



TRAVELERS AID[®]

DULLES AIRPORT

The Weekly TeleGraham

January 31st, 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 Feb 1st	8-noon 4-8pm	8-noon 4-8pm	all day	all day		8-noon 4-8pm	8-noon 4-8pm	8-noon 4-8pm		8-noon 4-8pm	8-noon 4-8pm
Sun Feb 2nd	all day	8-noon 12-4pm	all day	12-4pm 4-8pm	12-4pm	all day	8-noon 4-8pm	8-noon 4-8pm	4-8pm	8-noon 12-4pm	all day
Mon Feb 3rd	10-2pm 2-6pm 6-9pm	10-2pm 2-6pm 6-9pm	7-10am 2-6pm	7-10am 2-6pm		2-6pm				7-10am 10-2pm	all day
Tue Feb 4th	7-10am 2-6pm 6-9pm	7-10am 2-6pm 6-9pm	all day	6-9pm				7-10am		7-10am	all day
Wed Feb 5th	2-6pm 6-9pm		7-10am 10-2pm 6-9pm	all day			10-2pm 6-9pm	6-9pm	6-9pm	7-10am 2-6pm	all day
Thur Feb 6th		10-2pm 6-9pm	7-10am 2-6pm 6-9pm	7-10am 6-9pm			6-9pm	7-10am 6-9pm		7-10am 6-9pm	all day
Fri Feb 7th	10-2pm 6-9pm	7-10am	7-10am 10-2pm 6-9pm	all day			7-10am	6-9pm		10-2pm 6-9pm	all day

West and East Ticketing continue to be very popular so move fast if you desire to volunteer here. There are some openings at L1 or L2 which have space for 2 volunteers – generally we’re covered every slot at L1 and L2 but for daytime shifts, we do like to have two volunteers at those locations.



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 and will be from 12.30-1.30pm**. The event will be held in the Chantilly room, opposite baggage claims 2. Sign up for the presentation is required and can be done through your volgistics account.



Computer Etiquette

Unfortunately, we have had a few issues with computers at Travelers Aid recently. The volunteers at East Mezzanine know all about the difficulties that we faced and this week we saw some minor glitches with the Travelers Aid website. Thankfully both issues have been resolved.

I thought it would be a good time to make a few reminders regarding computer and printer usage.

- Don't download programs or files onto the work computers.
- Avoid entering sensitive information onto a public computer. Don't log into bank accounts or other online services that contain sensitive information.
- We had a situation recently where a credit card (and some details) was saved on a computer - **never** save credit card information for future use on a public computer.
 - Don't stay logged into websites – “remember me” or “keep me signed in” – NO!
- Watch out for shoulder surfers! At some desks, passengers standing behind you, may be able to see what you are looking at or typing in. Be aware of that.
- Leave the settings as you find them. The settings are configured so that everyone has the same experience, and it helps in training and in the event of a problem, the technicians can easily navigate to investigate the issue. Your personal settings are for your personal computer!
- The office printer is not available for passenger use. Please don't ask us to print a passenger itinerary or visa application, it is a security hazard, and we have to decline!
 - We do have printers available at L1, L2 and West Ticketing.



We received an email regarding some stellar service that volunteer **Tom W** provided at the B concourse

Yesterday, I had a medical incident at Dulles airport. After eating, I developed a food allergic reaction with my eye swelling up. I want to thank **Tom**, the volunteer at the info stands near B62 gate, who was working there at 4-5pm 30th Jan 2025, just above the escalators near the shuttle. He helped call the police, who then asked fire department paramedics to assess me. As I had a previous severe allergic reaction requiring adrenaline injection, they said it's safer to skip my flight and see a doctor at the hospital.

I want to thank the paramedics that came to see me and take me to the hospital. I don't remember all their names but they helped me make a good decision, I felt looked after as I as feeling a bit anxious being far away from home. One of the paramedics notified the gate staff that I would not be boarding the 6pm BA flight from Dulles Washington DC to London.

Please pass on my thanks to **Tom**, and the fire department paramedics for taking great care of me. I really appreciate all their help and concern. The hospital gave me prednisone and EpiPen to ensure I have something with me on my flight home tonight. Take two!

Great stuff **Tom**. Of course, he attributed a huge contributor to his exemplary service, to watching the YouTube video by volunteer **Dave W**, which prepared him for dealing with Emergency situations. Find the video [HERE](#) or [Continuing Education 3 - Responding to Emergency & Non-Emergency situations at Dulles Airport](#)



As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

