

## ARRIVAL TEAM - Dallas

### Goal

Help provide a culturally appropriate meal & transportation from the airport to our client's new home upon arrival to the United States!

### Duties and Responsibilities

- Collect house keys & WR van at the office
- Drive to airport, arriving at least 10 minutes early, parking at correct gate
  - *Please be aware that there is a \$2-3 airport fee. Volunteers can request reimbursement by providing a receipt of the transaction*
- Search for client that has IOM bag/badge & that matches case size & genders
- Assist with transporting luggage to van
- Drive them to their new home
- Review checklist via arrival form upon drop off
- Return van & keys to WR office

### Secondary Responsibilities

- Complete all onboarding steps in the Volunteer Portal:
  - Background Check – 5 mins
  - Local Live Orientation – 1.5 hrs
  - E-Learning – 45 mins
  - References – 2 mins
- Review confidentiality and policies in the National Volunteer Handbook
- Log hours via Track it Forward
- Report any concerns or conflicts to Volunteer Coordinator

### Time Requirement

Airport pick-ups usually take anywhere from 2-3 hours to complete. This is based on arrival delays, family size, and location of new home.

### Requirements

- Must have a clean driving record
- If you are transporting children, you will be required to ensure they are properly buckled into their car/booster seats. Car seats can be collected at the World Relief office.
- All adults will be required to wear seat belts

## **ADDITIONAL INFORMATION**

The volunteer will receive the client's flight information, case size, names, and ages of clients. It is encouraged for the volunteer to consistently check for flight delays on the day of arrival. If it is a later airport pick-up, delays are more probable.

### **World Relief address:**

7500 W Camp Wisdom Road

Dallas, Texas 75236

### **Airport:**

Dallas Fort Worth International Airport

### **Checklist:**

- Home keys given to client
- Show how to lock/unlock door
- Show how to use thermostat
- Show how to use toilet and shower
- Show how to use oven/stovetop/microwave
- Show how to use garbage disposal
- Give caseworker's phone number to client. Tell them CW will visit them next business day