



TRAVELERS AID[®]

DULLES AIRPORT

The Weekly TeleGraham

January 24th, 2025

Shift Availability

Key Available Shifts for the Week Ahead (red = no availability)											
	Concourse A	Concourse B	Concourse C	Concourse D	East Ticketing	Int Desk	L1	L2	West Ticket	East Mezz	West Mezz
Sat Jan 25th	8-noon 4-8pm	all day	all day	all day		4-8pm		8-noon	8-noon		all day
Sun Jan 26th	12-4pm 4-8pm		12-4pm 4-8pm	12-4pm 4-8pm	12-4pm		4-8pm	8-noon	8-noon	all day	all day
Mon Jan 27th	2-6pm 6-9pm	10-2pm	7-10am 2-6pm 6-9pm	7-10am 2-6pm 6-9pm	2-6pm	6-9pm	10-2pm	10-2pm			7-10am 10-2pm 2-6pm
Tue Jan 28th		7-10am 10-2pm 6-9pm	all day	10-2pm 2-6pm 6-9pm	7-10am	6-9pm	7-10am			all day	all day
Wed Jan 29th	7-10am	7-10am 2-6pm 6-9pm	7-10am 6-9pm	7-10am 2-6pm 6-9pm		6-9pm	10-2pm 6-9pm	6-9pm		7-10am 10-2pm 6-9pm	all day
Thur Jan 30th		6-9pm	all day	7-10am 6-9pm		6-9pm	7-10am 6-9pm	2-6pm	6-9pm	7-10am 6-9pm	7-10am 10-2pm 6-9pm
Fri Jan 31st	6-9pm	7-10am	7-10am 10-2pm 6-9pm	all day		10-2pm 6-9pm	7-10am	6-9pm		7-10am 10-2pm 6-9pm	all day

Another week of good shift coverage but there are some “prime” shifts available if you look hard! The airport is not as busy as the peak travel times during the Christmas Holiday season, so now is a great time to volunteer if you are thinking of trying a new location within the airport. Less travelers allows you to ease into your new surroundings and gain valuable experience at a new desk or podium.



Our friends at Destination DC will be returning to Dulles airport to give a presentation on tourist destinations in DC and specifically, museum, transit and upcoming major events. The date will be Thursday 27th February, the time is still to be confirmed but it is likely to be early afternoon. Sign ups will be available on volgestics for this event starting next week.

INFO MANUAL

Our Information Manual on the dashboard is a wonderful place to check out information relating to the airport. Every month we update it with minor changes and twice a year we contact the airlines within the airport to get updated information that we put in the Info Manual for volunteers to share (**or not to share**) with passengers. We recently stathe process of communicating with the airlines and the responses have started coming back - pretty much, it's been unanimous that the Airlines all enjoy working with the Travelers Aid volunteers! No surprise there as we know how magnificent you can all be.



One small word of caution is that a few airlines have expressed the desire that we stress to volunteers not to give out phone numbers listed as “**Do not give out or transfer**”. This is vital that we follow this guideline. We don't want to lose access to these numbers so under no circumstances should they be given to passengers or people calling for information.

We also ask that outside hours of operation for an airline, do not call Station Managers or Supervisors. We all want to help in many ways but by contacting supervisors or station managers outside of hours of operation, we are imposing on their personal lives, and this is something that we don't want to do. Every airline has other numbers available to call and those are available in the info manual, but Supervisors or Station managers should only be called if you are confident that the airline is operating at Dulles during the time of the call.



If you haven't already...



to our YouTube channel

at [Travelers Aid IAD - YouTube](#)

The latest video in our Continuing Education Program is here:

[Continuing Education 3 - Responding to Emergency & Non-Emergency situations at Dulles Airport](#)

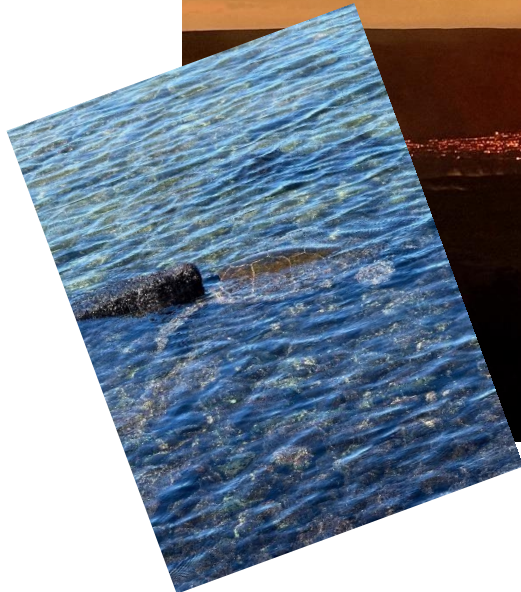
I will be visiting the desks next week and administering a 287-page quiz on the contents of the video, so feel free to watch it more than once if you want to receive top marks in the quiz.

The big Island



Who hasn't wished that they could escape the cold weather over the past couple of weeks? Well, for volunteers **Elizabeth** and **Jan K**, that is exactly what they did. The happy couple were able to spend 5 weeks in Hawaii over the past few months and brought back a ton of memories and some awesome photos!

I spoke with Elizabeth today and she told me that next year she wants to spend 7 weeks there in the winter. Jan agreed as he says the scenery can be breathtaking!





A Scottish Joke

outlandersassenach:

When God created Scotland, He looked down on it with great satisfaction. Finally he called the Archangel Gabriel to have a look. 'Just see,' said God. "This is the best yet. Splendid mountains, beautiful scenery, brave men, fine women, nice cool weather. And I've given them beautiful music and a special drink called whisky. Try some."

Gabriel took an appreciative sip. "Excellent," he said. "But haven't you perhaps been too kind to them? Won't they be spoiled by all these things? Should there not be some drawback?"

'Just wait till you see the neighbours they're getting,' said God.

As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

