

thechaplaincy

help • support • guide 

The Chaplaincy Manchester Airport: help us be here for everyone

Because of its location in the Cheshire countryside, it's sometimes easy to forget that Manchester Airport is a liminal place - a boundary between the familiar and what is strange and new.

Those passing through the airport can become vulnerable in all kinds of unexpected ways.

A gateway to the world for those in search of new experiences, Manchester Airport is also a threshold for passengers arriving in the UK: to begin a new life in this country or returning home; sometimes in difficult circumstances, bringing with them broken dreams or carrying the burden of a painful situation or tragic event.

The Chaplaincy, Manchester Airport is there, alongside our colleagues in the Airlines, at Border Control, Customer Services and the Airport Care Team, to help passengers cross that threshold.

Our role is simple: to **help, support and guide**. Sometimes the assistance we provide is spiritual; to pray with the relatives of a passenger who has died on board, at other times what is needed is emotional support - for which the most important thing we can offer is our time. Often the needs we are asked to respond to are deeply practical, and require urgent financial assistance towards food, onward travel or emergency accommodation before we help them find a longer-term solution.

Our role is very simple: to help, support and guide.

Often the needs we are asked to respond to are deeply practical.

The Chaplaincy Manchester Airport was first established in 1980 to represent all Christian denominations. The Chaplaincy Team today includes Jewish, Muslim, Sikh and Christian Chaplains from a number of denominations. Our shared aim is to **help, support and guide** customers and staff of Manchester Airport, associated airlines and companies, whatever their faith tradition.

- We pray regularly for the airport community, airlines, passengers and local communities.
- We offer spiritual support, pastoral care and understanding to all who work at the Airport.
- We seek to meet the pastoral and humanitarian needs of those who travel through the Airport.
- We lead services of worship for the airport community, its members, and visitors.
- We train colleagues in faith aspects of diversity issues, emergency response, and pastoral care.
- We work in partnership with the Foreign and Commonwealth Office, Ministry of Defence, UK Borders Agency and the Emergency Services.
- We assist those travelling on pilgrimage and their families, advising on how best to meet their needs.
- We offer pastoral care for staff and detainees at Pennine House Immigration Detention Centre.
- We work with Human Resources and Occupational Health in providing holistic care for colleagues.
- We offer complete assurance that all matters are treated with professionalism and in complete confidence.

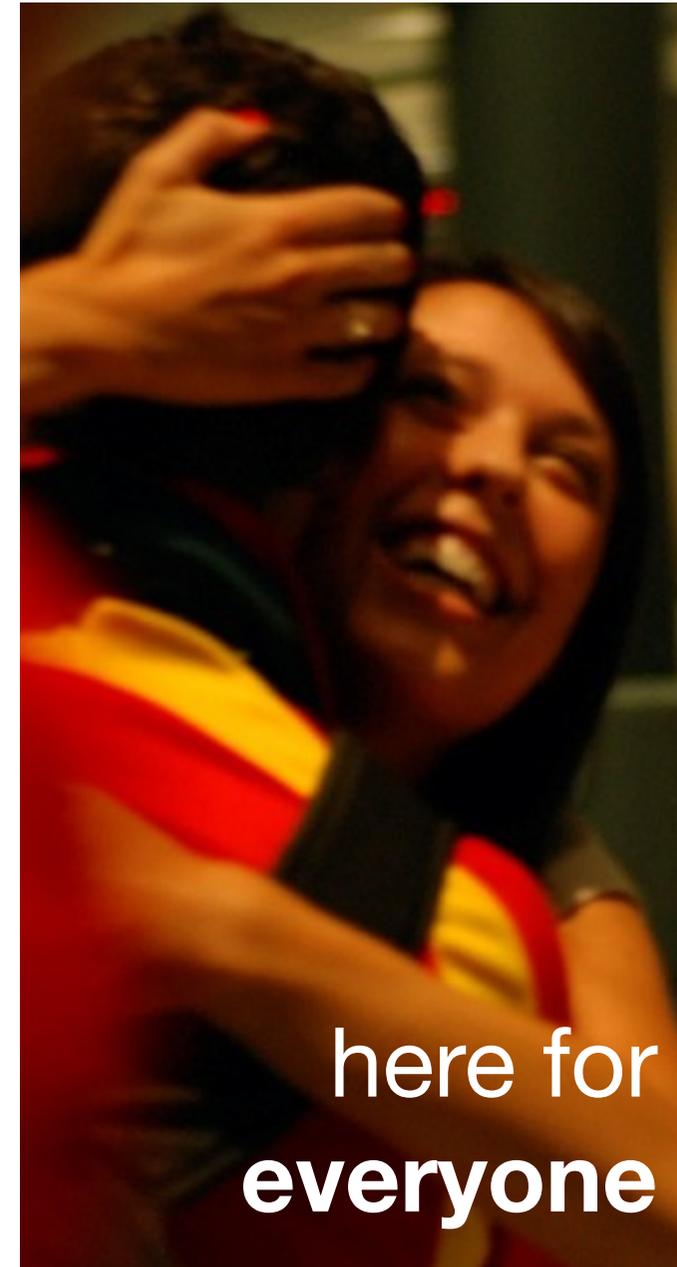
phone us: **0161 489 2838**
email us: thechaplaincy@manairport.co.uk
website: thechaplaincy-manchesterairport.co.uk

The main chaplaincy office is in **T1** Ground Level Check In. We also have an office in **T2** Arrivals.

The Chaplaincy Manchester Airport is a company limited by guarantee (No. 3664008) and registered charity (No. 1074781).

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At what point does a passenger in need become a homeless person?

Image from The Terminal - Amblin Entertainment Parkes / MacDonald Productions. Distributed by DreamWorks Pictures.

The role of the Chaplaincy Team at Manchester Airport is to **help, support and guide** people based on their needs and to ensure that they receive appropriate medium/long-term support.

The Chaplaincy Manchester Airport is a registered charity and limited company, entirely independent of airport, airlines or handling agents. For this reason we can respond to situations in which it might be difficult or inappropriate for commercial companies to offer assistance.

Five months pregnant, **Jenny*** arrived in Manchester on a Virgin Atlantic flight, travelling on an emergency passport after UK embassy officials had helped her escape from her violent partner in Mexico. Chaplaincy and Airport Care Team members met her and offered practical and emotional support. After eight hours, we saw her to T3 Departures for her onward domestic flight home to her parents. Before boarding, Jenny collapsed at the Gate and was taken to A&E. After another five hours Jenny was discharged from hospital with the news that she was possibly suffering a miscarriage and should return for a scan in the morning to confirm this. Throughout her ordeal, a chaplaincy team member accompanied Jenny. Normally we might offer to assist with emergency overnight accommodation, however in these exceptional circumstances, a member of the Chaplaincy team offered Jenny a home-cooked meal, a bed for the night in their own home, and some TLC. We also supported her through her scan in hospital the next day. Thankfully Jenny was allowed to fly home later that day. Both she and her baby were fine.

Costs: £31.26 + spare room for a night

Chaplaincy Hours taken: 3.5 hours



Dariush* was referred to us by T3 Customer Service team. An Iranian citizen living in Toronto, Dariush had originally arrived from Tehran via Doha and claimed to have been robbed during a stopover in Manchester. Though a skilled

tradesman, he could not legally work to support himself. He had no money but was not entitled to receive any assistance - even from the local homelessness team. After 36 hours of complex phone calls and e-mails to embassies, immigration and local authorities, as well as to his family in Iran and Canada, it was clear that he could neither be deported nor opt for voluntary repatriation. His only option was to 'disappear' for six months until his visa expired - when he would then be deported. Just totalling up costs of food and emergency accommodation (*it costs £71 per day - just to keep a person homeless***), it became clear that it would be far more cost effective to get Dariush home than to wait even one weekend for "something to turn up". The Chaplaincy was able to source the cheapest flight to Toronto; the best possible result for Dariush, but also for the airport, police, local authority and immigration authorities.

Costs: £487.95

Chaplaincy Hours taken: 42 hours

(**Source: homeless.org.uk/costs-homelessness)

(*the names of passengers have been changed, but their cases are real)

Our small but committed team of chaplains and Airport Care Team volunteers provides a 24/7 response 365 days a year. As well as the regular day-to-day assistance chaplains offer, **in 2015 we provided humanitarian assistance to over 140 passengers at a cost of £3,749**, including food, onward travel costs, and/or emergency overnight accommodation - excluding the cost of chaplains' time. Passengers are usually referred to us by airport companies or agencies.

Our resources are limited, but the need is growing dramatically, and the rate of referrals continues to increase every year.

We are asking individuals and groups to support our work with a regular donation to enable us to continue to assist those who need our help.

The Airport Chaplaincy serves airport staff and customers as "A living expression of faith through the provision of spiritual, pastoral and humanitarian care for all people within and beyond the airport community."

Will you help us to help vulnerable passengers in need?

Will you support the work of the Chaplaincy Manchester Airport **by praying** for us and for those who work at and travel through Manchester Airport? There's a prayer diary on our website, or we could email or post a copy to you.

by keeping in touch with us, by receiving our monthly email newsletter (with prayer diary) and six-monthly update, Roots and Wings - or by liking our Facebook page or visiting our Chaplaincy website?

by inviting a member of the Manchester Airport Chaplaincy Team to come and speak about the work of the chaplaincy to your church, faith community or group?

by making a regular monthly donation (however small)? A regular gift helps us to plan more effectively for the ever-increasing demands on our resources? We rely on the support of individuals and faith groups as well as from larger grant-making bodies.

Yes!

I want to support the work of the Chaplaincy Manchester Airport - to offer practical humanitarian assistance to vulnerable travellers, and to help, support and guide passengers, customers and staff.

Please indicate as appropriate:

- Please add me to your **email contact list**.
- I would like to **receive the chaplaincy's monthly newsletter**
- I would like to **receive Roots and Wings** every six months
- Please contact me about **speaking to my local group**
- I would like to make a **regular monthly donation of: £**
- Please send me a Standing Order mandate** (*the form is also available for download at: www.thechaplaincy-manchesterairport.co.uk/keep-in-touch/support.php*)
- Please send me a Gift-Aid declaration** to enable the Chaplaincy Manchester Airport to claim tax back on my donation.

Your NAME:

Your ADDRESS:

Your EMAIL ADDRESS:

Please return this page to The Coordinating Chaplain, The Chaplaincy, Manchester Airport, Manchester M90 1QX - Thank you very much indeed!

