

HAVE WHEELCHAIR WILL TRAVEL!!!



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Travel with Success

- Planning Your Trip
- Knowing Your Rights
- Packing for Your Trip
- Arriving at the Airport
- Taking Off
- Arriving at Your Destination
- Relax & Enjoy!!!!



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Planning Your Trip

- Research your Destination
 - Accessibility Guides
 - Chamber of Commerce
 - Department of Tourism
 - Internet Resources
 - Disability Organizations
 - Center for Independent Living



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Knowing Your Rights

- Air Carriers Access Act
 - Compliance is required of all carriers flying in and out of the United States. Domestic and International carriers are required to comply under an amendment called Air 21.
 - **http://www.pva.org/site/PageServer?pagename=rights_aircarrier&AddInterest=1042**
 - The Air Carriers Access Act: Make it Work for You
 - The Air Carriers Access Act: Common Questions about Air Travel for Wheelchair Users
- Complaint Resolution Official (CRO)



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Packing for your Trip

- Medications
- Personal Care Supplies
- List of the following in case of emergency:
 - Physicians' Names, Numbers, & Addresses
 - Medications
 - Medical Diagnoses
 - Insurance Information



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Making Airline Reservations

- Talk with Travel agent or make your own reservation by calling the airline directly or making reservations.
- Make sure all information is recorded in your computer record
- Request bulkhead seat
- Direct Flight vs. Connecting Flight



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Important Information to Express to Agent or Airline

- Type of device/equipment you use
 - Type of wheelchair, battery, etc
 - Portable Oxygen Concentrators, ventilators, and regulators
- Type of assistance you will need
- Type of plane
 - Dimensions of cargo area
 - Availability of on-board chair
- Confirm Boarding/Departing Plan
- Transfer/Layover Flights
 - Traveler assistance and escorts



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Delta Wheelchair Handling Form



Mobility Device Handling Form

Please fill out and bring to airport

Mobile # (for contact during travel) : () _____

Circle one: lbs / kg Weight:

Dimensions of device when folded down:

Length	Width	Height

Battery Type	Check Battery Type
Lithium-ion (Li-ion) Battery, Watt Hours: _____	<input type="checkbox"/>
Dry or Gel Battery/Nonspillable	<input type="checkbox"/>
Wet Cell Battery/Spillable	<input type="checkbox"/>

Removable Parts	With Device	With Customer
Key	<input type="checkbox"/>	<input type="checkbox"/>
Head Rest	<input type="checkbox"/>	<input type="checkbox"/>
Leg Rest	<input type="checkbox"/>	<input type="checkbox"/>
Seat Cushion	<input type="checkbox"/>	<input type="checkbox"/>
Arm Rest	<input type="checkbox"/>	<input type="checkbox"/>
Side Protectors	<input type="checkbox"/>	<input type="checkbox"/>
Tray	<input type="checkbox"/>	<input type="checkbox"/>
Belts/Straps	<input type="checkbox"/>	<input type="checkbox"/>
Batteries/Boxes	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>

Other important information for agents to know about your device:

ACS-02101 /Rev.11/2019

Please indicate recommendations for where to lift & location of brake release:



Is there any visible pre-existing damage?	Y / N	Describe:
May we fold and/or collapse the item?	Y / N	Instructions:

Please leave blank for an agent to fill out

Record Locator #: _____

Routing: _____ Final Destination:

Airline Code/ Flight #	Date	Dept City	Arr City	Device needed upon arrival? (Y/N)

Additional Notes:



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Delta Wheelchair Handling Form

- Fill out at least 48 hours prior to check-in
- Information on wheelchair used (type, dimensions, battery, brakes, removable parts, ect.)
- Traveler's contact information
- Include picture of chair



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Arriving at the Airport

- For Domestic flights arrive at least 2 – 2 ½ hours prior to boarding and For International Flights arrive at least 2 ½ - 3 hours in advance of your flight. You must be at the gate 15-30 minutes prior to boarding for domestic flights and 45 minutes prior to the boarding of any international flight.
- Check baggage as normal
- Do **NOT** check your chair as baggage. Remain in your chair until you are ready to board.
- Confirm seating and transportation/boarding assistance needed. Transfers always occur at the door of the aircraft.



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Why Would I Want to Stay in my Own Chair?

- Maintaining your level of independence
 - Wheelchair propulsion
 - Weight shifts
- Protecting your skin
- Ensuring the safety of your chair
- Preparing for unforeseen delays in flight schedules



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Traveling With a Vent

- Physician's statement
- Back-up ventilator/additional battery
- Ambu Bag
- Research type of electricity source at destination
- Research equipment vendors at destination
- Contact travel agent for vent hook-up during flight



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Traveling With Oxygen

- FAA approved Portable oxygen concentrator
- Physician's statement
- In-flight oxygen sometimes available
- Research oxygen suppliers
at your destination



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Security Checkpoints

- **Physician's letter** (not required but available for your convenience)
- **Check of backpack or carry-on**
 - Carry-on limit
- **Manual security check**
 - Travel companions will go through regular security check



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TSA Screening

- Because many disabilities are not visual, all TSA officers are required to ask any passenger in a wheelchair “are you able to stand, is your party able to assist you with standing or lifting and/or are you able to use upper body strength to lift yourself?” (to check the cushion).
- TSA CARES can be contacted about 72 hours before travel at 1-855-787-2227 to have a TSA Passenger Support Specialist escort you through the security checkpoint so TSA can ensure you will be provided with the appropriate level of assistance you need.



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Preparing Your Wheelchair



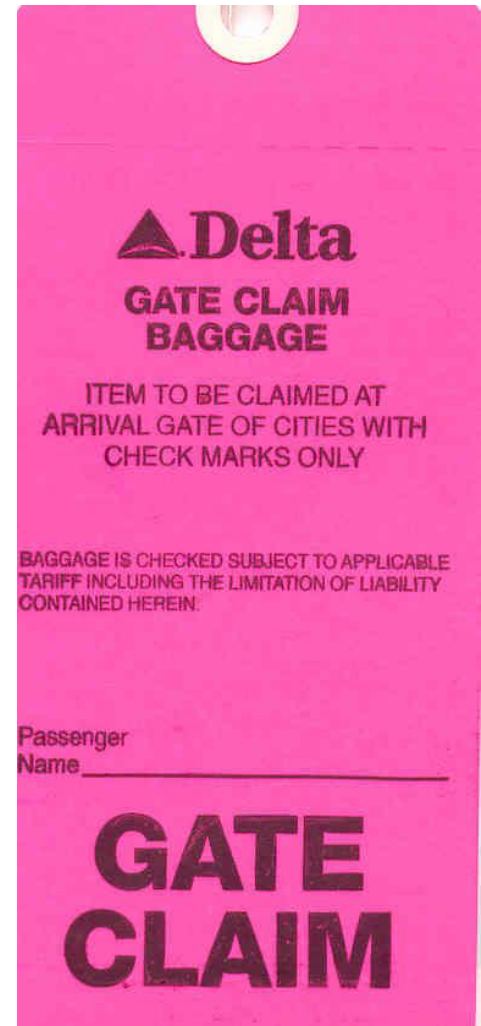
- Remove all removable parts and place them in a medical carry-on bag
- Remove power assist wheels and place in the onboard storage location
- Have laminated instructions with power chair for how to put it in push mode
- Protect power chair's drive system with a box



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Pre-Boarding

- ***GATE*** Tag your chair.
- Tag all removable parts of your chair or take them on the plane with you.
- Take advantage of pre-boarding option
- Remain in your chair until you reach the plane door at the end of the jet way.
- Prepare to transfer into the aisle chair



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Transferring to an Aisle Chair: Things to Consider

- Training of the airline personnel
 - Be assertive! agents are trained to ask you about the best way for you to be transferred. If you are uncomfortable with the transfer, “STOP” the transfer and ask for a CRO.
- Support from family member/friend
 - You may prefer help from those who better know your needs. Let airline personnel know who you want to help.
- Type of aisle chair
 - Standard high back chair with only back wheels
 - Hydraulic, lower back chair



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Aisle Chairs



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Types of Transfers

- Depression/Sliding Board
 - May not need hands-on assist
 - May just require spotting by airline personnel or family/friend
- 2-Man Lift (with or without hoyer net)
- 3-Man Lift (with or without hoyer net)
- 4-Man Lift (with hoyer net)



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Sliding Board Transfer



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Ready to Board

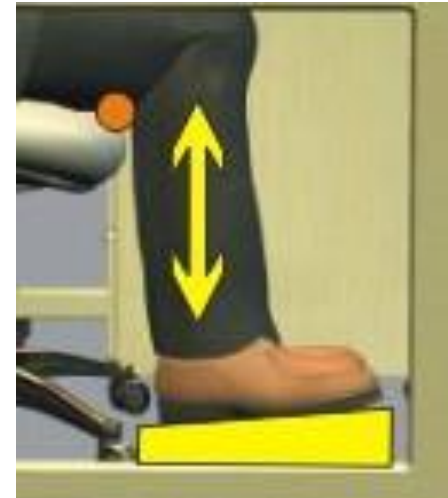
- With transfer to aisle chair complete, make sure airline staff secure you with safety straps onto the chair
- Remove cushion from your chair to bring on plane with you.
 - Air cushion vs. Gel cushion



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Transferring to Plane Seat

- Place your cushion on the airplane seat.
- If the armrest of the seat is movable, raise the armrest.
- If the armrest does not raise, place a blanket over the armrest to protect your skin.
- Put seatbelt on immediately.
- Make sure legs are supported at 90° angle



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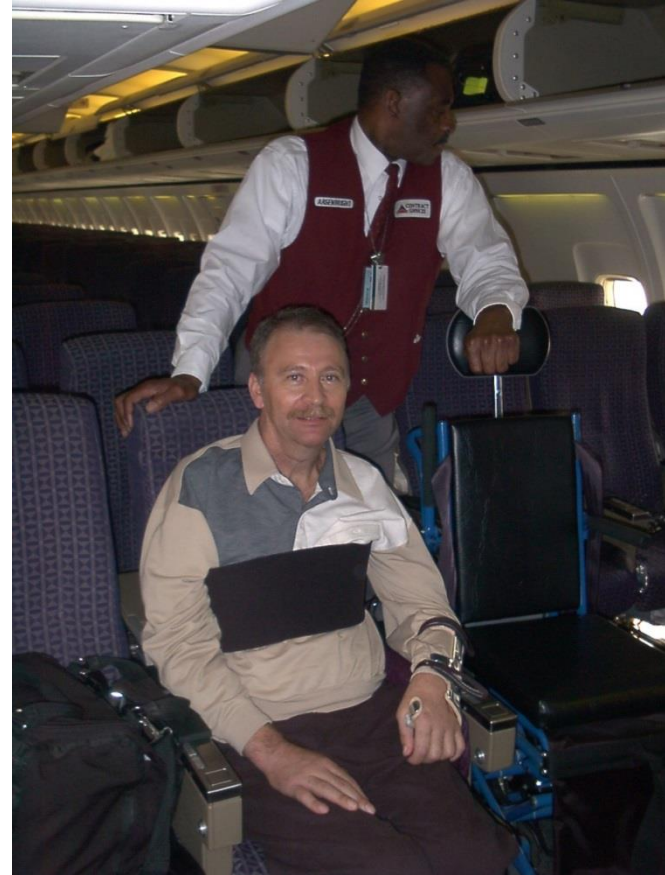
Tips for on board the airplane:

- Sit on wheelchair cushion in the airplane
Air vs gel cushion
- Take something along if you will need it to put under your feet so your knees are at a 90° angle
- Chest strap or Body Bracer
- Know how you will do your weight shifts



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Balance & Positioning



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During the Flight

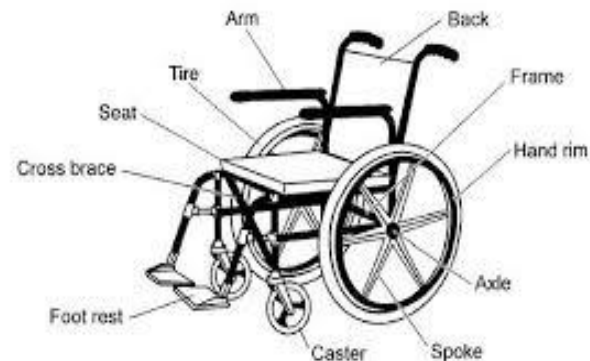
- Obtain the name of one of the flight attendants.
- Flight attendants are not required to help you with any personal needs, i.e., feeding, medication management, IC's, etc.
- Prior to arrival, remind the flight attendant that your chair needs to be brought back to the jet way.



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Getting Ready to Land

- Talk with Flight Attendant
 - Accountability
- Departing Plane
 - You will be preboarded first for your convenience and deplaned last for your safety. – Sit Back & Relax
- Inspect your Device/Equipment immediately!
 - Do not leave the airport without talking to a CRO, especially if there is damage to your wheelchair or assistive device.



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What do I do if I have a Complaint???

- Complete an inspection
- Document immediately
- Speak to **CRO** - Complaint Resolution Official
- File a claim for follow up.
- Record names from flight personnel to general airport personnel
- Keep all receipts, tickets, dates, and times
- Call the DOT Hotline if you do not get the resolution to protect your right or restore your equipment to the same condition as it was presented for travel.” 1-800-778-4838 (voice) or 1-800-455-9880 (TTY).



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Travel Resources



- Resource Packet from TR
- Internet
- Organizations (United Spinal Association's AbleThrive)
- Summaries of the laws protecting your rights
- Magazines/Publications (Accessible Journeys)
- Travel Agencies
- Airline websites and brochures about customers with disabilities.
- http://www.delta.com/traveling_checkin/travel_tips/disabilities/disability.jsp



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