

# **Disability & The Onboard Experience**

## **Safety for PRMs and their Mobility Equipment**



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Organization*

# Our Mission

To make goods and services accessible to people with disabilities in travel, tourism and transportation.

## Our Projects & Programs:

- Amtrak 2011 & 2019
- Universal Access in Airports
- Aviation Training
- ODO Academy
- Market Studies
- Open Taxis
- Customer Service Trainings
  - Airlines
  - Airports
  - Cruise Lines
  - Motorcoach



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# Accessibility – A Worldwide Movement

- **Disability Rights Fund**
  - Grantmaking & Advocacy
  - Equal Rights & Full Participation in society
- **Convention on the Rights of Persons with Disabilities (CRPD)**
  - International Civil Rights - Passed in 2006
  - 180 countries have ratified
  - 162 have signed into effect



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# Accessibility – A Worldwide Movement

## Open Doors Organization – International

- ACI – Trinidad & Tobago 2018
- EATS – 2018 & 2019
- Dubai - 2019
- 45 Foreign Carriers
  - ACAA
    - CRO Training
    - Ground Crew Training





**June 2, 2019**

**75<sup>th</sup> Annual General Mtg**

**Resolution on Travelers  
with Disabilities**



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- **Recent IATA survey of 48 airlines**
  - 30% Increase in wheelchair requests 2016 – 2017



# Safety for PRMs

- PRMs are often infrequent travelers
- Stowing carry-on bags
- Safety Briefing
- Offer assistance during the flight
- Take your time – 86,400 seconds in a day



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# Safety for Mobility Equipment

- One of the biggest concerns
  - These are our legs and arms!
  - One bad experience
  - Can have real health consequences
  - Training is essential
    - Sensitivity to the importance of these mobility devices
    - Talk to the ground handlers
    - Remind them to be cautious with handling



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# Breakdown the W.A.L.L.

- Treat others as you would like to be treated – The Golden Rule
- W.A.L.L. – **W**atch **A**sk **L**isten **L**earn
- Look past the Disability or Mobility Aid and see the person
- We all have special needs



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