

# First Time Volunteer Guide - Airport Accompaniment



## DON'T FORGET:

1. A valid government-issued ID
2. All volunteers have the option to wear an N95, KN95 mask or equivalent.
3. Download WhatsApp onto your phone [www.whatsapp.com/download](https://www.whatsapp.com/download). This is our primary method of communication on-shift. The Lead Coordinator will let you know if your help is needed the day of. You will be notified at least one hour before you need to arrive at the airport. On-call schedule: [bit.ly/airport-signup](https://bit.ly/airport-signup)
4. Review and save the link to the [Team Libertad Accompaniment Volunteer Procedures](#).
5. **DON'T GO TO THE AIRPORT UNTIL YOU CONNECT WITH THE LEAD COORDINATOR.** They will let you know when there is an estimated time of arrival for the vans and when to arrive based on that information. Each evening, we typically receive an approximate number of how many people ICE plans to release the next day.

## Volunteer Etiquette

As a volunteer, your job is to accompany guests. They may want our help. They may not. Your job is to share space, listen to needs, and help as you are able. Many guests have experienced traumatic situations or sensitive legal proceedings. Keep in mind that guests may not want to talk about the past. Offer a willingness to listen, learn, and respond, but do not pry into the details of their background or experience in detention. Please review the [privacy guidelines](#) prior to your shift.

## Park and Gather

Park in the **ATL West** parking deck (more detailed instructions [here](#)). Enter via the rightmost lane (Employee Entrance), where a parking attendant will verify you are with Team Libertad. Show them the Team Libertad logo above, if needed. Follow signs to the Skytrain and take it to the domestic terminal. Once inside the airport, contact the team to find out where they are. To get to the van drop-off point, follow signs past Delta baggage claim to the South Terminal's door S3 (vans typically come to the outside lane, across the pedestrian crosswalk). Let your team members know what time you need to leave the airport.

## What you may be expected to do

- Set up (and clean up when finished) the Peachtree Room, i.e. put out charging stations, set up snacks, backpacks, toiletries, and handouts.
- Accompany to security.
- Escort travelers through security and to their gates.
- Discuss travel options with families purchasing tickets.
- Print tickets with travelers at an airline kiosk.
- Troubleshoot with travelers at the airline counter.
- Accompany travelers to the S3 curb (Delta) or rideshare area to wait for pickup.

## Orient

What we provide:

- Accompaniment, travel research, hospitality, solidarity

## Lead to Peachtree Room/Chapel

A lead coordinator will request the use of the Peachtree Room. The Peachtree Room is located up the double

escalator by the main security checkpoint, on the balcony level (technically the third floor, because the airport has an underground level too). It is the conference room to the left of the Hope Atlanta office and above the airport shop (see map). If it is not available, the chapel may be an alternative. It is also on the balcony level, overlooking the clock tower.

When finished using the room:

- Pack up all supplies.
- Please clean the area (leave no trace). Remove all trash and place the bag(s) in the hall to the right of the door. Put a new bag in the can, if available.
- Return the room to the setup in which you found it (default: chairs and tables in a U shape facing the whiteboard).
- Turn off the lights.
- Most importantly, please check that the door is locked. Failure to comply with this rule could result in us losing access to the room. NOTE that the door locks automatically when closed – don't lock yourself out accidentally!

## Sort into Groups

Divide into five groups:

1. **Those with flights or buses within two hours.**
2. Those with flights or buses 2+ hours or later TODAY.
3. Those who have no flight or bus reservations.
  - **Please, do NOT offer financial assistance.** Please refer anyone requesting financial assistance to the Lead Coordinator.
  - Do not feel compelled to stay at the airport overtime. At the onset, let these folks know that they might have to be prepared to spend the night in Atlanta. That's why we offer hospitality when we can!
4. Those with flights or bus tickets for tomorrow.
  - The Lead Coordinator will verify if they stay at Casa Alterna. This must be approved by Anton (706) 302-9661. Lyft is a transportation option.
5. The self-sufficient
  - They are free to leave. We will be here until \_\_\_\_\_ pm if you need us.
  - If they insist on going it alone, they can try being self-sufficient and we can provide them with assistance over the phone as needed.

## Mutual aid:

- In their subgroups, make phone buddies.
- Pair up travelers who might be on the same flight/bus/terminal, especially if they're staying overnight at the airport.
- Encourage travelers to know when and where they need to be and be proactive. Travelers should pass through security two hours before their flight.

## End of Shift:

- You're invited to share feedback with your Lead Coordinator or with Program Coordinator Andrea Espinoza via text, email, or a phone call. Remember to never share names, confidential information, photos or stories that guests have not given you permission to share.

**If you have yet to do so, please complete the Volunteer Intake Form - [bit.ly/TeamLibertad-VolunteerIntake](https://bit.ly/TeamLibertad-VolunteerIntake)**

Want to share encouragement, talk about your time at the airport, announce community events, and experience mutual support with other volunteers? Our Team Libertad Volunteer Lounge is the perfect place! This WhatsApp group is open 24/7 and is an opt-in option for all Team Libertad volunteers. To join the group, send a WhatsApp message to 404-884-4912 or email [admin@teamlibertad.org](mailto:admin@teamlibertad.org).

# Domestic Terminal Directory

