



*Open Doors
Organization*

WATS 2018 -Cabin Crew

and people with disabilities/PRM's



Your Presenters Today



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Open Doors
Organization

The WORLDS choice for PRM, EU/1107, ACAA Part 382 & Disabilities training

Open Doors Organization

- Chicago-based non-profit founded in 2000

Mission-

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



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ODO Aviation Initiatives

- Annual airline symposium - airline service symposium
- Biannual Universal Access in Airports Conference
- ODO Certified Wheelchair Provider
- Participation on airline advisory boards
- Full service video production for training
- Consultative Services CRO, Frontline, Refresh
- Global Repair Group – Part owner and founder
- Open Taxi's Chicago, Wheelchair Accessible Vehicle

The logo for Open Taxi features the word "open" in green and "taxi" in orange. A small white icon of a wheelchair is positioned between the two words, and a small white icon of a taxi is positioned to the left of the word "open".

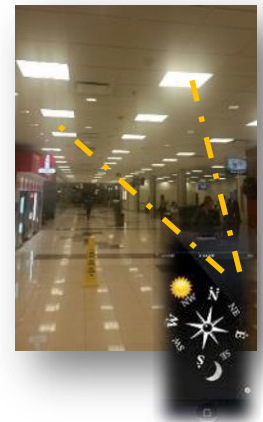
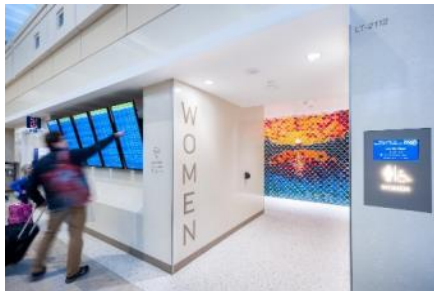


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Design and Language Drive Accessibility

ODO Language guide is most widely used in travel and tourism and one of the most used in the US!

Contact us for document or give us a card and will send.



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Words **NOT** to Use:

- ✓ Handicapped
- ✓ Handicap-able
- ✓ Physically Challenged
- ✓ Differently-abled
- ✓ Mentally Retarded
- ✓ Midget/Dwarf
- ✓ Invalid
- ✓ Cripple
- ✓ Bald



Words to Use:

- ✓ Accessible
- ✓ Deaf/Hard of Hearing
- ✓ Blind/Low Vision
- ✓ People with Reduced Mobility/PRM
- ✓ Uses a wheelchair

Good Design

Two things that drive accessibility

Good Language



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Remember, travel can be stressful!



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Photo by [Vidar Nordli-Mathisen](#) on [Unsplash](#)

Defining Disability -- US Govt.

- The U.S. government defines disability as “a physical or mental impairment that substantially limits one or more major life activities.”
 - Major life activities include such activities as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.
- An individual with a disability may also be someone who:
 - ***Has a record of such impairment*** or
 - ***Is regarded as having an impairment.***



Defining Disability—Article 2 EU1107

- ‘Disabled person’ or ‘person with reduced mobility (PRM)’ means any person whose mobility when using transport is reduced due to
 - any physical disability (sensory or locomotors, permanent or temporary),
 - intellectual disability impairment,
 - or any other cause of disability, or age,

And whose situation needs appropriate attention and adaptation to his or her particular needs of the service made available to all passengers



International Law

There are no global standards: EU, US, Aust, India, Isreal, UAE, France

From a practical standpoint, it would be far more beneficial for all passengers with disabilities if a global set of standards could be implemented. “At the moment, it is a real patchwork,” says Gary Doernhoefer, General Counsel for IATA. “If the technological solutions to pending legislation differ, it will add to the confusion for passengers with disabilities.”

“The whole industry has concerns about the wording of the Interpretive Guidelines,” says Federico Bonaudi, Manager of Facilitation, Parliamentary Affairs and Regional Airports with Airports Council International (ACI)-Europe. “However, these Guidelines are just the European Commission’s interpretation. They are not binding. It will just be their point of view at the time of publication.”

Convention on the Rights of Persons with Disabilities (CRPD) 177 Ratified, 161 Signed

No US

IATA considers those countries that Ratified and Signed the CRPD to have non discrimination



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Nuances

- Service animals
 - Loop hole about trained and only asking “how does animal assist you”
 - Foreign carriers only required to accept dogs
- What makes you an official CRO? Is there an official certification process
- Seating accommodation
- ***Lift and transfer***
- Traveling with or without attendant
- EU 48 hour advanced notice,
- Cannot force people to do anything that no one else is doing even if it helps
- Two pieces of mobility equip no limit in US on equip or people
- No more crew then passengers with disabilities
- Moveable aisle arm rests



What You Need To Know - ESAN SVAN

Emotional support animals – provide comfort and support to someone with a mental or emotional disability but are not trained to perform a task

Psychiatric service animals – are trained to provide a task, not just comfort, e.g., Preventing or interrupting impulsive or destructive behavior, Summoning help in a medical crisis, Providing tactile stimulation (licking, nudging) to disrupt emotional overload, fetching or reminding to take medication

The DOT defines “service animal” as “any animal individually trained to provide assistance to an individual with a disability”

Common tasks include...

Guiding a person who is blind

Alerting a person who is deaf to various sounds

Pulling a wheelchair and fetching items for a person with reduced mobility

Alerting a person with epilepsy to an imminent seizure

Alerting a person with diabetes to high and low blood sugar



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Emotional Support Animal

The first step in the process of clearance is for XXX Airlines to forward the passengers paperwork to ODO.

- Paperwork should include
 - **Letter from licensed mental health professional**
 - **Any certification or training academy/organization paper work for the animal**
 - **All proper and current health vaccinations (12 months)**
 - **Information on size, weight, species, health, name and description of the animal**

The Dr's letter must include the following as set forth in the ACAA

- (1) That the passenger has a mental health related disability listed in the Diagnostic and Statistical Manual of Mental Disorders (DSM IV);
- (2) That having the animal accompany the passenger is necessary to the passenger's mental health or treatment;
- (3) That the individual providing the assessment of the passenger is a licensed mental health professional and the passenger is under his or her professional care; and
- (4) The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

Watch for behaviors that are not typical, such as: barking, not under owners control, eating table food, overly playful but do not be mistaken!



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Emotional Support Animal

Workflow

1. ODO Clearance Official will conduct investigation into legitimacy of paperwork
 - Steps to clear
 - Calling Dr(s) listed on paperwork
 - Speaking directly to the Dr. or an official from the medical practice
 - Dr. may have retired or moved on so another Dr. or Mental Health Professional from the practice may attest to legitimacy of paperwork
 - Background check on Dr and/or practice via legal database
 - Verifying the legitimacy of the Dr./medical practice
 - Using legal software such as Lexus Nexus and ODO legal firm Burke Warren, Clearance Official will be sure that the medical practice is in good standing and clear of known fraud
 - Calling any organization or academy responsible for training emotional support animal
 - Require verbal/written confirmation that the animal has received training
 - Type of training must be explained in full detail including what is considered an successful training and if that animal completed that training



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Accessible Lavatories

EU 1107 and ACAA 382.63

Aircraft with more than one aisle must have an accessible lavatory

DOT says specifics such as lavatory must have room for on-board aisle chair (grab bars, faucet, call buttons)

EU1107 (Section 5.6.4.1 (b) (c) says any aircraft that has at least two lavatories should have one with similar specs to ACAA



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Stowage Space for Wheelchairs

EU 5.6.4.1 (g)

Aircraft with 100+ seats should have priority stowage for folding wheelchair (no exact specs)

ACAA 382.67 & 382.128

New aircraft with 100+ seats must have stowage space for one passenger personal folding wheelchair (with specs)



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Thank You!



Questions?



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