

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

- Monique Starks, Transportation Volunteer Coordinator (VC), will email directions including a one-pager “Arrival Information Sheet” with all flight and drop-off information.
- Print Arrival Info Sheet (Optional)
- Locate the apartment unit before picking up the family (Optional)
- Make arrangements to pick up car seats (if applicable) with Transportation VC
 - You can pick up the car seats from the World Relief office or we will arrange to have them delivered to you (either at your house or at the airport). Ask staff if you need help installing them.
 - 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”](#)
- Print/Make a Welcome Sign (Optional) - Write in the family’s last name with a marker.

Day of Arrival – Before Leaving Your Home

- Check the flight status 1 hour before expected time of arrival – flights may arrive late *or early*!
 - Use www.flightview.com In search box: put the airline and flight #
- Plan to arrive at SMF International Airport 15-30 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 (park in rows J – M to be closer to the Baggage Claim exit)
- 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; they may be carrying a large, white IOM bag with blue writing.

Introduce yourself. Reminder when greeting the family:
Men: Shake the hands of men. You may place your hand over your heart and say hello to greet women.
Women: Nod at men (they may extend a handshake). You may kiss 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 with the youngest children (recommend mother sitting next to or in between the car seats).

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

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

SPECIAL NOTE: If the family is being hosted by a volunteer, friend or relative, you may skip this section and go home after you drop off passengers, luggage and car seats (the host will provide the meal and orientation).

- Use the lockbox on the doorknob and enter the code (on Arrival Info Sheet) to access key (if applicable).
- Give the key to the family once the door is open. Do not remove the lockbox from the door handle (their caseworker will pick up the lockbox during the next day orientation)
- Remember to bring in the family's car seats (if applicable) when you take in the luggage.

 Take off your shoes when entering their home, this is likely the custom of the family. **Conduct a brief housing and safety orientation for the following items:**

- Lock/unlock the front door and windows
- Location of groceries (fridge/cupboards)
- Stove/oven
- Turn on/off faucets and showers
- Garbage disposal (if applicable)
- Thermostat or wall unit for A/C or heater

Ask the family if they would like to eat their meal. Help warm it up (if applicable).

 Inform the family that their World Relief Caseworker will meet them the following day for orientation **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 World Relief Caseworker will address their questions and concerns the following day.

Day After Arrival

 Log all volunteer hours on Track It Forward and provide feedback in the "Notes" section.

Example: "[LAST NAME] arrived safely in apartment; US Tie came to apartment with a welcome meal."

Frequently Asked Questions (FAQ's)

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

The family's World Relief 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 may call them before arrival to introduce yourself and confirm your meeting time/place. Once you have arrived in the airport baggage claim area, you may text (or call) the US Tie so you can greet together.

What if the family does not arrive?

First, be sure to check the flight status for any flight delays: Use flightview.com or flightaware.com for live tracking and search for the airline and flight # (underlined in your arrival sheet). If the flight has arrived and you see all other passengers from the flight already picking up their luggage from baggage claim, contact a local airport worker to see if the family may still be in the terminal area (sometimes they do not know to go down to baggage claim). In some cases, if you speak with the airline, they will issue a pass that allows you to go back to the gate area after passing through the security clearance. If the family still cannot be found, contact the emergency number on the Arrival Sheet. It is possible that the family did not successfully board their transfer flight; the staff member will provide further instructions.

What if luggage is missing?

Go to the airline's customer service; use the address/contact info listed at the bottom of your Arrival Sheet.

What if another refugee family arrived on the same flight and has no one to pick them up?

Wait for 10-15 minutes *after the scheduled arrival time* (sometimes flights arrive early and the driver is on their way or is finding parking). If there is still no driver, ask to see the refugees' flight tags that includes their resettlement agency and contact number (they will either wear it around their neck or have it in their carry-on. Notify an airline worker after you call the number listed on this tag so they can assist the refugee, if needed. If no one answers, you may contact the emergency number on the Arrival Sheet.

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

All the information regarding the family's apartment will be provided in the Arrival Information Sheet. If no gate code is found in the Arrival Info Sheet and you cannot get in, this requires immediate assistance. The Lead Driver may contact the staff listed in the Emergency Contacts section of the Arrival Info Sheet.

We safely dropped off the family to their apartment, but there were missing items or appliances not working. What do I do?

If it is a non-essential item, please note it in your Track It Forward entry. Their caseworker will most likely find it as well using a checklist that records if there are any needed items during next day orientation.

If it is an item requiring immediate attention (i.e. heater not working in winter), please text or email the Transportation VC to notify World Relief staff to address it first thing in the morning with the landlord.

What counts as volunteer hours in Track It Forward?

Be sure to send a Track It Forward entry the next day as confirmation that this task was completed. Be sure to only record the hours and mileage from the point you arrive at the airport until you leave the refugee family's apartment (World Relief can only accept hours/mileage directly serving refugees, not travel time to/from your own home). **Remember to include the refugee family's last name in the "Notes" section.** For further questions about Track It Forward, email Jessica Alvarado at JAlvarado@wr.org.