

THE ROLE OF THE AIRPORT CARE TEAM

EMERGENCY RESPONSE

To work with the Chaplaincy Team to provide initial assistance, support and care for those affected (whether passengers, friends and relatives or staff) in the event of a major aircraft emergency or a major incident at the airport.

It is important to recognise that the Airport Care team are not trained counsellors and are there to offer comfort in the initial response to an incident and, where needed, a “shoulder to lean on”

Specific tasks for Manchester Airport Care Team members could include assistance with:

- Emotional, pastoral and humanitarian care of surviving passengers in the Evacuee Reception Centre (ERC)
- Emotional, pastoral and humanitarian care of friends and relatives in the Friends and Relatives Centre (FRC)
- Passing on requests to management team in the centres
- Escort of evacuees and friends and relatives to reconciliation centres.

Whilst the centres will be managed and refreshments, clothing, and phones provided, it is essential that evacuees and friends and relatives are able to share their feelings and requests with someone who will listen and care for them. In these situations the ACT can offer emotional and practical support whilst the required reconciliation process is taking place. The ACT will liaise with the management team in the centre and report to EPM/Chaplaincy, remaining in centres until support from airlines, Manchester City Council or partner agencies from the Greater Manchester VCSE sector arrive.

The Airport Care Team is led by Samantha Hunt, Emergency Preparedness Manager on behalf of Manchester Airport, and David Twomey, Deputy Lead Chaplain, on behalf of the Chaplaincy.

David is also the central point of contact for Airport Care Team members, and for deployment, which may be by phone or WhatsApp group.

DAY TO DAY RESPONSE

To work with the Chaplaincy Team to provide assistance, support and care to passengers and staff as requested by the Chaplaincy.

The Chaplaincy provides humanitarian assistance to the airport community and regularly calls on the ACT to assist the team for a variety of reasons.

Specific tasks for Manchester Airport Care Team members could include assistance with:

- providing emotional, pastoral and humanitarian care to passengers who have exceptional customer assistance needs or unpredicted trauma – for example fear of flying or bereavement.
- supporting the Chaplaincy’s work for the FCDO (Foreign, Commonwealth and Development Office), Forced Marriage Unit, Ministry of Defence, British Red Cross, International Organisation for Migration or other agencies in assisting the repatriation of families and individuals from abroad.
- to offer emotional, pastoral and humanitarian care, and time to listen, while Customer Experience colleagues focus on operational aspects of a particular situation.

This role does not replace the need for Paramedics and would assist the TDM / CSDM / Customer Experience Teams in providing an appropriate response.

It is important that if asked by Customer Experience directly, **members of the ACT should advise the Deputy Lead Chaplain** in order to keep a record of deployment.

EXPECTATIONS

What you can expect from the Resilience & Emergency Preparedness Manager and Deputy Lead Chaplain:

- As far as possible, reasonable notice will be given of a situation requiring ACT attendance.
- We accept that for personal or work-related reasons, you may be unable to respond to a request
- We will ensure that you have the training, assistance and follow-up after care that you need. However, we share responsibility for your welfare with you, so we expect you to tell us when you need help and support
- ACT membership and the accompanying security pass are only for those who have undertaken to be available for training and attendance.
- That we will be reasonable, responsive and appreciative.

What the Resilience & Emergency Preparedness Manager and Deputy Lead Chaplain expect from ACT members:

- You will attend at least one training session every year.
- You will notify us if you are only available during regular working hours OR if you are only available outside of regular working hours AND when circumstances change.
- You will tell us when you need training, assistance or follow-up after care.
- You will advise the Resilience & Emergency Preparedness Manager and Deputy Lead Chaplain as soon as possible if you wish to stand down temporarily or withdraw completely from the Airport Care Team.
- That you will be reasonable, and willing to assist whenever possible.

If ACT members consistently fail to respond to requests for assistance and to attend training sessions, membership of the ACT will be reviewed.

To find out more or to arrange a meeting, contact:

David Twomey, Deputy Lead Chaplain
The Chaplaincy, Manchester Airport
Manchester M90 1QX
David.Twomey@magairports.com
Telephone: 0161 489 2154 / 07958 876 513

Samantha Hunt,
Emergency Preparedness Manager
Manchester Airport Manchester M90 1QX
samantha.hunt@manairport.co.uk
Telephone: 07711 574 485

Thank you for expressing an interest in Manchester Airport Care Team.

Research shows that the environment into which a person comes after a traumatic event has **significant impact** on their ability to cope with and recover from that experience.

Manchester Airport Care Team plays an essential role in supporting the Chaplaincy and VCSE agencies to offer humanitarian assistance as part of the Airport's emergency response to an aircraft accident and in providing assistance, support and care in day to day circumstances.

Manchester Airport Care Team was established in January 2008 with a small team of volunteers from across the airport site as a response to the need to provide effective humanitarian assistance to those involved in a major aircraft related incident: passengers, evacuees and their friends and relatives.

Since then, **Manchester Airport Care Team** members have volunteered from a variety of disciplines - Customer Experience, Security, Lounges, Airfield, Ground Transport, Live Comms and various departments in Olympic House.

Regular training is arranged to provide opportunities for members to develop key skills and awareness. These classroom and informal sessions rely on members giving up their own time and/or day off - or, with the support of line management, while on shift.

Manchester Airport Care Team volunteers support the Chaplaincy's mission to 'help, support and guide' by providing "...*pastoral and humanitarian care for all people within and beyond the airport community, irrespective of age, ability, gender, race, religion or belief, sex, sexual orientation, relationship or parental status.*"

Samantha Hunt David Twomey

RECRUITMENT & INDUCTION

1. After an initial expression of interest, invitation or referral, contact the Deputy Lead Chaplain, David Twomey.
2. We will arrange a meeting for you with the Emergency Preparedness Manager and the Deputy Lead Chaplain to discuss expectations of the role, and your relevant skills and experience. Subject to Enhanced DBS Safeguarding Approval, you will be notified if your application is successful and issued with a copy of the ACT handbook, (together with other relevant information), a Care Team hi-vis tabard and badge.
3. An Airside pass will also normally be issued at this stage.
4. You will undergo Induction Training:
 - a. you will be introduced to and be expected to make contact with an existing member of the ACT (a 'buddy')
 - b. you will undertake a familiarisation of the ERC / FRC / other areas with the Emergency Resilience & Emergency Preparedness Manager and around the terminals in relation to repatriation protocols with the Deputy Lead Chaplain.
 - c. you will then join in the regular programme of ACT meetings and training.

TRAINING & EXERCISES

From time to time the airport will test the procedures around the reception centres.

On these occasions you may be asked to practice your skills in the Evacuees Reception Centre (ERC) or Friends and Relatives Reception Centre (FRC). Generally these exercises will be planned in advance and your participation agreed with your line manager. If you can deploy for these exercises, they will be invaluable to your development as a volunteer and extremely good experience. Make every effort to respond and become involved. You will never be 'ready' for the real thing but exercises help us to be prepared.

Some ACT members have indicated that they are available only outside of working hours. Others have specified that they are only available during normal working hours, while other ACT members work varied day and night / early and late shifts. Please be realistic about your availability – and ensure that you inform us if your circumstances change.

MAG Manchester Airport Care Team



help • support • guide

