

Step 2: Intake and Registration

- Set up a least one station for intake and registration of the guests. Some sites choose to set up several “intake stations” if they have sufficient volunteers and table space.
- Warmly greet and welcome the refugee and ask to see his or her immigration documents
- Use the attached guides to determine if there are any *red flag* mistakes that need to be changed on the paperwork before the immigrant will be able to travel.
 - If there are any such important mistakes, notify the Shift Coordinator immediately so he or she can notify Annunciation House.
 - Notify the guest that he or she cannot make travel arrangements until after the mistake has been fixed. However, then can still get in line at the “Travel Arrangements” station so that they can make a quick call to their family members in the United States and let them know that they are safe.
- If any of the children are U.S. Citizens ask their parents to see their passport or birth certificate so you can use it to copy the exact spelling of their name.
 - If the guests says that immigration officials kept their child’s U.S. birth certificate or U.S. passport, notify the Shift Coordinator immediately so he or she can notify Annunciation House.
- Use the attached guides to find the needed information and to input the information into the intake form.
 - Ask the Shift Coordinator for assistance if you do not know how to fill out an answer on the form.
- Frequent Issues during Intake and Registration
 - Low Spanish Fluency
 - Many indigenous Guatemalan guest have low Spanish fluency. You may ask other guests to help interpret during the intake process.
 - Exhaustion/Stress/Anxiety
 - Refugees are often very tired, hungry, and sick upon arrival. Please let them know that the volunteers are doing everything possible to help them as quickly as possible
 - If a guest asks you for medicine, please notify the Shift Coordinator
 - Missing Documents/Items
 - Unfortunately, Immigration often seizes identity documents from the refugees.
 - If these documents are from another country other than the U.S. (such as foreign passports, *electorals*, *credenciales*, *actas*, *DUIs*, *cedulas*, etc.) there is nothing that we can do to help get them back. Most likely, the guests will be returned his or her documents at the end of his or her court proceedings.
 - If the immigrant says that immigration officials kept their child’s U.S. birth certificate or U.S. passport, notify the Shift Coordinator immediately so he or she can notify Annunciation House.
 - Likewise, there is little that we can do to help recover seized possessions.
 - Unfortunately, families are often separated during immigration processing.
 - If they believe their family member was detained:
 - Please comfort the guest as much as possible, and use the attached guide on ¿Tiene un ser querido detenido? to help with next steps
 - You may also want to consider asking if the guest would like additional pastoral care to help cope with the pain of the separation.
 - If they believe their family member was released to another shelter:
 - Please comfort the guest as much as possible, and take down the name of the family member. Tell the guest you will do your best to find out if their family member is at another shelter, but that you will not be able to make any inquiries until things calm down later in the evening. Let them know that we are operating several shelters and that in every shelter their family member will have a chance to make a phone call to their family member in the U.S.; usually that is the easiest way to find someone.