

I am Maria-Helena Pereira Franco, from São Paulo-Brazil and I was invited by Gail to be a Board Member of NADA/F. I have experience, as a Psychologist, with families related to numerous air crashes in Brazil, since 1996.

Brazil was the second country to pass a Family Assistance Act, similar to the one in the United States for family assistance, and I am the person in charge of providing family assistance to TAM - Brazilian Airlines, not as an employee, but as a consultant. TAM is the 2nd airline in Brazil in number of passengers (domestic and international flights) and the #1, regarding only domestic flights.

I direct a group of psychologists that are trained on a constant basis to offer support, and I am also a professor at the Catholic University of São Paulo, where I founded the Bereavement and Grief Center, where we do research and offer psychological assistance to bereaved people.

I am also part of a work group that meets at the Union of Airlines in Rio de Janeiro, to discuss matters related to human factors and safety. I look forward to helping when and where we are needed.

*Maria-Helena Pereira Franco, Ph.D.*  
[www.4estacoes.com](http://www.4estacoes.com) Website in Portuguese

*Maria-Helena is Team Leader with NADA/F's Family Support Team and we welcome her extensive and professional experience, and her total commitment to family members.*