explaining what the document means and the consideration families may want to think when deciding to ask for the documentation.

These five key areas are briefed over series of days. The briefings often last for several hours. Because they are technical in nature and often must be translated, it is important to make sure that the translators have a full understanding of the terminology and concepts.

Once you have shared this information, the second thing to do is explain what all this information means and what are the practical things that families can do with the information. For example, it means the families need to decide if they wish to remain at the family assistance center and wait for the process to be completed or that they want to go home. In the two recent cases, that option was available. However, because the process would take months, all families chose to return home. They then needed to make the decision about which documents to request prior to the formal identification. For some that decision is straightforward - in that to them they have accepted the loss. So a death certificate is needed to begin settling the estate. For others, they do not want documents until there is physical proof – identified human remains.

The reason some families don’t wish to have formal documents until a recovery is made is very simple. For them that means there is still hope that their family member may be alive. To accept the documents means to accept that their loved one is deceased and not coming home alive. Accepting the documents means giving up hope without evidence. For those families they will not begin settling the estate or making any transitional plans until the identification is complete.

Finally, because not all families may want to or be able to travel to the family assistance center, they will still want to understand the process. Providing written documents – via a private family website is extremely important. Additionally, for those that do attend the briefings it helps them to explain the process to members of their families who do not travel with them, but will expect feedback on what is happening. It also serves as a good reference point for them.

During briefings and as part of the private family websites, Kenyon shares timely information updates, and also useful references like the above guide to understanding identification by DNA prepared by the US Department of Justice.
Setting Expectations for Family Members cont.

By nature, mass fatality events become global headlines. Headlines typically focus on the numbers involved. It is critical to remember that to those involved, it is a painful individual process that does not end with the media coverage. It is also important to remember that for each deceased there are often multiple family members and friends who will become involved in this process. When leading the response to a mass fatality situation, keeping the affected families and friends at the top of mind will help guide a responsible and effective response.

The above image is an example layout for a family briefing area, where the practical and technical briefings discussed throughout the article would take place. This is often a conference room in a hotel, with every effort made to ensure comfort and ease of understanding the provided information.
Crisis Communications Training with Alitalia

This June, Kenyon Associate Tom Christides had the pleasure of conducting crisis communications and spokesperson training with the leadership team at Alitalia Societa Aerea Italiana. Over the course of two days, Tom conducted four sessions at their headquarters in Rome.

The first session included classroom instruction with 30 participants and inspection of their crisis room facilities. During the second session, Tom worked directly with the CEO, COO, and SVP of Communications for spokesperson training with live camera interview practice. Alitalia’s CEO takes emergency response very seriously, and this session produced great discussion.

Day two continued with instruction and on-camera practice for additional Alitalia leaders from flight safety, communications, and sales. Everyone had the opportunity to practice in front of the camera at least twice, providing great insight into the stressful nature of interviews during a crisis.

The training was well received by all involved, and we look forward to the next opportunity to work with Alitalia’s leadership.

For more information about Kenyon’s crisis communications and spokesperson training opportunities, or to schedule your own leadership team’s training, please contact us at kenyon@kenyoninternational.com.

Ask a Kenyon...

To submit a question to a Kenyon expert, please contact your account manager. We will always keep your questions anonymous.

Dear Kenyon,

We are a relatively large airline with offices near to our main operating hub. If we had an incident at the airport here, how long would it be before Kenyon arrived on-site to assist with the families (who would likely be waiting in arrivals) and survivors?

Regards,
Station Manager Sally

Dear Sally,

Shortly after the initial phone call to activate Kenyon, you would receive a call from a member of our senior executive team who would advise and recommend the appropriate plan of action considering the circumstance. We would immediately begin transportation for First Responders to your office and incident site. If you require Kenyon to deploy Special Assistance Teams (SATs), depending on location, they will arrive as soon as possible.

Additionally, it is important to remember that we may recommend establishing a family assistance center (FAC) at a location other than near the accident location. Many factors go into making a recommendation on when and where to establish a FAC, which may include recommending more than one location. Our goal will be to provide you with the best advice at the time given the incident details.

To mitigate possible delays in care, it is essential that your internal staff have SAT training, and that your station management team is trained to immediately set up a Survivor Reception Center. Kenyon moves quickly, but if there is an accident on the runway at your hub, we will not be there as quickly as you – you cannot and the families will not wait for us to arrive.

We’re happy to walk through scenarios with you to discuss how and who will respond. Likewise, Kenyon’s experienced training associates can help your team identify and fill any gaps in your emergency plans. Please let me know if I can provide further assistance or information about our response capabilities and training offerings.

Sincerely,

Harry Griffiths,
Account Manager
Connect with Kenyon

Be sure to follow Kenyon on your preferred social media sites below. We want to connect with you!

Facebook: www.facebook.com/KenyonInternational
Google+: https://plus.google.com/+KenyonInternational/
LinkedIn: www.linkedin.com/company/Kenyon-international-emergency-services
Twitter: www.twitter.com/Kenyon_Tweets www.twitter.com/KenyonCEO
YouTube: www.youtube.com/user/KenyonInternational/

Our friends and partners at Gates Aviation are celebrating 10 years of successful business in aviation safety, security, emergency response and legal services. What a brilliant 10 years it has been!

“We are delighted to celebrate the 10th anniversary of Gates Aviation’s business, dedicated to making aviation safer and better prepared.” – Sean Gates, CEO.

Kenyon is proud to partner with Gates Aviation to bring our clients critical consultancy services such as:

- Principles of Business Continuity
- Internal Air Accident Investigations
- Safety Management Systems
- International Air Accident Investigations

For more information on these courses, and how they can benefit your organization, please contact kenyon@kenyoninternational.com.