

Guidelines for Volunteer Drivers: Airport

- Please do not take pictures of the guests in order to respect their privacy and dignity.
- You will receive a white travel slip for each family you will be transporting. The slip will have the family member's names, number of people, airline, and confirmation number. Please keep this travel slip safe you will need it once you arrive at the airport
- Park in the airport parking lot and walk the guests into the airport and to their airline ticket counter
- Use the ticket kiosks to try to print the guests' tickets. If this does not work, wait in line with the guests at their ticket counter. Once you get to the ticket counter, hand the employee the white travel slip with the confirmation number. The guest will need to show their immigration paperwork to receive the tickets.
- You do NOT need to stay with the guests until their airplane arrives. However, if you do want to accompany the guest all the way to their gate, you may ask for a "gate pass" at the ticket counter with a valid ID. **This is not required.**
- If you do not feel comfortable with your Spanish ability, ask the ticket counter employee to please explain the connections to the guest. Afterwards, if possible, explain the connections to the guest again and try to check for comprehension.
 - Explain to them that the airplane will only have one stop, and that everyone gets off at that stop. Also explain to them that when they get off the airplane, to look for someone with a uniform on who can help them find their connecting gate.
 - Explain that in some airports (Dallas, Denver, Atlanta, Chicago), they may have to take a FREE train to get to their connecting gate and to not be worried, just ask for directions and help.
 - Explain that there are generally more good people in the world than bad people and that the guests should ask for help if they do not know what flight to take—it is better to feel embarrassed than to miss your flight.
- Point out the bathrooms and the water fountains. Explain that tap water is safe to drink in all of the United States. Explain that the water in the sink is automatic and turns on if they wave their hands under the tap.
- Point out the electrical outlets and explain that the guests can use that electricity to charge their ankle bracelets without having to pay; they can also use the outlets for free at any other airports.
- Security Preparation
 - Hand the guest their tickets and ask them to take out their immigration paperwork—that should be all they have in their hands when they go through security.
 - Explain to the guests that they must take off shoes, belt and go through metal detector; therefore, ask them that they take *everything* out of their pockets and put it in their bags.
 - Explain to the guests that they will be "patted-down" (touched) and all of their things will be inspected.
- Because of their immigration status, TSA security does a special check called "modified."
 - Therefore, please take the guests up the escalator and then go to the "Priority Access" Line on the right and ask the guests to stand against the wall of reflective windows that look like mirrors.
 - Then notify a TSA agent that you have "modifieds" with you, and tell them how many adult (over 18) males and females need the modified check.
 - (e.g., "Hi! How are you? I've brought you two female modifieds and one male modified.")
 - This way, TSA will prepare to do the special screening.
 - Border Patrol will likely also check their paperwork; tell them not to be worried.
 - At that point, you can leave or go through security with your gate pass.
- Problems
 - Sometimes there are problems with the tickets. Do your best to solve these problems depending on your availability—for example, you might need to call the sponsor to get the correct confirmation code because it was written down wrong.
 - Sometimes, however, the problems are not easily solvable—such as when the sponsor accidentally buys the ticket from the wrong city. In these cases, help as much as possible and then feel free to bring the guest back to the shelter and let the volunteer on shift know what happened.