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## Being at the Right Place at the Right Time

by Chaplain Les Grounds

My day was about finished so I headed up toward the Skylink which would take me to Terminal D and the Chaplaincy office. I just stepped off the escalator in Terminal B when a small elderly woman came rushing up to me with ticket in hand and suitcase in tow. It was apparent she was very upset and confused. Someone had given her directions to her next flight, which was Fort Lauderdale, Florida, but she had forgotten where she was to go.

Very politely, she said, "Sir, my name is Joyce, and I am lost. Can you help me?" I could tell immediately she was under stress as she was trying to hold back tears. Her hand was shaking as she held up her ticket.

"Joyce, I'm Chaplain Les Grounds, I believe I can help you." With that, she said, "Oh, a Chaplain! What a wonderful person to meet."

I took her ticket and saw she was going to Fort Lauderdale, Florida, so I suggested we go down to the next level and look at the flight board to find out from where her flight would leave. As we approached the escalator, she said, "Do I have to go down these stairs?" (Another sign of her stress.) With that, I took her to the elevator and down to the main floor.

Her flight was scheduled at A-14, which was in the next terminal, so we went back to the elevator and up to the Skylink. I told her I would take her to her gate so she wouldn't get lost again. In the few steps from the elevator to the Skylink, Joyce finally began to let the tears flow. She apologized and said she was so relieved to have someone really take time to help her. She said, "I know you have other things to do besides walking with me to the gate." I replied, "No, Joyce, you are why I am here. Our job as Chaplains is to help those who are under stress and anxiety find their way, whether it's to a flight or to emotional and spiritual freedom." With that, her face lit up with a beautiful smile.

The short ride from Terminal B to Terminal A didn't give much time to visit, but she still had that smile of relief. As we approached gate A-14, she said, "Who would have thought I'd have an airport chaplain help me find my gate?" I gave her a hug and headed on back to the office to complete my daily report. Now, what shall I say for my report? Sometimes it's not the quantity of contacts, but the quality. This was one of those "good feeling" kind of days.

**"The steps of a man are established by the Lord, and He delights in his way." - Psalm 37:23**