



Guardian Responsibilities

FIRST CALL TO YOUR WWII VETS

1. Introduce yourself as working with Honor Flight Upstate (“You know that trip to see the WWII Memorial and Korean Memorial in Washington”).
2. Congratulate them on making the flight. Make sure they can still go on the date that has been assigned.
3. Make sure that we have the right contact information for them.
4. Make sure they have your contact info.
5. Get to know them, perhaps even over lunch or breakfast.
6. Write a short bio – a couple of paragraphs – about them. Send that bio to ourvetstory@gmail.com.
7. Investigate their health condition gracefully. Alert your team leader to any extraordinary conditions or special needs.
8. Ask for contact info for a family member and then talk to that family member about letters of appreciation to be written and collected by you to give veterans.
9. Send your guardian leader contact information for a family member of the veteran if you are not the family member. (email this information)
10. Make sure the veterans know about the pre-flight orientation.
11. Stay in touch over the next few weeks.

PRE-DEPARTURE

1. Continue to call and check on your veterans; update your guardian leader with any concerns.
2. You will be assisting up to two veterans, so be aware of any special needs (handicap assistance, etc) at all times.
3. Transportation to GSP – Guardian will either
 - a. meet veterans at airport, in which case the guardian should call veteran the day before departure, remind veteran of time to meet at airport, to bring current photo ID, ensure they went over their checklist, and answer any questions they may have.
 - b. pick up veteran at home, in which case the guardian should make pick-up plan, arrange the pick-up time, get veteran’s address, directions to veteran’s home, phone number, ask veteran to leave a porch light on, reconfirm the day before departure. If you are **not** picking up **all** of your veterans, you and any vets you are picking up must arrive by 6 a.m. If you are picking up all of the veterans in your care, you can arrive at the airport by 7 a.m. Please let your team leader know if you are arriving with all of your vets at 7 a.m. When driving veterans to the airport, drop them off at the **covered door entrance (Baggage Claim Doors)** and ask them to wait for you just under tent while you park the car.
4. Park in the “Daily Parking.”
5. Come into terminal and meet **Honor Flight Staff/volunteers**. He/She will note that you have arrived and direct you to the guardian check-in table.
6. Pick up guardian and veteran departure packet at the Honor Flight Upstate (HFU) check-in table. **You will pick up your shirt, HFU ID, and seating assignment card – AS WELL AS the ones for your veterans.** Make sure you and your veterans have a current photo ID card (driver’s license or passport).
7. Join your vet(s) in the reception area. This area will be marked by red, white, blue, and gold balloons. Join your guardian leader / team color. Greet your veterans as they arrive (if you did not bring them).
8. Give shirt, nametag, seating assignment card, important phone numbers, and itinerary to each veteran. Make sure the shirts and ID are worn!
9. Make sure your veterans have what they need such as a drink or snack in the waiting areas. (Doughnuts and Coffee will be provided for you at this time.)
10. Help your vets fill out emergency contact cards.

11. When all of your veterans have arrived and are with you, assist them to the security checkpoint building when prompted by HFU staff. As you arrive at the security checkpoint, an HFU staff member **will check you in.**
12. If one of your veterans hasn't arrived by 8 a.m., let your guardian leader know.
13. Once, through security checkpoint, you will be directed to the boarding area. This is a good time to catch up with your veteran and listen to their stories.
14. Help your veterans board the plane when your team color is called.
 - a. Boarding will be by Red, White, Blue, and Gold Teams.
 - b. **MAKE SURE YOU SIT IN SEATS ASSIGNED on boarding pass!**
 - c. Your guardian leader will check with you to see that your veterans are all aboard.
15. Help veterans as needed during flight.

DESTINATION - WASHINGTON, D.C.

1. Assist veterans as needed off airplane and point out area to use restroom if needed. (This will be after deplaning, exiting security and riding downstairs in the elevator.) **Wait inside the terminal for signal to load buses.**
2. Assist veterans directly to the motor coaches. **Dillons Bus Service** will transport us for the duration of the day.
3. Make sure veterans board one of four motor coaches, either Red, White, Blue, or Gold team bus. The team color will be indicated on everyone's name tag. Colored name signs will be posted on bus doors. Report to your guardian leader that all of your veterans are aboard.
4. **Assist veterans off motor coach** to visit WWII Memorial. **WATCH THE STAIRS.** Point out restrooms if needed and help get those who need a wheelchair into one (located under the bus in storage compartment). Men, please help our female guardians take their male vets to restroom. Team up if needed. Assemble your veterans on the sidewalk immediately or just after using the restroom for flag procession to the WWII Memorial. Don't run ahead with your group. Get them off of the bus and wait on the sidewalk just on front of the Information Center. We will take a group picture at 12:30 p.m. in front of the fountains.
5. During the visit to the WWII Memorial:
 - a. Make sure your veterans have what they need, but allow them space and discretion to enjoy their visit.
 - b. Stay close to your vet(s) in case they need you.
 - c. When it is time to go to lunch, make sure your veterans are with you.
 - d. Return your wheelchair to the bus you ride on.
6. Assist veterans back to motor coach for boarding and ensure that your veterans board the coach. Report to guardian leader that all of your veterans are aboard.
7. At each tour site visited, follow procedures #4, #5, and #6. We will take a Korean War group picture at their memorial at 2:15 p.m. We will take a group picture of all vets in front of The Marine Corps Memorial. Please be prepared to assist veterans with getting into place for the picture, and watch the dangerous steps around Iwo.
8. Use caution and help veterans with the steps at the Tomb of the Unknowns. The steps here are very dangerous.
9. We will return to Reagan National Airport after the last stop. No boarding passes are necessary, but make sure Honor Flight Upstate ID is visible. Assist veterans with collecting belongings and then off the motor coaches. Assist them to the security check point, restrooms, and boarding waiting area.

RETURNING HOME

1. Ensure veterans board airplane for GSP/**sit in same seat.** Report to guardian leader that your veterans are all aboard.
2. Assist veterans with any needs during the flight. **Stay awake! Enjoy the memories! Care for your veteran(s)!**
3. Assist veterans off airplane, and back to their families at the welcome home event (or take them home). Additional staff will be on hand to ensure safety at this point. Please follow instructions from HFU staff and law enforcement through the special welcome home ceremony. **GATHER THEIR BELONGINGS FOR THEM!**
4. Please stay at the airport to welcome all vets as we unload the plane instead of leaving as soon as you deplane.
5. **Make sure all veterans are meeting family or friends at the airport. Take veteran home, if necessary – making sure veterans gets to their door and inside their home.**
6. We hope you will stay in touch with "your" WWII or Korean War veterans. Many of them may not have family or friends at this time in their life. Your friendship will be priceless to them, and we're sure to you as well.

Pre-Flight Orientation Meeting: TBD

Hampton Park Baptist Church, 875 State Park Road, Greenville

Flight Date: TBD

Guardians arrive at the GSP no later than 6 a.m. (Unless picking up ALL of their veterans and bringing them to GSP)

Questions? Seating, manifest – call Betty Stewart | Logistics, trip information – call Paul Howell

Reminders for Arrival in DC:

**WE WILL DISMISS BY ROW. STAY SEATED UNTIL YOUR ROW IS READY TO GET OFF THE PLANE.
SOME SUPPORT STAFF WILL GET UP TO EXIT EARLY, PLEASE LET THEM THROUGH.**

GET ALL BELONGINGS OFF PLANE.

KEEP MOVING OUT OF GATE AREA ONCE IN TERMINAL, AND RIDE ESCALATOR DOWNSTAIRS.

ONCE DOWNSTAIRS, REMAIN IN THE TERMINAL UNTIL DISMISSED TO YOUR BUS.

We know you'll want to take pictures, and we encourage you to do that, but please make the safety and well being of your veteran your first priority. Never leave your vets alone to go on your own sightseeing excursion!