

Ronald Reagan Washington National Airport September 2020 Travelers Aid Activity Report

Desk Totals	<u>Term A</u>	<u>Info B</u>	<u>Baggage South</u>
Customer Assists 7,807	1,665	4,174	1,968
Volunteer Hours 676	220	240	216

Assistance Stories

On September 2nd, a young Spanish speaking gentleman stopped at the Info B desk where, volunteer **Alan Davis** greeted him in Spanish. The man had left his wallet when going through the TSA checkpoint at Chicago O'Hare. **Staff** assisted Alan in calling Travelers Aid at O'Hare and **John Ishu**, Associate Director, went to the TSA checkpoint. The officers reported there were two wallets left that morning and John passed on the phone number for the TSA Lost and Found. Alan called the number on behalf of the young man and left a detailed message. He gave the traveler instructions for completing the lost item online form and we hope one of those wallets made its way back to this young man's pocket!

An elderly man who was a military veteran fell on the escalator on the 7th and came to the Info B desk for help. His elbow was bleeding quite badly. Volunteers **Greg Snyder** and **Cheryl Robinson** pulled out the first aid kit and used some of the supplies to both stem the bleeding and to clean the wound. They used the bandages to cover the cuts and supplied him with some extra first aid materials for his continued trip home to Cedar Rapids, Iowa.

A phone call was received at the Info B desk by **Rich Mobley** from Colonel Gleeson who is based in Hawaii. The officer was seeking information about the procedure for picking up the remains of a fallen soldier arriving on a Southwest flight. Rich got in touch with **Staff** who in turn referred him to the proper authorities.

A woman, who missed her afternoon flight, spoke to **Dorene Steadman** at Info B about the need for an overnight shelter. The volunteer referred her to **Dr. Willie Ringold**, the Travelers Aid Washington DC social worker who is based at Union Station.

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Keith Pickerel received a call at Info B from a woman named Darcy in Nevada who had lost her cell phone in the airport. He checked the lost & found basin at the desk and saw it indeed contained a cell phone. The woman's name and landline telephone number came up on the screen which matched the information provided by the caller. The Airport Lost & Found was contacted and they assured Keith that once the phone was brought to the office by the airport police it would be shipped by FedEx to Darcy the next day.

A woman called the Travelers Aid office with a unique situation. She told **Staff** that as her granddaughter was peering through the security gate at Brighton store her doll slipped out of her hands and landed out of reach in the shuttered store. Staff called the non-emergency police and they told her to call Airport Ops. Ops in turn called Marketplace Concessions to get permission to unlock the gate. While waiting for a return call, Staff received a text from the grandmother who said a helpful person passing by the store had a tool long enough to reach through the bars and grab the doll. A very happy little girl and a relieved grandmother went on their way.

Around 5:00pm on the 28th of September, **Staff** stopped by the Info B desk to talk with volunteer **Hayden Bryan**. A young man came up to the desk and showed them his cell phone screen. It stated he was a diabetic and, after a similar morning episode, he was in immediate need of an ambulance. They encouraged him to take a nearby seat but before he was able to sit down he collapsed on the floor with a seizure. Hayden dialed 911, police quickly responded, and a passing member of a flight crew ran over. The airline crew member used her cell phone to quickly dial her sister who is a doctor. The sister instructed them to cushion the man's head which was accomplished by using a stack of paper towels from the desk supplies. Both airport and Arlington rescue teams responded and they were able to retrieve pertinent medical information from the man's phone. He had a history of head injuries, seizures, and Type 1 Diabetes. He was given a shot of insulin and though the man was still unconscious, he was no longer having seizures as they placed him on the gurney for transport to the hospital. The man's ID stated he was a DC government employee though it was unknown why he got off Metro to come into the airport. Perhaps he was aware that very competent help would be available at the information desk. Both Staff and Hayden felt they played a vital part in saving this man's life.

Program News

There are **194 volunteers** on our program roles with about **47 volunteers** currently working at the information desks in the airport.