



HOUSEKEEPING



- **Phone Usage/Silenced**
- **Thank You**
 - **Sponsors**
 - **Guardians/Veterans**
- **Reminders**
 - **Refreshments**
 - **Questions**
 - **Bathrooms**
- **Introductions**
 - **Presenters**
 - **Volunteer Board**





AGENDA & OUTCOME



- **MWHF Fast Facts**
- **What is a Guardian?**
- **Why Training**
- **Flight Day Agenda**
- **Medical Considerations**
- **Emotional Considerations**
- **Review**
- **Questions**
- **Guardian Oath**

OUTCOME:

By the end of our Guardian Training, volunteer Guardians will understand the process for ensuring the safety of our Veterans on flight day.

MWHF FAST FACTS

- Incorporated in March 2017
- We are one of 130 Hubs Nationwide
- Took Over 3 previously established Hubs
- 100% Volunteer Organization for 5 years
 - CEO Position added July 2022
- 17 Flights Flown with nearly 1,500 Veterans
- 6 Flights planned in 2024 for 500+
- More than 800 Veterans waiting to go



WHAT IS A GUARDIAN?

- Number 1 Priority
- A Guardian is the Veteran's Guardian Angel
 - One Mission, One Goal, One Focus, THE VETERAN
- You are training to be the eyes, ears, and hands of your Veteran
- Phone usage – limit it throughout the day, this day is about the Veterans and their safety



WHY TRAINING



- **Insurance and the Honor Flight Network requirement**
- **The American Veteran is one of our greatest treasures, those men and women who answered our nation's call, especially in times of great need**
- **Our mission is to honor and thank those Veterans by bringing them to Washington DC, for trip of honor at no cost to them**



CHECK IN



- **Everyone comes to the Sheraton**
 - **3:30 AM shuttles start, no later than 4:00 AM please**
 - **Find your Veteran, Check in for Shuttle**
 - **LOST GUARDIANS Area**
- **Shuttles will go to Baggage Claim**
- **Receive your Lanyard**
 - **Dietary Tickets**
- **Photo with your Veteran/ Breakfast/Security**
- **National Anthem Promptly at 4:30 AM with boarding to follow**



FSD
SIOUX FALLS REGIONAL AIRPORT

MIDWEST HONOR FLIGHT

1. Shuttle Drop Off & Lanyard Pick Up

2. Photo with Veteran & Breakfast Pick Up

3. Security (special line) – stay off to the left

4. Gate 1 for our boarding but sit in Gate 1 or Gate 2 – Priority space saved near Gate 1

BOARDING

MIDWEST HONOR FLIGHT

- **Those with limitations will board first – ZONE 1 & 2 (listed on lanyards)**
- **General Boarding (ZONE 3) – no seats assigned**
 - **Window seat first, Veteran in row ahead of Guardian**
 - **EXIT ROWS are reserved for FLIGHT CREW**
- **ZONE 4 – Veterans on Oxygen and their Guardians**

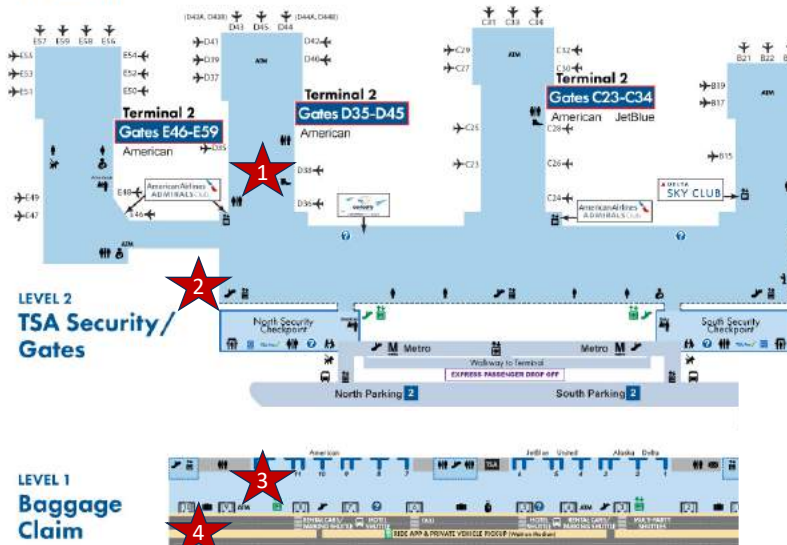
ARRIVAL AT DCA



- **Media and Flight Crew First**
- **General Boarding First**
- **Pre-Boarding to Follow**
 - **Follow Chris' instructions**
- **SURPRISE**
- **Elevators/Escalators**
- **Use the Restrooms on Level 1**
- **Find Your Bus**
 - **Coordinates with Lanyard Color**
- **Don't leave anything on the plane – leave it on the bus**



**LEVEL 3
Ticketing/
Check-In**



- 1. Arrival Gate – typically D38/D36**
- 2. Please continue through the terminal – better restrooms/less crowded outside of security - level 1**
- 3. Restroom Location**
- 4. Buses will be across in the second lane – WATCH TRAFFIC**

BUS BOARDING



- **Check In – Bus Captain**
 - Some may do attendance after everyone is boarded
- **Veteran Boards First**
 - Guardian behind to watch for falls
- **Seating**
 - Able – Seated Near the Back
 - Disabled – Save Front Seats
 - Honorchairs – Lift
 - Guardian – In the Aisle
- **Great Volunteer Tour Guides**



VIRGINIA SCHEDULE



- **Air Force Memorial**
 - Lots of construction going on around – will be a day of decision if we go
- **Arlington National Cemetery**
 - Watch the Steps
 - Honorchairs Around
 - Bathrooms are tricky but available
- **Iwo Jima**
 - New Bathrooms 2022
- **Lunch**



DISTRICT SCHEDULE



- **Head to Navy Memorial**
 - **Downtown Bus Tour**
 - **Again, great tour guides**
- **Navy Memorial**
 - **Memorial in the plaza**
 - **Museum in the lower level – limited time at each stop remember**
 - **Bathrooms lower level**
- **National Mall**
 - **WWII, Korea, Vietnam, Lincoln**



WWII MEMORIAL



- **56 pillars going around – one for each state and territory during WWII**
 - **Set to look like a table**
- **Wall of Stars**
- **Great view of Washington Monument**
 - **DO NOT CROSS STREET**
- **EVERYONE BACK ON BUS – Police Escort**
 - **No walking the mall**



KOREAN MEMORIAL



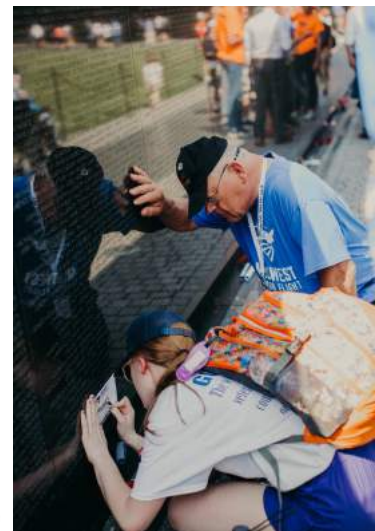
- **19 Statues – always one looking at you when you move through**
 - Reflected in the wall
 - Different branches
- **Wall along South side is pictures of actual vets from National Archives**
- **2022 Rededicated with Wall of Remembrance**
- **Korea Veteran picture – as soon as we arrive**
- **Temporary restroom hut**



VIETNAM MEMORIAL



- **Watch your step – ramp can be slippery when wet**
- **Names start in the middle – each wall piece is numbered**
- **It is OK to push to get a good rubbing of a name – volunteers will be around for etching**
- **A “+” means still MIA – over 1,200**
- **Vietnam Veterans picture near the statue – listen for time on bus**
- **Highly recommend downloading the VVMF Mobile Tour App**



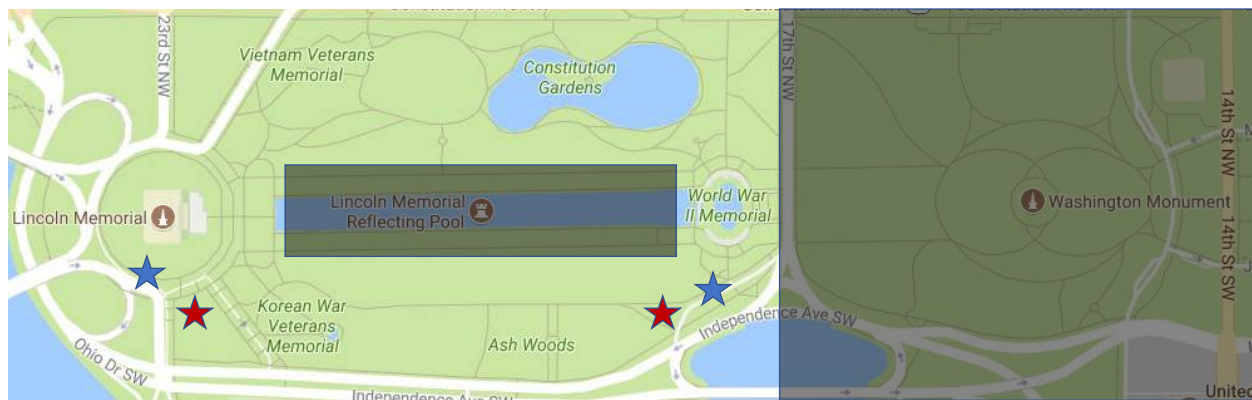
LINCOLN MEMORIAL



- **Zig-Zag Ramp Installed February 2024**
- **We STRONGLY recommend taking photos from below**
 - Handrails only on the sides
- **If your Veteran goes up and can't get back down, this will delay our return (Welcome Home)**
- **LOTS of construction**
- **Restrooms Closed**



REFLECTING POOL MAP



OFF LIMITS

- ★ **DROP OFF/PICK UP LOCATIONS**
- ★ **BATHROOMS**

ALWAYS STAY WITHIN THE MEMORIAL SITES – NEVER CROSS THE ROADS



RETURN TO DCA



- **Honorchairs**
 - We will need a few for meals/water
 - We will need some for the Veterans that require them
 - If your Veteran can walk it, please leave them for AA to pick up
- **At the airport, meal**
- **Boarding is the same**
- **Early Return to DCA**
 - Retraining (#1 Priority)
 - Stories (Drill Instructor)



WELCOME HOME



- **Mail Call on Return Flight**
- **Bag pipers in FSD lobby**
- **Patriot Riders/AL Riders/ Local Law Enforcement/ Active Duty Members**
 - **Walk through the line with your Veteran**
 - **Get them through and on their bus – same colors**
 - **Bathrooms before buses are an option, but please go outside of security**
- **Escort from FSD to SFA**
- **Families waiting inside**



MEDICAL CONSIDERATIONS

Chris Van Beek, Medical Coordinator

GUARDIANS EXIST FOR:



MIDWEST
HONOR FLIGHT

1. To get the Veteran back **SAFELY** to their loved ones
2. It does not matter if we did not accomplish #1



SAFETY IS IMPORTANT



MIDWEST
HONOR FLIGHT

- **FALLS ARE AVOIDABLE**
 - **Most Common Locations:**
 - On and off the bus
 - Airport
 - Memorials
- **PREVENTION:**
 - **NO Veteran on or off the bus unless:**
 - 1 volunteer at the top
 - They will let you know when you can get off the bus – safety reasons
 - 2 volunteers at the bottom
 - Guardian always between the Veteran and the Ground
 - Veterans are **HANDS FREE** while loading or unloading



SAFETY (CONT'D)



- **Use the ramps/escalators vs the steps at anytime when possible**
- **Escalators**
 - **When going up, you are behind your Veteran**
 - **When going down, you are in front of your Veteran**
 - **You should be beside your Veteran when you step off**
- **Arm's length from your Veteran**
 - **Bathrooms/Situations**



HONORCHAIRS



AKA WHEELCHAIRS

- **It's a long day**
- **They may not need it in the morning, but may later**
- **If they need it in the morning, they need to take it from the Sheraton**
 - **These are already loaded and ready for the plane and not accessible once at FSD**
- **We have enough in DC for everyone that requested them and some extra**



HONORCHAIRS (CONT'D)



MIDWEST
HONOR FLIGHT

- **Always use the ramps when a Veteran is in the Honorchair**
- **NEVER pull them up the curb**
- **Other Considerations**
 - **Apply brake BEFORE they sit down or get up – this is EVERY time they get in/out**
 - **Swing footrests away when they sit or stand**
 - **Volunteers may have this done**
 - **Back in and out of the elevator**



GUARDIAN/CREW DUTIES



MIDWEST
HONOR FLIGHT

- **On flight day, at any point when around Veterans:**
 - **No Smoking Around Veterans**
 - **No Alcohol on FLIGHT DAY - PERIOD (banquet is OK)**
 - **No Heavy Perfumes/Cologne**
 - **This is to ensure the VETERAN has a safe and enjoyable day**
- **Bring a backpack, umbrella, charger, flavor water packets, sunscreen**
- **Dress for Comfort**
 - **“Uniform” – MWHF provides a white shirt/pullover**



DUTIES (CONT'D)



• BE THEIR HANDS

- **They eat first**
 - **Are they eating? They should be!**
 - **Dietary needs/meals – you will get an email from me with specific instructions**
- **Help open their water**
- **Make sure they are drinking water**
 - **Water and food are just as important as their meds**
 - **Have they taken their meds? Ask occasionally just to remind them - at meals**



DUTIES (CONT'D)



• RESTROOMS

- **Ask occasionally**
 - **Airport, Air Force, Arlington, Iwo Jima, Navy, WWII, Korea, & Bus**

• SNACKS/WATER

- **Everyone will get snacks in the morning and throughout the day**
- **Water will be available too**
 - **Flavor packets will be with all the bus captains throughout the day along with snacks/water**
- **They want something more/different? Buy it for them**
 - **Your Veteran's money is no good on flight day except for souvenirs**



DUTIES (CONT'D)



- **BE THEIR EARS**
 - **Some may not be able to hear announcements well**
 - **Ask them if they understood. If not, please repeat for them**
 - **This goes for those in the Airports and on the Buses**
 - **Point out the Memorials again to them just in case**
- **WHEN AM I FINISHED?**
 - **Not until they are back with their families – Guardians, Medical, and Flight Crew**



MEDICAL CONSIDERATIONS



- **Report anything different or unusual to a MEDIC!**
 - **Sudden Confusion**
 - **Falling**
 - **Chest Pain**
 - **Weaknesses**
 - **Change in condition/behavior**
- **Catch it and report it early – your job is to watch them**
 - **It can take a long time for EMS to arrive and then find us throughout the memorials**



MEDICAL CONSIDERATIONS



**MIDWEST
HONOR FLIGHT**

- **WHAT TO DO IN DC**
 - Call a Medic (back side)
 - Call 911
 - Do NOT leave Veteran
- **WHAT TO DO IN FLIGHT**
 - Medics will be in various rows throughout plane
 - Do NOT leave Veteran – send another Guardian/ Crew Member
- **HONORING VETERAN WISHES**
 - DNR – what to do/know (Jack)
 - Story about Jim
 - Family Permission/Surprises



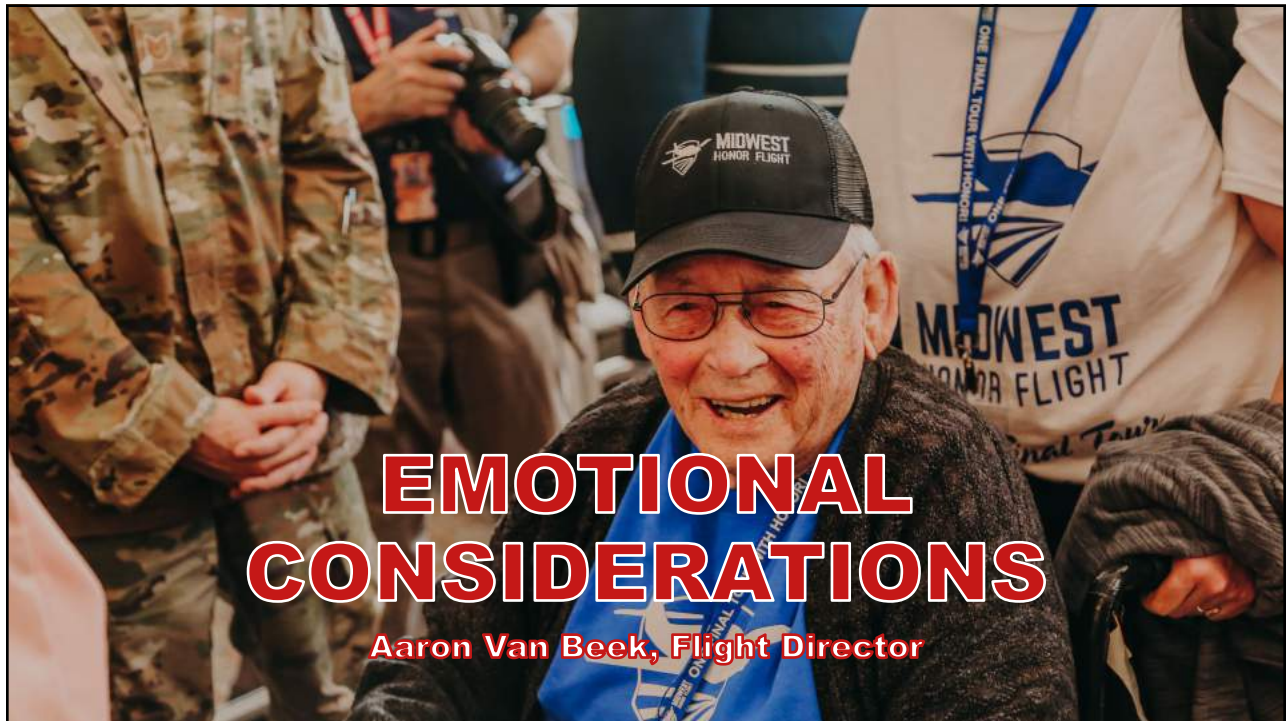
#1 PRIORITY



**MIDWEST
HONOR FLIGHT**

**YOUR NUMBER 1
PRIORITY
THROUGHOUT THE
ENTIRE HONOR
FLIGHT IS THE
SAFETY OF YOUR
ASSIGNED VETERAN
NOTHING ELSE**





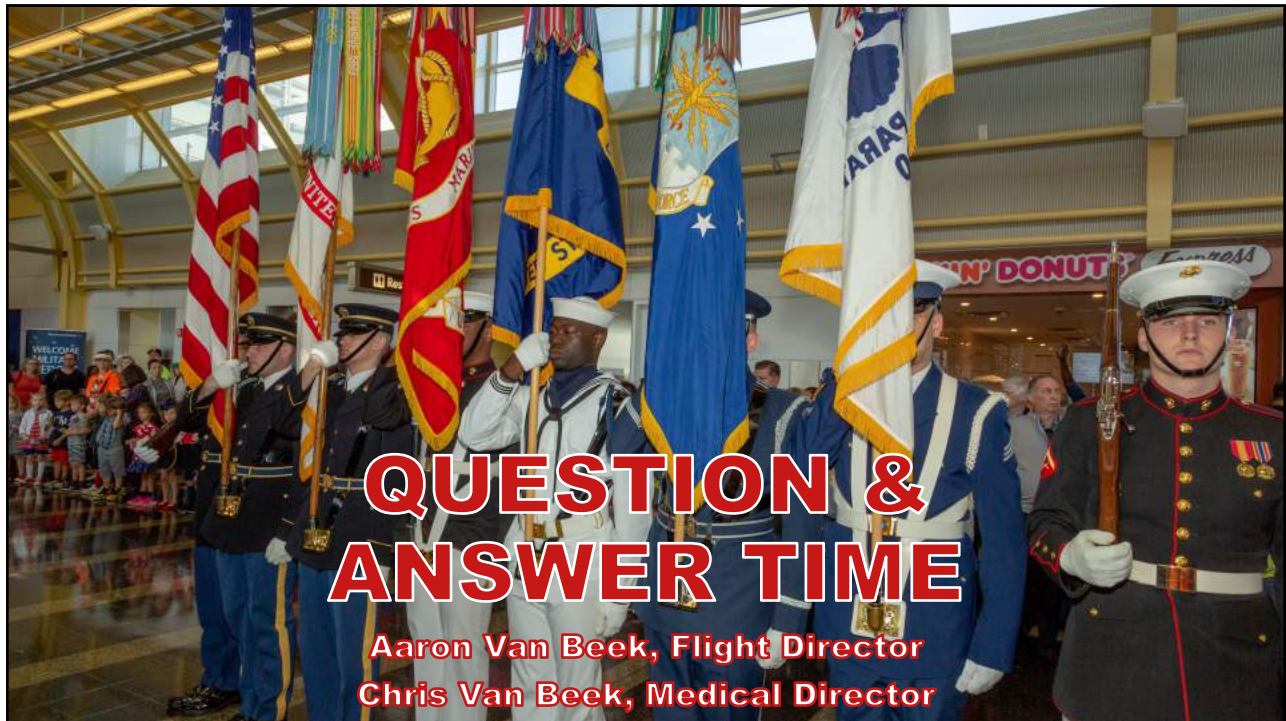
EMOTIONS OF THE DAY



There is no manual for this – whatever you do is better than nothing at all

- **In the morning**
- **DCA (Korea)**
- **Arlington/Branch Memorials**
- **Differences at War Memorials (Spouses)**
- **Mail Call**
- **FSD**
- **Arena (Vietnam)**





FINAL REMINDERS



- **Make sure your Medical Check is complete**
- **Make sure all questions have been answered on your form**
- **Make sure you sign the back side of the form**
- **Be sure to turn in to our volunteers as you leave**
- **Mail Call that is brought to the banquet will be your responsibility as the Guardian**



GUARDIAN OATH



I, _____, do solemnly swear that I will support and protect my Veteran against all hazards or mishaps at home and in Washington, D.C., that I will well and faithfully discharge these duties and that I accept this responsibility freely, without reservation and with the utmost conviction, so help me God.



**THANK YOU first for joining us today and
THANK YOU for being a Guardian for an American Hero!
We look forward to seeing you on flight day!**



#MidwestHonorFlight