

Airport and Arrival Guidelines

Tips for preparation:

- Once you have received travel information, plan for individuals from two different families to go to the airport. This will help ensure that in case of any delays or unforeseen circumstances, at least one group will be available at the time of the family's arrival.
- Make sure two different members of the NST have the family's flight information, in case of emergency.
- Download the FlightView app for up to the minute information on flight status.

What to bring:

- ☐ Weather appropriate outerwear for all family members
- ☐ Vehicles with enough seats for all family members, including installed carseats and booster seats
- ☐ Snacks and drinks for the family
- ☐ Wheelchair or other necessary medical equipment
- ☐ Welcome signs in the family's native language

Some notes:

- This is a very overwhelming experience for a refugee family. It's not uncommon for the family to seem nervous, apprehensive, or even scared upon arrival. These feelings can go hand in hand with their gratitude and excitement.
- There are cultural differences with regards to physical greetings. Take the family's lead with handshakes, hugs, etc.