



Tips for Administrators Supporting Family Members to Travel

Provide family members with clear details about their travel arrangements.

- ✓ If family members are traveling for the first time — or to a new area — or by a new mode of transportation — a buddy system might be helpful. In any case, please be sure they are comfortably oriented and know what to expect, such as security inspections at the airport.
- ✓ Provide them with contact numbers so their family or office can reach them.
- ✓ Make sure they know how to get their ticket or how to use an electronic ticket.
- ✓ Make sure they know what time they should arrive at the airport and when they can expect to return home.
- ✓ Provide the name, address, and phone number of the hotel. In addition, please give them a copy of their reservation confirmation number.
- ✓ Provide information about ground transportation to and from the airport or train station.

Facilitate hotel check in.

- ✓ Hotels require credit card imprints on arrival to cover incidentals. They may refuse to register a guest who does not have a credit card or may insist on a cash deposit. Please help preserve dignity and reduce stress by making arrangements to avoid any such challenging situations.

Understand what expenses to cover and how to cover them.

- ✓ Use Federal reimbursement rates.
- ✓ Provide family members with a cash advance to cover the following expenses:
 - **Child care expenses** while they are away
 - **Ground transportation and parking**
 - **Meals** while traveling and meals not provided while on-site
- ✓ Clearly explain your procedures for tracking expenses. Indicate which receipts family members need to save and provide any forms they need to complete.
- ✓ Please provide **long distance access** for at least one call home each day. Be sure to explain the process for reimbursing these calls. Options could include providing prepaid calling cards.



Tips for Family Members Preparing to Travel

Get clear details about how you are going to travel.

- ✓ When should you leave? When will you return home?
- ✓ How will you travel? If by air, train, or bus, how do you get your ticket?
- ✓ How early do you need to arrive at the airport, train station, or bus terminal?
- ✓ What can you carry with you?
- ✓ What are the name, address, and phone number of the hotel where you will be staying?
- ✓ How are you supposed to get from the airport, train, or bus station to the hotel?
- ✓ What is the confirmation number for your hotel reservation?
- ✓ Most hotels require a credit card or cash deposit on arrival for incidentals (any extra expenses charged to your room, like dry cleaning or movies). Ask your SOC community project director what you are supposed to do if you don't have a credit card.

Find out what expenses your system of care covers and how these will be paid for.

- ✓ Federal reimbursement rates are used.
- ✓ Save receipts and track the money you spend.
- ✓ Be sure to understand the process for paying for long distance calls prior to travel.

Ask about receiving a cash advance before traveling so you can pay for the following expenses:

- ✓ Child care expenses for while you are away (unless you are traveling as part of your paid employment or receiving a consultant's fee for your work)
- ✓ Ground transportation and parking expenses
- ✓ Meals while away from home

Know the procedure to follow if you have to cancel your travel at the last minute.

- ✓ Contact or leave a message for the conference logistics coordinator and the SOC community project director.
- ✓ Return advance monies in check or money order.

Arrange to keep in touch with your family or office.

Leave a copy of your information at home in case someone needs to get in touch with you. And, when you arrive at the hotel, ask the front desk to be sure your name is on your room so that your family can be connected to the right room if they call you.