

Airport Arrival

SIGNING UP FOR AN AIRPORT PICK UP

To sign up to pick up a refugee at the airport, contact rcassell@wr.org

PRIOR TO AIRPORT PICK UP

- Make sure your vehicle has enough gas
- If needed, install the proper child safety seats (if you need car seats or booster seats, they are available at the World Relief Office)

CHILD PASSENGER SAFETY LAWS IN NORTH CAROLINA:

- Birth-12 months: Must ride in a rear-facing car seat
- 1-7 years: (weigh less than 80 pounds) Forward-facing car seat or booster seat; must be in accordance with the seat manufacturer's instructions and meet all Federal Safety Standards in place when the seat was manufactured
- Children 8+: Must be restrained by seatbelt
- Questions? [Visit for Child Passenger Safety Law Summary](#)

- Is your vehicle(s) large enough for clients and their baggage?
 - If you need a larger vehicle, contact the client's case manager
- You can make a "Welcome to America" sign or we can provide signs from the World Relief Office (this helps clients identify you more easily)
- Make sure you have the client's case manager's contact information (can be found on the sign-up spreadsheet)
- All airport arrivals will come through Greensboro Triad Airport:
 - 1000 A Ted Johnson Pkwy, Greensboro, NC 27409
- Check the flight status before you leave!
 - Flights are subject to delays, cancelations, or may be arriving early. You can go to the airline's website or call to check the status

Make sure you are at the airport at least 20 minutes before their arrival

- Refugee's home may have a lockbox on the door, so contact World Relief for the lockbox combination

AT THE AIRPORT

- Park your car in the arrivals parking lot
 - Bring quarters! (put change in the parking timer so you do not get fined or towed)
- Wait for the refugee(s) at the "ARRIVALS" area of the airport
 - Refugees will be carrying a white or blue plastic bag with "I.O.M" printed on them. This will help you identify them
- Be very welcoming!
- In case you cannot find the refugee(s), try the following:
 - Check outside and near baggage claim in case they passed by you (baggage claim is located on the lower level)
 - Speak with an airline assistant to check the status of their flight (it is possible they may have missed their connection)
 - If you still cannot find them, call their case manager
- Do not be discouraged if they are not excited to see you. They have been traveling for many hours, possibly days, and are expected to be jetlagged and exhausted

- After greeting the refugee(s), take them to baggage claim and pick up any checked baggage. If the baggage is not there go to the airlines baggage attendant and place a lost baggage claim

DROP-OFF LOCATION

- Help carry their luggage inside
- When you get to the door, there will either be a lockbox (contact World Relief for combination), the door will be unlocked, or a family member, roommate, or community member will be there to greet you
- If they are going to their own home give them a small tour around the home and do your best to communicate the basics:
 - o How to use the shower and toilet
 - o Where to store clothes
 - o Where items such as towels, dishes, and utensils are
 - o How to change the temperature in the apartment
 - o How to work the stove, oven, and other kitchen appliances
 - o Depending on their knowledge, they may need to be shown how to use the faucets
 - o How to lock/unlock the doors

Note: every case is different, so feel out how much detail you need to go into

- Do your best to answer any questions they have
- There will be pre-made food for them to eat when they arrive
 - o If they are arriving at their own home, the food may be in the refrigerator. If for some reason the food is not there, please contact the case manager
 - o If they are going to the home of a family or community member, they will be the ones to feed them
 - o If they want to eat right away and they invite you, you may share the meal with them. We encourage you to join them if they offer
- Before you leave, communicate to them that someone from World Relief will be there later that day or the next day to check on them

If after welcoming these new arrivals you are interested in spending more time with them, please contact the volunteer coordinator so they may help guide and connect you.

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