

## Travel Coordination:

### Protocols for transport of families to airport/bus

- Verify date, time and means of travel
- Notify family members of mode of transportation, departure time and ask them to gather their belongings for travel to airport/bus station. (Make sure families have their chargers for the ankle bracelets and their order of release from ICE)
  - **If the family is traveling by airplane;** luggage must fit carryon dimensions and each passenger can have one carryon and one personal item. Notify family of travel restrictions in regards to sharp objects, razors, liquids (nothing over 2oz.), toothpaste (nothing over 2.5oz.), no drinks.
  - If the family is traveling by bus; luggage must fit in the overhead compartment or under the seat in front (same as the airlines). There are no travel restrictions in regards to liquids etc...
  - Ask the family if they need any baby bottles and or formula, diapers and wipes etc...
- Prepare sack lunches for each member of the family
  - **If traveling by airplane;** do not include any snacks with liquid i.e...fruit cups etc... (*squeezable applesauce and baby food are OK*)
  - Take into consideration that the family may have a layover, especially if they are travelling cross country so pack accordingly, extra sandwiches etc.... Food and drinks are very expensive at the airport.
  - The family will not be able to take full water bottles through TSA so you will need to include empty water bottles or refillable water bottles that the family will be able to refill once they pass through TSA.

The exception to the water bottle rule is if the family includes a child that still drinks from a baby bottle. TSA will let a full baby bottle go through and may or may not let a bottle of water go through so let them know it is for baby formula.

- **If traveling by Bus;** prepare two sack lunches per family member per day of travel. There are no food or water restrictions for bus travel. Ask family how many bottles of water they would like to take with them on the bus or provide them with a refillable water bottle if possible, educate the family on the ability to refill the water bottles at various stops along their route. They will request fewer water bottles and therefore reduce the weight that they will have to carry.
- **Prepare Van for travel**
  - Verify the ages of the children traveling and stock vehicle with age appropriate car seats..
  - Physically guide families(many of them) through seat belt protocol.

- **Airport travel**

*Many families have never traveled by air, used an escalator or ridden in an elevator so you will want to give instructions along the way.*

- *Bring a federal ID to the airport to receive an escort pass*
- *Park in short term parking, oversize parking if using a passenger van.*
- *Do not print off boarding passes at automatic terminals, go straight to the ticket counter, get in a “special service” line if available.*
- *Introduce yourself as an escort for the family to Ticket Agent  
(It is important to always use language that humanizes the families i.e.. referring to families as “families”, Gentleman and his children, father and his children, mother and her children etc...)*
- *If you don't speak the families language, ask the Ticket Agent if they offer “language services” so someone can explain their itinerary over the desk's phone to the family. For example, if there is a layover, how long the layover is, etc.*
- *Ask the ticket Agent if they can put notes that say the family does not speak English, Only “ADD FAMILIES LANGUAGE HERE”, you will also want to ask for a “wheelchair assist” or “meet and greet” to help with connecting flights, gate changes and/or assist the families navigate the airport to meet up with their families/sponsors when they arrive to their final destination.*
- *Let the Ticket Agent know you will need an “escort pass” and hand the agent your ID. The airlines should grant you an “escort pass” which will allow you to pass through security with the families.  
If the ticket agent says that they don't give “escort passes” politely ask the agent if they can provide an escort that speaks the families language to escort them to their gate and stay with them till they board their plane.  
(they will usually just give you the escort pass)*
- *Escort families to TSA, use the Priority/Special Needs lane. Introduce yourself as an escort for the families and let TSA know that the families have “bond papers”.*
- *TSA will ask you to take a seat while they call a Lead TSA Agent. The Lead TSA Agent will ask for “Order of Release” from ICE and boarding passes for the families along with your ID and your “escort pass”. They will make a call to verify the families A#'s.  
(If the family has a valid, not expired passport....TSA most likely will take that instead of going through the trouble of making the phone call and will send everyone through the general TSA lines)*
- *Depending on the Airport and terminal, TSA will open a private lane for the family and escort. TSA will ask everyone to take off their shoes (except children under 12), belts, empty their pockets and put them in the grey tote. The backpacks and luggage will go on the belt. TSA will pat down all adults and children over 15, they will also search all of their belongings (sometimes they will ask which one belongs to the child and not search the child's belongings)*
- *Walk family to their gate, wait with the family till you are able to make contact with the gate agent*

- Verify that all family members are seated together, especially if they've never flown or are traveling with small children....If not request that the family members be seated together.
- Please be considerate of the families ...
- You're doing a great job....