

How to Do an Airport Arrival

Before Going to Airport:

- Pick up pre-paid phone, food & pocket Money, travel itinerary, intake sheet, Interpreter contact information, and van keys from case worker at WR WNY office.
 - *Make sure you have car seats, booster seats, food, toiletries, cleaning supplies as necessary. Caseworker will have all these items ready for you upon your arrival. Verify with caseworker that clients have a culturally appropriate meal set up, seasonally appropriate clothing if necessary, etc. Caseworker can give you all details, and will be available by phone/text the night or day of arrival.

Once Volunteer/Intern Arrives at Airport:

- Park in short term purple sign lot and take your receipt when exiting the airport (give receipt to caseworker for reimbursement).
- Post up next to the large sliding glass doors (departures/ground floor, in between baggage carousels) that all arrivals exit from. Make sure to have your World Relief badge visible for all to see.
- If their US tie is not there yet, call/text to let them know you are there (can find US tie name and number on the intake sheet).
- If interpreter will be assisting, make certain they are there or coming. Call/text if you do not see them yet.
- If clients do not arrive/luggage is lost, etc., call the appropriate caseworker who will navigate the situation (If clients do not eventually show-up at baggage claim/lower level, you can go upstairs and check on second level where check-ins occur).

Once Clients Arrive at Airport:

- Greet clients and introduce yourself as a World Relief WNY volunteer/intern (Clients are most times identified by caseworkers via help from intake document description of family size/composition, country of origin, and general lack of familiarity with the Rochester Airport and surroundings).
- Collect luggage (most times big blue IOM bags) and let them know you will help with transportation to their place of stay, and that their caseworker will meet them the following day for an extensive intake (caseworker can give you a time beforehand, so that you can tell the client an exact time for the meeting).
- Take pictures if clients would like to do so.

Once Clients and Volunteer/Intern Arrive at Home:

- Bring them to their place of stay and then go over the following once there:
 1. Emergency procedures (call 911 for fire, someone is severely sick or injured and needs the hospital immediately, or someone trying to break in your home. Explain 911 is only for emergencies).
 2. Basic safety (Lock doors, show them smoke detectors, carbon monoxide detector, and tell them what it means if these go off and what they can do depending on the situation).
 3. Tour of the entire home (show them kitchen, including kitchen supplies, food provided, and how to use stove and other appliances as necessary. Show them the bathroom and how to use shower and toilet. Show them bedrooms, light switches, thermostat if it is winter and tell them grease should never be put down the kitchen sink and nothing but toilet paper should be flushed down the toilet).
- Give adult clients (18+) their food and pocket money (as indicated by caseworker) and explain that their case worker will have them sign for it during the next day home visit.
- Give the family their pre-paid telephone with minutes and data already loaded and explain that it has the caseworkers name and number programmed. If clients need help operating the phone you can help.
- At this point if there is a US tie/friends at the home, they will most likely heat up and serve the culturally appropriate meal which they provided, although if the family does not have a US tie/friends at the home, you would show them meal that WR WNY had provided and ask them if they want help heating it up, etc.

- You would now ask if the family has any questions at all, and re-iterate that their caseworker will be seeing them for approximately 2-3 hours for their next day home visit at pre-determined time. Tell the adult case members to be ready for this meeting, as it is important and will cover a lot of information.
- If clients want you to eat with them do so at your discretion, or you can now say goodnight.
- Drop off WR WNY van either at time of completion or the following morning (leave key in WR WNY drop box by glass side doors, as shown by WR WNY caseworker).