



Humanitarian assistance to immigrants / (*Ayuda humanitaria a inmigrantes*)  
Albuquerque, New Mexico, USA / (*Ciudad de Albuquerque, Nuevo México, EEUU*)  
English-Spanish / (*Inglés y Español*)

## GROUP RESPONSIBILITIES

### COORDINATION

- Organize room per families
- Explain Rules of center
- Orientation with other groups
- Assist orientation about bus routes and airplanes
- Create Excel file
- Make sure team work is smoothly
- Liaison with center and organize agenda for cleanup effort
- Problem solving

### FOOD

#### Assistance with:

- Food is donated by charities. May need to contact them. Debbie wants to continue but need assistance with people staying to serve/clean up
- Food for bus load (47 people)
- DAY 1 – Dinner – on arrival
- DAY 2 – Breakfast 7 am, lunch 12 pm, Dinner 6pm
- DAY 3 – food for fewer people TBD
- DAY 4 – food for fewer people TBD
- DAY 5 – food for fewer people TBD
- Meals for bus, in bags per day. Can food, non-perishable
- Snacks for center – fresh fruit, string cheese
- Water bottles for trips. Some bus trips are 36 hrs in same bus.
- Utensils, napkins
- Only need to stay for:
  - 7-9 breakfast
  - 12-2 Lunch
  - 6-8 Dinner
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### DONATIONS

#### Asking for and bringing donations of:

- Clothes (kids and adults)
- Shoes and socks
- Need small and médium size men clothing
- Backpacks
- Diapers
- Track phones (actívate phones)
- Gift cards
- Calling cards (for trackphone)

### HOSPITALITY / OVERNIGHT

#### Assistance with:

- Welcome families and get them settled
- 3-4 hour shifts, 24-hrs a day at the center until the last person leaves
- 2 volunteers during breakfast, lunch and dinner to assist food team with receiving, serving, cleaning
- Get families ready for their transport. Waking up
- Board games, ESL class, assistance explaining bus and airplane travel
- Liaison with host center
- Contact bus team to schedule pick up once travel

#### For Overnight

- Room designated for overnight volunteer – Sign on door and sign on corridor so they know who is in charge and in which room (from 9 pm – 9 am)
- Preferably bilingual

#### Get people ready for trip

- Make sure to call sponsor to inform arrival time and place on the day of the trip and let sponsor talk to them and be clear about where to meet at destination
- Make sure they have enough clothes, blanket, food, travel pack for children (toys, paper, pencils), water for the journey, tylenol in case of feeling sick (diapers for kids)
- Make sure they clean room (trash, etc) before they leave
- Explain bus route and how to look for the gate in each bus terminal
- Explain in the map where they are and where they will arrive
- For bus trip – make kits per meal per day with food team

### MEDICAL

#### Assistance with:

- 24 hrs – shifts of 8hrs
- Intake screening (taking temperature, questions on well-being)
- Referral to UNM hospital in case of need and follow up
- Provide over the counter medicine
- Monitor those with fevers and treat as needed (24 hours)
- Check on sick children during night and treat fevers
- Assess hydration
- Provide first aid
- Make medicine kit for bus trips

### BUS /AIRPORT/TRAIN

- Toiletries
- Toys and stuffed animals – let kids pick a toy
- Bus trip kit (baby wipes, aspirin, tissue paper, kid’s toys, 1 food kit per day, 1 small blanket per person, \$10/day, \$15 phone card)
- Sippy cups for children
- Organize items and assist families to choose depending on weather of destination

**TRAVEL**

Assistance with:

- Booking tickets
- Send text message confirmations to sponsor
- Print out 2 copies of tickets
- Write down final ticket information on form
- Computer knowledge

Assistance with:

- Go to Greyhound and assist people with getting their ticket printed at the counter
- Show the door where the bus will leave
- Explain the stops in other cities until arrival at destination
- Go to airport and assist boarding. TSA requests several steps to approve boarding. This requires patience and time

**CLEAN UP**

Organize and clean center after last departure

Transport donated items to location

**IN TAKE TEAM**

Bilingual preferred

Assistance with:

- Fill out intake form
- Orientation about use of center and rules
- Translate for medical intake
- Contact sponsor family to arrange travel
- Show donation area
- Distribute supplies and donated items to family
- Show how to use phone
- Explain map and location of Albuquerque and destination