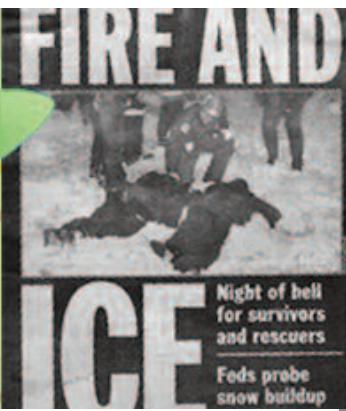


Crashing Into Life



The Person

Kendra St. Charles is an airplane crash survivor. Since surviving a horrific crash in 1992, St. Charles guides survivors, first responders, emergency teams, hospitals and transportation professionals through crisis training and policy. Her unique story allows her to focus on humanitarian assistance policy and protocol. Yet she has personal insight in **overcoming adversity with resilience and purpose**.

The Story

Kendra St. Charles was living a good life. In 1992, on her way home from a New York business conference, her plane—US Airways Flight 405—crashed in a fiery ball into Flushing Bay just off LaGuardia Airport runway 13.

She was lucky to escape the burning wreckage floating in jet fuel in the icy shallow waters. She was one of the very few who survived. But she barely survived. St. Charles had second- and third-degree burns over her body, severe smoke inhalation and a punctured lung.

She also had no identification on her and had changed seats on the plane. Intubated and unable to talk, she was listed as dead for days before hospital staff confirmed her identity and eventually contacted her young daughter and family.

After a long and arduous recovery, she used her personal experience to shape law, post-crash crisis protocol and key humanitarian transportation accident response.

Kendra speaks to groups of all sizes and backgrounds on **survivorship, crisis management and finding a new life from change**.

The Benefit

The takeaway for Kendra are life lessons for all adversity.

She poured herself into helping others, especially crash survivors. She and her fellow survivors founded the National Air Disaster Alliance (NADA) in 1995.

St. Charles testified in Congress to encourage the legislation which became the Aviation Disaster Family Assistance Act of 1996. This law created the Office of Transportation Disaster Assistance (TDA), at the National Transportation Safety Board (NTSB).

By special invitation by multiple national and international air carriers, St. Charles helps train and shape crisis-response policy. She works with the Air Crash Victims Family Group on worldwide policy and protocol.



Kendra St. Charles

Phone: 330-812-3588

Information:

Contact@CrashingIntoLife.com

Booking:

Booking@CrashingIntoLife.com

Website:

CrashingIntoLife.com

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Kendra St. Charles has crashed into life.

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The Audience

The audiences are many and range from national and international business and organizations to local jurisdictions and civic organizations. All can, and likely will be affected by a disaster. Most likely the disaster will be unanticipated. We read these horrible events in newspaper headlines seemingly every day. Kendra St. Charles helps before and after crises.



St. Charles speaking in 2011 at the NTSB sponsored International Family Assistance Conference.

PREVENTION AND RESPONSE

Industry

- Transportation
- Air carriers
- Major airlines
- Private and for-hire carriers
- Public transportation
- Trains
- Busses
- Metro systems
- Charters and tours
- Limousine services

First responders

- Police, fire, and EMS
- Hospital staff-ER, floor staff, social workers, insurance staff
- Pilots, air staff & ground crew
- Transportation security officials

Utility/Provider Corporations

- Gas, electric, drilling disaster prevention and response

States, cities and towns

- Policy makers
- Councils
- Boards

Planning and response

- Personal planners
- Insurance providers
- Financial planners
- Attorneys - Trusts, Estates and Family Law

Civic organizations

- Rotary
- Kiwanis
- Leadership
- Charitable organizations
- Social agencies and Relief providers

Educators

- Educators and staff from daycare and pre-K through college and university

SURVIVORS, RESILIENCE AND PURPOSE

Spiritual & Resilience

Organizations

- Youth
- Cancer and major illnesses
- Women's Groups
- Recovery programs
- Church support groups

Youth at risk

- Elementary, middle- and high schoolers
- Home schoolers

Top: Memorabilia from work creating safety and response legislation.

Bottom: St. Charles speaking at TEDx Akron in 2013.

