

## GOOD NEIGHBOR TEAM AIRPORT PICK UP GUIDE

You have the honor of being the first to welcome a refugee family to Sacramento! This guide is meant to provide you with instructions on what to anticipate from this volunteer experience.

### Before or on Arrival Day:

- World Relief Sacramento's Good Neighbor Team Volunteer Coordinator, WRS GNT VC will send you the flight information on the Arrival Information Sheet.
- Print Arrival Info Sheet (Optional)
- Locate the apartment unit before picking up the family (Optional)
- WRS GNT VC will let you know where to pick up car seats.
  - If GNT will have access to the apartment before the family's arrival, WRS GNT VC will leave car seats/boosters in the apartment for lead driver to install in their vehicle or,
  - GNT can pick up the car seats from WRS GNT VC at the WRS Office.
  - Ensure that car seat harness is adjusted for the appropriate age children. Please click on the link for a YouTube Tutorial about adjusting and installing the ["Cosco Scenera NEXT Convertible Car Seat"](#)
- Check the flight status throughout the day
  - Use [www.flightaware.com](http://www.flightaware.com) or [www.sacramento.aero/smf/flight\\_and\\_travel/flight\\_status/](http://www.sacramento.aero/smf/flight_and_travel/flight_status/)
- Print/Make a Welcome Sign (Optional)
  - With a marker, write the family's last name.
  - Look up how to write Welcome or Hello in Dari/Farsi/Arabic to add to welcome sign.

### Day of Arrival – Before Leaving Your Home

- Bring your volunteer name tag to the airport.
  - If you did not receive a volunteer name tag, please contact the WRS GNT VC.
- Prepare to arrive at SMF International Airport 30 minutes before the flight lands.

### Day of Arrival – At the Airport

- Once at the airport, park in the appropriate "Hourly Parking" Terminal.
  - For Terminal A: Both parking garage and lot have same rate; use the garage since it is closer to the terminal and attempt to park in rows I – K if possible.
- Connect with any other people that may be meeting you (i.e. other volunteer or US Tie).

**Wait near escalators to greet the family.**

- The family will come down the escalator. You can identify the family by a white IOM bag with blue writing that they will be carrying.
- Wait at the bottom of the escalator with your sign in hand.
- Introduce yourself. Reminder when greeting the family:
  - Men: Shake the hands of the men. When greeting women, you can place your hand over your heart and say hello.
  - Women: Nod at the men (the men may extend a handshake). You can kiss the women on the cheek three times.

 **Ask the family if they need to use the restroom or have other needs** **Assist with picking up the family's luggage**

- See Arrival screen for baggage claim info (each of the 4 conveyer belts will also display city of departure)

 **Ask partnered family how they would like to divide up if there are multiple cars.**

- Keep in mind, car seats will already be installed in the vehicles.
- Most likely, the mother will want to ride in the car with the children. If children are in multiple cars, mother should ride in the vehicle with the youngest children.
- Men on the GNT: Make sure you do not ride alone with refugee women.

 **Ensure that everyone is using seatbelts and car seats properly (if applicable).**

- Make sure that women on the GNT assist refugee women put on their seatbelts. If there are no GNT women present, explain the seatbelts to the husband and allow him to assist the refugee women.

## Day of Arrival – At the Apartment

 **Locate the apartment/temporary housing.**

- Use the lockbox on the doorknob and enter the code found on the Arrival Information Sheet to access the key (if applicable).

 **Do not remove the lockbox from the door handle.**

- Inform the family that their caseworker will pick up the lockbox on the next day home visit.

 **Give the key to the family once the door is open.** **Take off your shoes when entering their home, this is likely the custom of the family.** **Help partnered family get acclimated to their new home.**

- Show the family the location of groceries.
- Ask them if they would like to eat their meal. Help warm it up (if applicable).

 **Conduct a brief housing and safety orientation for the following items:**

- Lock/unlock the front door and windows
- Garbage disposal (if applicable)
- Stove/oven
- Using faucets and showers
- Thermostat

**Ask the family if they have any remaining questions.**

- If you do not know the answer, do not try to guess. Inform them that their WRS Caseworker will address their questions and concerns the following day.

**Inform the family that the WRS Caseworker will address their questions and concerns the following day at the Next Day Home Visit.**

- During the Next Day Home Visit, the WRS GNT VC will discuss the role of your GNT. The family will decide if they would like the GNT to commit to visiting with the GNT for the next 6 months.
- In the very rare case that the family says they would not like a GNT – welcoming them at the airport and setting up the apartment is still incredibly impactful and meaningful to the family, so your efforts will not be wasted.

## Day After Arrival

**Log all volunteer hours on Track – It – Forward and provide feedback in the “Notes” section.**

- Example: [Insert Case Number] arrived safely in apartment; US Tie came to apartment with a welcome meal.
- For any questions about Track – It – Forward, please email Jessica Alvarado at [JAlvarado@wr.org](mailto:JAlvarado@wr.org).

## FAQ

**We have a large GNT, can we all go to the airport to welcome our partnered family?**

- Welcoming a family to Sacramento is a great opportunity for volunteers, but keep in mind families have been flying for 17 plus hours. When they arrive to the airport they will be exhausted and too many people greeting them at once may be overwhelming.
- An ideal group size has no more than 5-6 people.

**Based on the information sent to us by the GNT VC, the US Tie will meet us at the airport to help welcome the family. Should we contact them beforehand?**

- The family’s WRS Caseworker will have already sent the US Tie all the information about the family’s flight. If the US Tie is meeting you at the airport, you can call them they day of the pick-up and once you have arrived to the airport.

**What if we need a gate code to get into the apartment complex?**

- All the information regarding the family's apartment will be sent to the GNT in the attached Arrival Information Sheet.
- If the GNT does not receive a gate code, however there is a gate and the team cannot get in, this requires immediate assistance and Lead Driver can contact the GNT VC on his/her cell phone.

**We safely dropped off the family in their apartment, when is the next time the GNT will visit with them?**

- Recall that WRS will discuss the GNT program with the family the next day after their arrival and they will choose whether or not they want to be partnered with a GNT.
- If the GNT has decided to let WRS oversee the first week's appointments, we will wait about 1 week until the appointments have been taken care of to formally visit the family during the "GNT First Visit."
- The GNT First Visit officially launches a GNT's 6 month experience with the family.

**Why do we have to log volunteer hours, are they really important for World Relief?**

- Logging hours allows WRS to communicate a positive message to church partners and the wider community of the many ways volunteers support refugees. Volunteers are also donating their time to serve refugees, therefore WRS likes to be responsible to track this information.
- In addition, some of the grants we have (Match Grant) rely heavily on documentation of volunteer participation. Therefore logging hours is vital to the success of our programs.

**When logging our volunteer hours in Track-It-Forward, you mention to include the family's case number in the notes section. Where will I get the case number from?**

- The family's case number will be included in the Arrival Information Sheet or in the email sent to the GNT Leader.
- The case number allows WRS to identify which family was assisted by volunteers because it is unique to one family. Often families have the same last name and even first name, so a more unique identifier is the case number.