

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).
- 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 (if you’d like)
- WR contact info, flight info, names of newcomer(s), address of newcomer(s)
- Pocket Money

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AT THE AIRPORT

Drive to the Austin Airport, at the specific gate & time on your sheet. Park in the Red Parking lot. If you park in the Red, you can usually walk across the street to where the arrivals are. Generally, the flights come through Baggage Claim 1.

Walk inside gate and locate client that fits description. If you cannot find the client, try speaking to an airline agent, some refugees may not know to exit the security area or have a delay. You may also want to check outside the baggage claim area. If you cannot find them, call the contact for the airport pickup.

WHEN YOU MEET THE ARRIVAL(S)

Ask client's if they are [said name given]. If yes, introduce yourself as a World Relief Volunteer and friend. Tip: Do not be discouraged if they do not seem excited or are tired. They have likely been traveling for hours or days and could be jet-lagged and exhausted. Pick up any baggage at baggage claim. If baggage is not there, check with the attendants. Follow lost baggage procedure with the airline and notify the case manager.

DRIVING TO THE HOME

Assist the client with the luggage and take it to the hotel. Make sure that everyone has fastened their seat belts and closed the doors of the car. This could be a good time for a car orientation, if they have not been in a car before.

WELCOME CHECKLIST



AT THE HOME

- Help carry their luggage inside the home.
- Check for groceries/ready-to-eat meal - if the client is staying with family, confirm the family has enough food to feed the client and a meal to welcome them with.
- Home key given to client (if applicable) - *if you are using a lock box, enter in the code given to you, and give the keys to the client.*
- Show the client how to lock/unlock the doors.
- Show the client how to use the thermostat.
- Show them how to turn on and off the shower and faucets.
- Show them how to use the oven and/or microwave.
- Show them how to use the garbage disposal.
- Tell them their caseworker will visit them on the next business day - *if you are assisting on a Friday, let them know they will see them on Monday, which is 3 days from Friday.*

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ADDITIONAL TIPS

Every case is different, so feel free to add additional orientations depending on the arrival. If they would like to eat right away and they invite you to join or would like you to stay, we encourage you to!

If, for some reason, there is no food in the home or there are any issues, please contact the case manager.

REMEMBER TO

- Log your volunteer hours on the Volunteer Portal
- 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.