

AIRPORT PICKUP



A lot of anticipation has gone into this day. It will likely be a very significant and memorable experience for your group. At the same time, it is impossible to comprehend what this experience is like for the individual or family arriving, unless you have been through it. They will be very exhausted and disoriented when they first arrive. After some time has passed and there has been trust and a relationship established, the newcomers tend to look back on this moment as a significant and memorable experience.

PRIOR TO AIRPORT PICKUP

- Decide who from your group will participate in the airport pickup. We recommend 2-3 people though more may be needed for larger families.
- Make arrangements for how many cars will be needed. Each newcomer is able to travel with up to 2 checked bags as well as 1 carry-on.
- Connect with the US Tie (if applicable) to see if they will be present at the airport and are able to interpret.
- Connect with an interpreter to ensure they will be present at the airport (if the US Tie or other family member does not plan to interpret).
- Create a Welcome Sign with the newcomer's name(s), Bonus tip! Write welcome in the newcomer's language
- Learn how to say "Welcome" or "Hello" in the newcomer's language.
- Provide water bottles to offer to the newcomers.
- Make sure you have WR contact info, flight info, names of newcomer(s), and address of newcomer(s).
- Install Car seats (if applicable).
- Check Flight Status.

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WHAT TO BRING:

- Water bottles
- Welcome Sign
- WR contact info, flight info, names of newcomer(s), address of newcomer(s)
- Pocket Money

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AT THE AIRPORT

- Park and enter the airport near baggage claim.
- Identifying the newcomer(s): Wait outside the exit from the terminals. Newcomers will be carrying a white or blue plastic bag with "I.O.M" printed on it.
- Meeting the newcomer(s): Show your Welcome Sign. Be warm and polite. Do not be discouraged if they are not excited to see you. They have been traveling for many hours, possibly days, and will likely be exhausted and disoriented.
- Greet them with a "hello" or "welcome" in their language.
- Have the interpreter introduce you and give a brief explanation of your team.
- Baggage: Guide them to their baggage claim number and help pick up any checked baggage. If the baggage is not there, go to the airline's baggage attendant and place a lost baggage claim.
- Getting your car: Have them wait outside or close to the door while you get the car. Let the interpreter know what kind of car you have and to keep an eye out for you.
- Seat belts and car seats (if applicable): It is likely this is the first time the children have been in a car seat. This can be very challenging, but for their safety and in accordance with the law, the child must be buckled into their car seat and all passengers need to wear a seat belt.

REMEMBER TO

- Log your volunteer hours on Track-it-Forward
- Log case notes if required of GNT or inform WR of:
 - Whether a car seat was used
 - Whether family had or was provided with seasonally appropriate clothing upon arrival
 - Type of interpretation used

KEEP IN MIND

Newcomers most likely will not know who you or your group are. Have the interpreter offer a simple introduction and explanation to them on who you are and what role you will be playing in supporting their resettlement.