**Airport Greeters**

**GUIDELINES**

**Training:**

Each “welcomer” must have attended the Refugee 101 training at least once.

**Information sharing:**

The agency will communicate directly with Tucson Refugee Ministry (TRM) staff and will provide flight information (*airline and flight number*), the first name of the primary person on the case, country where they are from, as well as the ages of children when at all possible (*welcomers sometimes provide extra welcome tokens for kids like balloons, stuffed animals, etc.*).  Volunteers will not be notified where the refugees will be living or travel with the refugees to their new home.

**Photos/Videos:**

TRM volunteers will not take any photos or videos.  Agency staff will take photos, with the clients permission, and send the photos to TRM volunteers after the client has given formal consent during intake.

**Group Size:**

Groups of no more than 10 vetted volunteers will be notified of each airport arrival.  It is likely that only a handful of them will be available for each welcome.

**Confidentiality:**

TRM volunteers will sign the agency confidentiality agreement prior to participating in any airport welcomes.

**Conduct and Safety:**

All TRM volunteers will be aware of the conduct and safety procedures for each agency (i.e. how to recognize agency staff, appropriate behavior at the airport, recognizing and responding to unsafe situations, who to contact in the event of an unsafe situation, etc.)

**Background Checks:**

Every volunteer must have a TRM background check (Intellicorp). TRM volunteers won’t be alone with new arrivals or be given confidential information about the client, so a fingerprint card is not required.