

Nonstop

PHL

MOVING FORWARD TOGETHER

Hidden Disabilities



Version 1

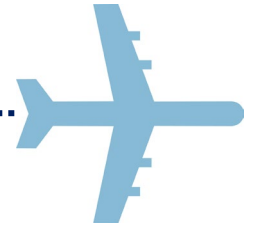


PHL *Access for All* program



This story is part of the *Access for All* program for people with disabilities at the Philadelphia International Airport (PHL). This program can be used to assist you when you are flying to or from PHL.

Let's talk about hidden disabilities!



Hidden, or non-visible, disabilities are medical conditions that may not be apparent to others.

Examples:

Some Autism Spectrum Disorder conditions are hidden.
Some neurological conditions are hidden.
Vision or hearing loss can be hidden.
Many physical conditions may be hidden.

Each person, and each condition, is unique!

Do hidden disabilities impact travel?



For some, hidden disabilities impact their ability to travel, and they need some assistance. You can sometimes self-accommodate, but assistance is available when needed.

Examples of Self-Accommodations

- Comfort items (such as a blanket, headphones, travel pillow)
- Communication cards

Examples of requested assistance

- Guided assistance requested from your airlines
- Help through security from TSA Cares
- Guest pass available from the airlines
- Sunflower lanyard from an information booth

PHL provides some programs and services that are helpful for people with disabilities.

Sunflower Lanyards

AIRA

Access for All Program

Visual Paging

Quiet Room

Sorenson BuzzCards

Contact PHL ADA using the form at
<https://www.phl.org/about/accessibility/ada>

You can ask for a Hidden Disability Sunflower Lanyard from an information booth once you are past security.

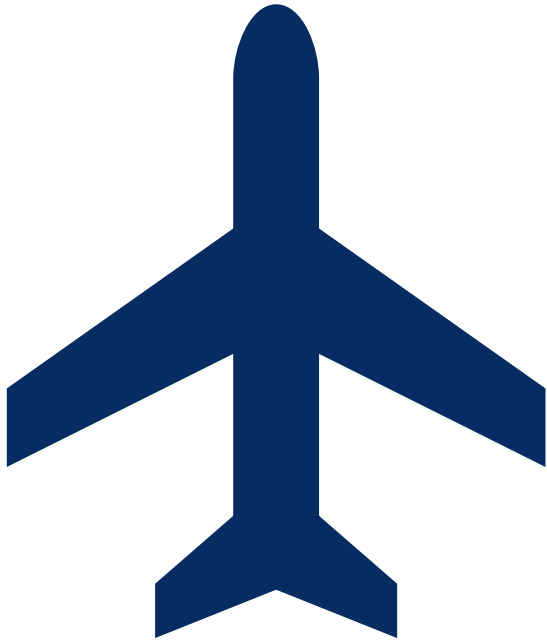
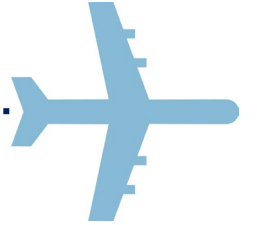


Tip!

You do not need a Sunflower Lanyard to receive any PHL programs or services.



You will find information booths in every Terminal.



You can carry and use a communication card like this one.

Communication Access Card

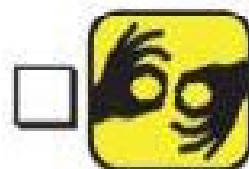
My Name is <https://health.hawaii.gov/dcab/communication-access-card/>

I am: ☐ Deaf
☐ Hard of Hearing
☐ Deaf-Blind

Quick Communication Tips

- Get my attention first before you start speaking.
- Speak normally. Do not yell, exaggerate, or over pronounce.
- Look directly at me when you're speaking.
- Do not place anything in your mouth when speaking.
- Be courteous to me during conversation.
- Use open-ended questions that must be answered by more than 'yes' or 'no'.
- Use the words 'I' and 'you' (Refer me in the first person).
- Regularly check to ensure communication is effective.

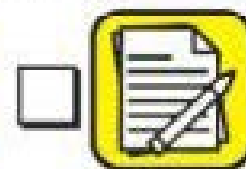
The best way to communicate with me is:
(check all that apply to you)



Interpreter



Texting



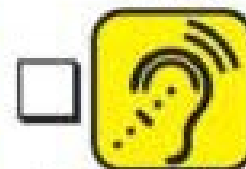
Writing



Large Print



Lip Reading



Assistive Listening

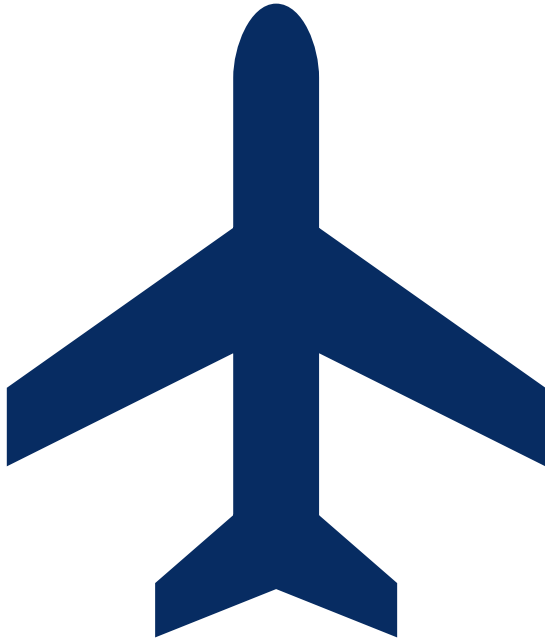
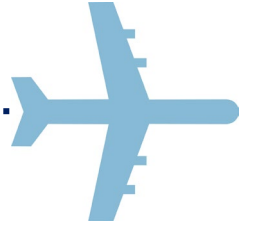
Disability and Communication Access Board

health.hawaii.gov/dcab/
E-Mail: dcab@doh.hawaii.gov


<http://health.hawaii.gov/dcab/files/2016/03/How-to-obtain-a-sign-language-interpreter.pdf>
(808) 586-8121 (Voice) & (808) 586-8162 (TTY)

Disclaimer: This is not a state identification card. Individuals with this card self-disclose their status. DCAB is not responsible for providing services listed on this card.

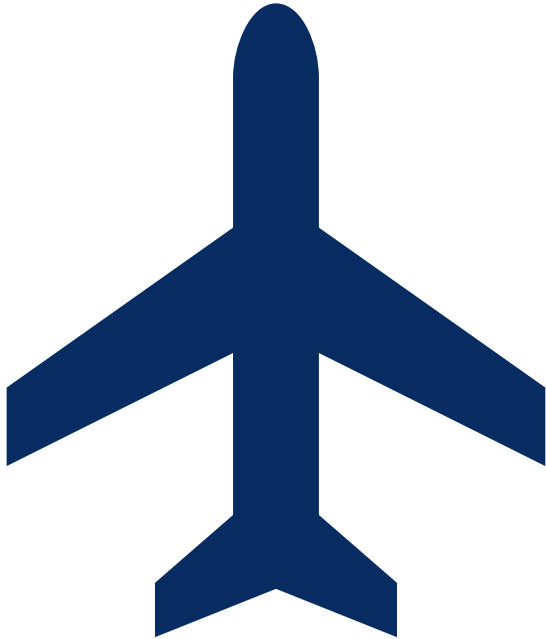
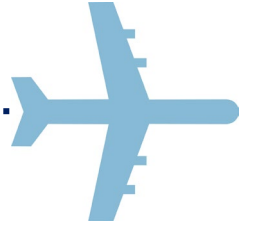
Airlines must provide wheelchair services and guides when needed.



There are multiple transportation options to get to and from the airport.

- 
- A photograph of a SEPTA train at a station platform. The train is silver with blue and red accents. A large blue sign above the platform reads "SEPTA Airport Terminals C & D". Several people are standing on the platform, and one person is boarding the train. A purple suitcase is on the ground. The train has the number "169" and the SEPTA logo on its side.
- Car
 - Taxi
 - Shared Ride
 - Private Wheelchair Transportation (Sarah Car Care)
 - SEPTA Train
 - SEPTA Bus

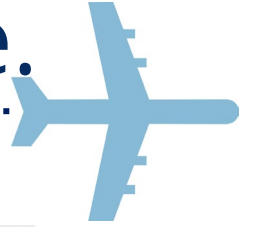
In addition to checked bags, you can take one personal item and one small bag as carry-on.



Put your medications and small medical related items in a carry-on bag. They will not be counted as a carry-on bag.



Plan to have items you will need for your disability while in the Airport or on the plane.



Examples:

Mobile device for Apps

Headphones

Bathroom supplies

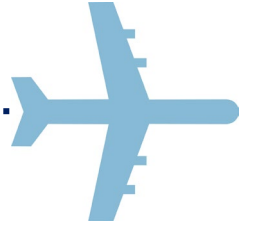
Medications

Feeding supplies

Blanket



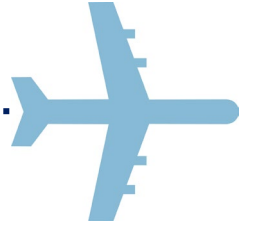
You will find a ticketing area for each terminal in the Airport.



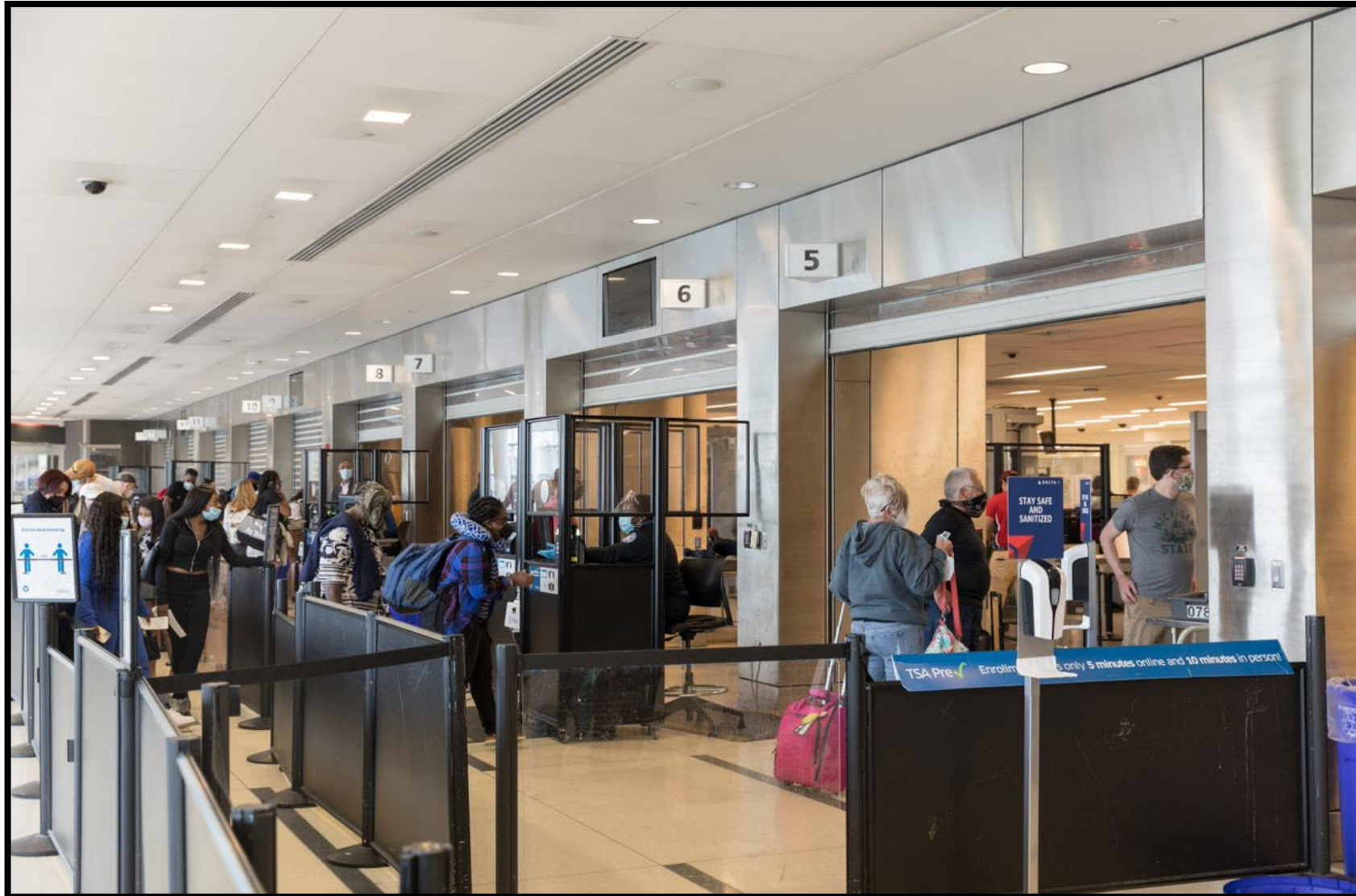
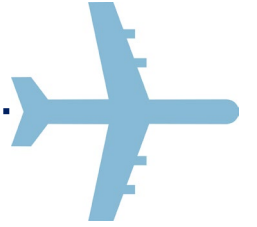
In ticketing, you will get your boarding pass and check luggage that you are not carrying on to the plane.



You can obtain a wheelchair or guide in the ticketing area.



After ticketing, you will go through Security. This area is managed by TSA.



You can call TSA Cares for assistance through security or if you have questions about security.

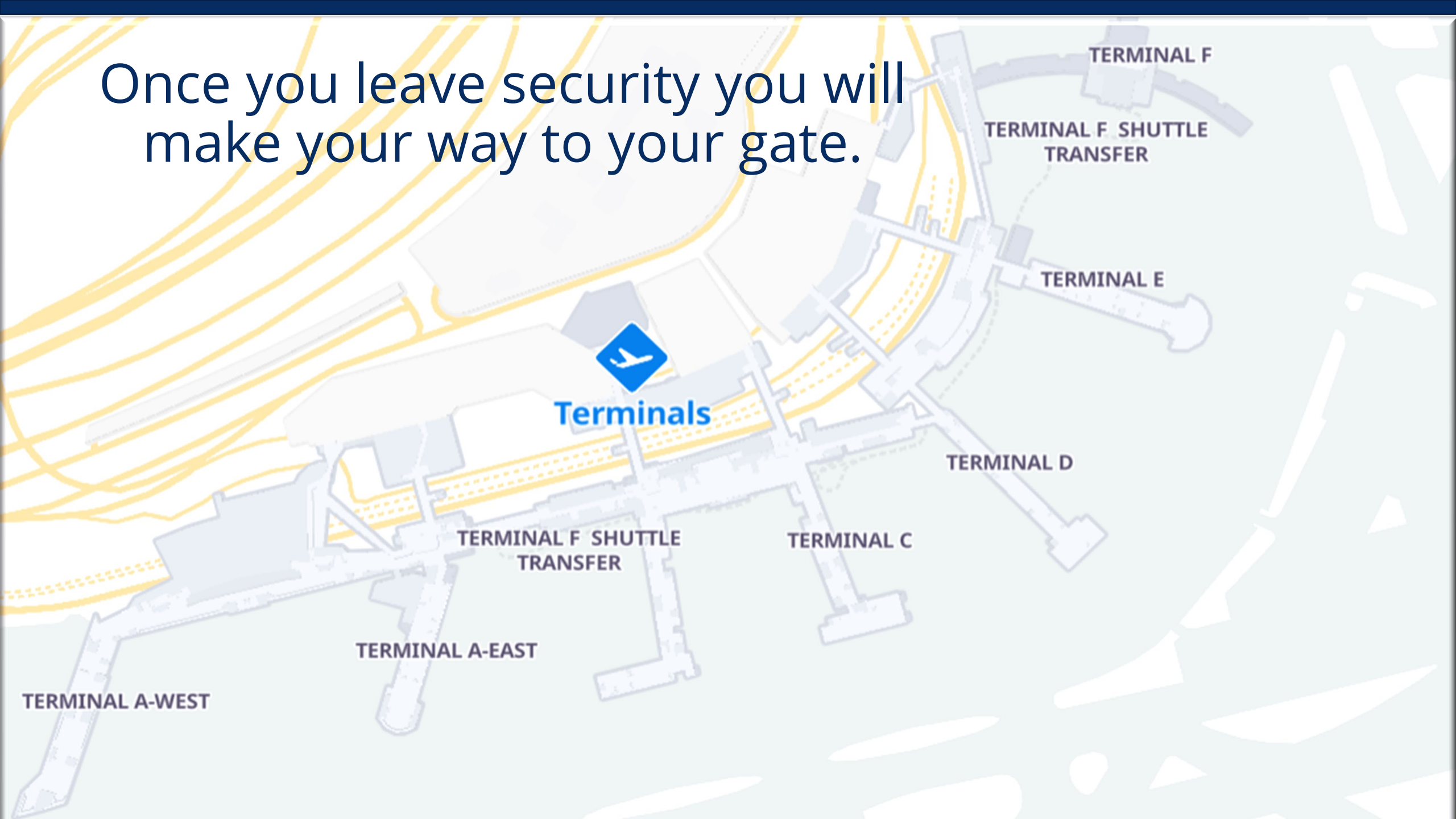


[Email TSA Cares](#)
[\(855\) 787-2227](#)

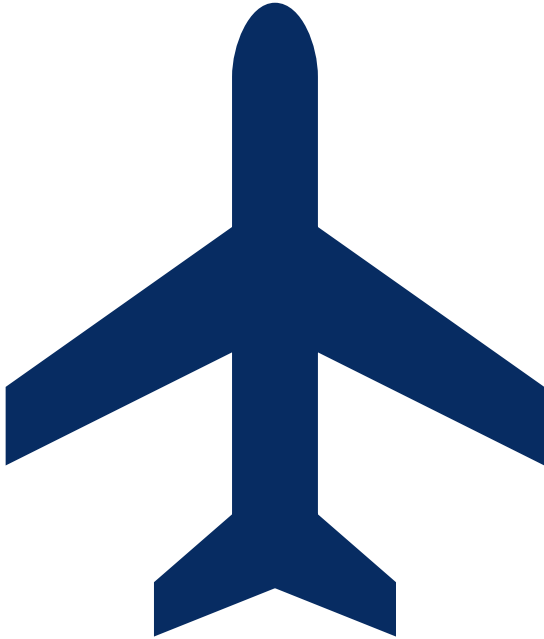
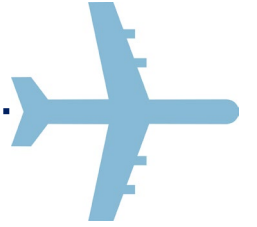
Relay: 711

Call 72 Hours before your flight

Once you leave security you will make your way to your gate.



The Airport can become very full of people and noisy on busy days.



If you need assistance through security or the airport, you have options.

1

- You can request a “guest pass” at ticketing to have someone you know assist you through security and to your gate. Not all airlines offer this, but many do!

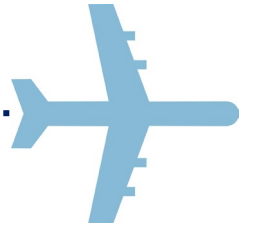
2

- Contact TSA Cares to ask for an assistant through security.

3

- Call your airlines to request wheelchair assistance or an escort to go with you from ticketing, through security, and to your gate.

You can contact the PHL ADA Office if you need an accommodation while you are at PHL.

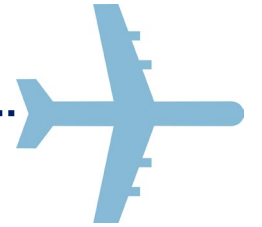


ADA OFFICE

"Contact us" online
www.phl.org/about/accessibility/ada

Email: accessibility@phl.org

Contact your Airlines if you need a wheelchair or guided assistance through the Airport.



[Air Canada](#)

[Air Lingus](#)

[Alaska Air](#)

[American Airlines](#)

[British Airways](#)

[Delta](#)

[Frontier](#)

[Jet Blue](#)

[Lufthansa](#)

[Qatar Airways](#)

[Southwest Airlines](#)

[Spirit](#)

[Sun Country](#)

[United](#)

Pick up your luggage after your flight.



Your luggage will be transferred from the plane to baggage claim areas.

Go to baggage claim to pick up your checked luggage.

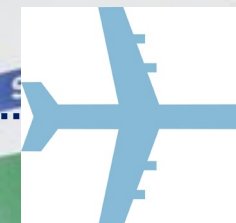


Saron McKee

PHL Director of Access and Accessible Programs



Want more info?



You can learn more about accessibility at
PHL by visiting
<https://www.phl.org/about/accessibility>

Thank you!



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