

BWI Resources Guide

24/7 Family Information Call Center: 833-600-1780

Arrival Itinerary

1. Welcome

Welcome and arrival briefing from Naval District Washington leadership.

2. Complete the Initial Contact Information Form

All travelers should complete the **Initial Contact Information Card Form**.

3. Priority Deplaning

Individuals with **connecting flights within 4 hours** will **deplane first** to ensure they reach their next flight on time.

4. Proceed to Emergency Case Management (ECM) table to confirm arrival and receive referrals to supportive services.

5. Baggage Assistance and Kennel Storage

Temporary **kennel storage** and baggage assistance is available to the right of the ECM area.

6. Childcare

Temporary childcare is available in the USO. Please speak with a Child and Youth Program provider for assistance in escorting your child(ren) to the USO for care.

7. Travel Support Table

After meeting with an ECM, proceed to the travel table for support.

8. Supportive Services

The following services/providers are available on site.

- **Counseling**
 - **Chaplains**
 - **Childcare**
 - **Emergency Case Management**
 - **Navy Marine Corps Relief Society**
 - **Information and referral services**
 - **Veterinary Services**
 - **Travel Support Center**
 - **American Red Cross, located upstairs**
 - **Health and Human Services**
 - **Hotel and ground transportation**
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9. Departure

Travelers may depart the airport using:

- **Hotel shuttles**
 - **Onward flights**
 - **Rental cars**
 - **Ride share**
 - **Local pickup**
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10. Onward Flights

You may **check in for connecting flights/rebook travel at the airline ticket counters on the upper level or via the available computers in the USO. Luggage may be checked 4 hours in advance of departure.**

11. Rental Cars

Rental car services are available at the airport rental car center. You may also book rental cars via the available computers in the USO.

12. Ongoing Case Management Support Upon Arrival at Your Safe Haven Destination

An Emergency Case Manager will reach out to you to provide ongoing support.

Airport Arrival & USO Directions

Directions to the USO

Flights Arriving from D Gates

1. Exit through the **gray doors** near the *Charm City Market*.
 2. Take the **escalators down**
 3. **Turn right to the baggage claim area.**
 4. The **USO** is located near **Baggage Claim 17.**
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Flights Arriving From International Gate

1. After exiting the secure area, you will arrive **at the baggage claim** area
 2. Exit through the **gray doors.**
 3. **Turn left.**
 4. The **USO** will be on the **left side immediately before Baggage Claim 17.**
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Airport Services

Pathfinder Volunteers: **Pathfinders** are airport volunteers who can assist travelers with:

- Navigating the airport
- Locating airport services and facilities
- Connection to local resources

Pet Relief Area

- Exit out **Door 19, which is located near International Arrivals area**
- Turn **right**
- Follow the **wall** to the pet relief area

ATM

ATMs are located near Door 18 and near the Concourse D dining area

Directions to Ride Share

1. Available on upper level between **doors 5-12**
2. Follow airport signs for **Ride Share / App-Based Pickup.**
3. Exit the baggage claim area to the **designated ride-share pickup zone**
4. Confirm your **pickup location in your ride-share app** before requesting your ride.

Popular ride-share apps include:

- Uber
- Lyft

Rental Car Shuttle Stops

- Doors 1,7,11,16
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Curbside Pickup Instructions

1. Exit the terminal at the **baggage claim level**.
 2. Proceed to the **designated passenger pickup area outside the terminal**.
 3. Coordinate with your driver to identify the **correct terminal door number**.
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Services Available in the USO

Internet Connectivity

- **Wi-Fi**
 - Network name: USO
 - Password: USOConnect!
- **SIM cards available for purchase** near the USO

Amenities

- Snack bar
- TV area
- Sleeping area with **12 beds**

Family & Travel Support

- Nursing mothers' area
- Luggage storage
- Short-term childcare

Computer & Phone Access

- **3 CAC-accessible computers with printer access**
- **10 public-use computers: 4 in international arrivals area, 6 in USO**
- **6 phones (CONUS calls only)**
- **5 iPhones with international calling capability**

Supportive Services

Emergency Case Managers

Trained FFSC staff who:

- Connect individuals with appropriate supportive resources
- Stay in contact until needs are resolved

Navy-Marine Corps Relief Society

- Financial assistance for
 - **Active-duty or retired Sailors and Marines**
 - Eligible family members with military ID card
 - Surviving spouses
 - Reservists on extended active duty of 30 days or more

Mental Health and Spiritual Resources

- Chaplains
- Fleet and Family Support Center Counselors

Childcare

- All parents/guardians will be required to:
 - Sign their children into care
 - Provide basic contact information for use in the event of an emergency
 - Share any information pertinent to the care of their children. i.e. allergies, special needs, etc.
- Capacity limited to 30 children, ages 6 weeks to 18 years old
- There is a snack bar in the USO Lounge. Parents will be asked to identify food items their child(ren) may consume and volunteers will provide that food when needed

Information & Referral Services

Fleet and Family Support Center staff can assist with:

- Hotel information
- Rental car information
- Connection to various military and community resources