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>> Lindsey: Good afternoon, thank you all for joining us on webinar on disability air travel, we will give people a few more minutes to log in and join the webinar, and we will get started shortly. Thank you. Thank you for your patience and thank you joining us for the webinar Air Travel & the TSA - What You Need to Know for Your Next Trip. My name is Lindsay Whitcomb and will be the moderator for today's presentation. Today's webinar is one of several United Spinal Association will be toast hosting and recorded and archived and found on the website at www.spinalcord.org. Today's webinar sponsored by Able to Travel, which is a program of United Spinal Association, and more information on the fully accessible travel association please visit www.abletotravel.org. This webinar today will provide information on various programs and services of the Transportation Security Administration to

support air travel with disabilities. You will be provided with tips on security screenings, mobility device to medicine and respiratory equipment to service animals. We are pleased to have Jeremy Buzzell, the senior policy advisor in office of disability policy and out-reach here with us today to discuss exciting topic. Jeremy is the acting manager for TSA's disability branch, which conducts outreach disability community and resolved disability related right complaints and prior to working at TSA Jeremy spent ten years in the rehabilitation field working for the Federal department of education and United States Senate. Closed captioning is available for any of those who may need it in the chat box on your screen and we will have time today at the end of today's presentation to go over some questions, so please use the questions window as shown on the screen, just type your question in and at the end of the presentation we will try to get to as many as we can, and the event that we don't answer your question, Jeremy will be able to follow up with you on the one-to-one basis after the webinar. So without further ado, I would like to turn the presentation over to Jeremy.

>> Jeremy: Good afternoon, everyone, or good afternoon and good morning maybe to folks who are joining us from the not -- not the eastern time zone. My name is Jeremy Buzzell and I'm the branch manager for TSA's disability branch, and I will talk later about what

the disability branch is what the disability branch does during -- to put some context around who we are and what we do. What I want to start my presentation with today though is what might be some disappointing news for some of you because we tend to get a lot of confusion about what it is that the Transportation Security Administration is and does. So I want to make sure that folks know that the presentation I'm going to be doing is strictly going to be about transportation security. The Transportation Security Administration does not handle, for example, anything that has to do with airline ticketing, it does not handle anything that has to do with transport through an airport, anything that happens at a gate, anything that happens while on an airplane. I'm going to be talking strictly today about what happens at an airport checkpoint. All of the other parts of the airport are not actually within TSA's jurisdiction. We simply manage the security checkpoints at the airport. So I'm going to be focused exclusively on that today, and I've not going to be talking about other parts -- about other parts of air travel. So I just wanted to give you all that disclaimer so that you knew and I think my next slide is, what TSA is and what we do. So we are responsible for security. We have about 50,000 transportation security officers, we have more than 450 airports nationwide, and as you can see, we have -- image on the slide -- slide has

image of a checkpoint, and so that's the area that I'm going to be talking about. Just that security screening. And another thing to let you know that many people don't know is at many airports TSA is not actually -- not actually people who manage lines that you have while you're waiting for security screening, and most cases those are managed by the airport and not by TSA. So literally your interaction with TSA during any trip is probably from the point at which you go and hand the person your ID and boarding pass to the point where you collect all of your things, put them back on and walk away. So that's basically the interaction I'm going to be covering today during my presentation. I want to talk about who I am in the context of TSA. Since, you know -- if you have traveled and you have traveled by plane, you have had some interaction with TSA. The vast majority of our workforce are folks who are located at airports. So I work at TSA headquarters in an office called the office of civil rights in liberties ombudsman and travel engagement, and we are not the folks who are responsible for field operations at airports or for hiring transportation security officers or for training security officers or for even coming up with the policies that keep us safe. What we do is that we -- we are the folks who internally work with those offices to ensure that the screening policies and procedures and practices comply with applicable laws and regulations

and that we don't develop -- we don't develop screen procedures that discriminate against people on the basis of disability or religion or any other -- any other characteristic. So we advise on a new and existing screening procedure for members of the disability and multi-culture communities, and the other thing that we do is develop, manage and strengthen partnerships with community leaders from disability and multicultural interest groups. So I'm going to -- talk a little bit about how we do that eight outreach and what kind of outreach we do and what does it mean when we say that part of our role internally is to ensure that policies comply with laws and do not discriminate is, you know, that we -- I work with many fine, intelligent people who have extensive experience in defense and security and intelligence and their mission and their focus is making sure that bombs and guns and other things that could take down an airplane don't get on an airplane. So they're focused on security. Not folks that let's say have background in disability and new ways to keep planes safe, it may not be the case that they are thinking about okay, if we put this new technology at the checkpoint, if we create this new procedure, how is that going to affect a person who uses a wheelchair? How is it going to affect a person who's blind, how is it going to affect a person who has difficulty hearing, how is it going to affect a person who has -- needs to use

respiratory equipment? So our job in working with the offices is when they come up with the policies is to sit with them to say well, okay, let's think about how these security measures might affect different groups of people so that we can make sure that the screen policies and procedures are balanced to not only ensure that they're security but also to ensure that folks are not prevented from getting to the checkpoint with the things that they need. So -- so we specifically in disability branch focus on screening of travelers with disabilities and medical conditions. So we will, for example, work with the people who develop screening procedures and screening technology. We will work with the offices that provide training to our front line personnel. We will work with the people who do field operations at airports to talk about the concerns that the community -- that the disability community might have or might experience with what we do, and the way that we do that is through our outreach in the disability community on the state, local and national level. TSA is big organization. It is not really possible for every individual disability group that have time or the ability to sit down with senior management here at TSA and tell them about their concerns. So we regularly work with organizations in the disability community to hear about their concerns and then we bring the concerns to -- that they bring to us to people in senior management or the -- policy

makers, the people making procedures. The other thing that we do is we take information and we put it out to the disability community so that the disability community can then communicate information necessary to their constituents, so we are trying to create a two-way street of communication between TSA and between organizations that represent folks with disabilities with the hopes that eventually that information gets to individuals with disabilities and we -- our office starts the conduit. We also see -- oversee a program which is called TSA Cares, and I have a whole slide on what TSA Cares and what TSA Cares does, so I will save that for later and lastly we resolve civil rights complaints with travelers with disabilities, so despite the best efforts to work with offices and ensure that training is well done and that policies and procedures do not discriminate, there are folk who do have difficulties getting through the checkpoint, and it is our job, if somebody files a complaint, to determine whether or not the situation was whether or not TSA did or did not do the correct thing in that situation when screening that individual, so those are the main functions that our office performs within TSA, which is why we have been asked to present today. So speaking of our coalition, which I -- speaking of coalition or our outreach effort, one of the main ways that we do outreach is through what we call the

disability coalition. So we have 50 plus organizations that represent an array of disability medical conditions, we have AARP, the national council on aging, Susan Komen For The Cure, American Diabetes Association, Easter Seals, National Council on Disability. As you can see United Spinal Association is on there and all sorts of disability organizations that are part of the coalition that we work with on a regular basis to bring information in as well as to push information out. So the way we work with groups such as United Spinal is we meet with them regularly by teleconference as a large group, we meet with them as a large group, we have annual conference here at the headquarters and then when we are not meeting with them in large groups, we might be having one-on-one teleconferences with them, we might be going to a conference that they have to do a presentation, we might be doing -- they might say listen, got a newsletter coming out, can you provide us information on summer travel, so we will help to develop that information, so we work with the organizations in many, many different ways to make sure they know what's going on at TSA and make sure they have somebody who can hear their concerns within the agency. So I earlier mentioned something called TSA Cares, which is a program that we developed on our -- out of our office. TSA Cares is one of the things that we are really trying to spread the

word about within the disability community. So as you see on this slide TSA Cares is 1-800 number. 1-855-787-2227 and information is available on our website as well at TSA.gov. So essentially what TSA Cares is it is a help line for individuals with disabilities and medical conditions. Individual who let's say a portable oxygen concentrator and not sure how it is going to be screened can call TSA Cares and ask them all right, I got this device, how is it going to be screened? And they have especially trained folks on the end of the line how it is going to be screened, send you e-mail with information about that screening so that folks with disabilities can come to a checkpoint, prepare for the screening experience based on devices or disabilities. Now, in some cases it is perfectly sufficient to provide somebody with information about how their screening is going to go and all set. There are other cases in which, however, somebody might -- might indicate that they're going to have a more complicated screening. We have many calls from families of children with autism who are very concerned that they have children who really don't like to be touched but also won't be able to maintain themselves in a way that they can go through the other screening that we have and what should we do? Or we get many folks who will say, you know, my father lives with me part of the year and he lives with my sister the other part of the year, so

I'm going to be dropping him off at the airport and he has Alzheimer's and uses a wheelchair and he has diabetes and doesn't see very well, I'm not sure what to expect. Those are often situations that we feel an individual could benefit from assistance at the airport. So TSA Cares is also a way that you can contact us and request assistance. And what we do is contact the airport ahead of the person's flight, let the airport know they're coming because we get some itinerary information and, you know, that we can warn the check point, listen, we have individuals coming, please make sure everyone is prepared and knows what to do and we can provide varying levels to folks who call ahead of time. Now, by call ahead of time, we really generally need a minimum of 72 hours or even more than that. If somebody calls Friday night for a Monday morning flight, it is much more difficult to get them assistance than if they call Monday morning for a Friday flight. Because that gives us sufficient amount of time to get the record, to review it and to contact the airport -- right people at the airport and let them know someone is coming, so really encourage folks to use the TSA Cares line if they have questions or think they will need assistance at the airport, and the TSA Cares line is open seven days a week, open on holidays, it has got pretty expansive hour to account for the West Coast, so that's one of the things that if you are an individual with

disability or work with individuals with disabilities, we would really ask you to promote this and pass this information along to other people because we find that the experience is better for everyone if we are prepared for the person's arrival and for that person is prepared for the experience by getting some information from us.

All right. So speaking of screening. What I'm going to do now is I'm going to shift from talking about some background pieces of who we are and what we do to the actual checkpoint screening experience, and in preparation for the webinar they gave me topics they would like me to cover. I apologize if you are not interested in the topic I cost but you can send a chat question covering it, so I will start with what you can do to prepare for things before you come to the checkpoint.

So number one, a lot of people ask whether well, if I bring a prescription, bring my doctor's note, if I bring this, people who come with x-rays and say if I bring this to prove that I have a disability or medical condition, will that help me? And the answer is yes and no. There's no document that you can provide that exempts you from screening. That's not the case. However, documents that you do bring can sometimes be helpful in communication if you want to be discreet about discussing having a disability or medical condition. So, for example, if passenger let's say has a colostomy and doesn't really want to announce that in front of the entire

checkpoint, it is absolutely a good idea to bring something written down where you can say to an officer, excuse me, officer, I want to make you aware I have a medical condition and if you read the card you can find out what it is and triggered the officer to go oh, all right, get what this is and know how you need to be screened and so it can be done discreetly. So we do not require that you have medical documentation, however. You can show up and you can say listen, I have diabetes, I have an insulin pump, you don't have to have a doctor's note but reason we encourage documentation is simply this, way to communicate information. We have a notification card that is available on the TSA website. If you go to the TSA website, which is www.TSA.gov and right-hand side of the website, there's a link to disabilities and medical conditions. If you click there, it has got a link to the notification card, got information about TSA Cares and most of the information that's available through TSA Cares is also available on that website because they list of disabilities and medical conditions that you can click on to get more information. So this notification card is there, again, doesn't exempt you from screening, simply a way to provide communication. Another question from a lot of questions I have difficulty or someone in my family has difficulty waiting in line, is there some way that I can get out of waiting in line? As I said before, in many airports

TSA does not control the line, it is actually the airport that controls the line. However, many airports do have lanes that are set aside for families and individuals with disabilities, not every airport has one, some airports a few of them, won't have them at every checkpoint, so just kind of depends. Individuals with disabilities can use those lines. There's not a requirement that you be in a mobility device in order to do that. Individuals with disabilities that are not obvious certainly are allowed to use those lines. However, you need to communicate that you have a disability and that it affects your ability to wait in line. And if we don't have family or disability line, you can request to go to the front of any line. Again, you might be making that request of airport employee rather than TSA person, but in the cases where TSA controls the lines individuals with disability should be permitted to go to the front of the line if they request it. They are not required to, but if they request it they should be allowed to go to the front of the line. Many people are aware that we have restrictions on liquids, gels and aerosols. There was an attempted terrorist bombing that use liquids and liquids to 3.4-ounces. However, if your liquids are medically necessary, that limitation does not apply. So if you have medically necessary prescriptions, over-the-counter medication, insulin, water, juice, liquid nutrition, life sustaining liquids, items like prosthetic

breasts or if you have frozen items these things are allowed through the checkpoint if they are medically necessary. As I was saying before, you don't have to have a prescription, you do need to -- you do need to declare them as medically necessary because if you don't let somebody know that the items that you're trying to bring people are medically necessary, then they are subject to limitation, but if you declare something as medically necessary, you should be allowed to bring it through. That does not mean that there's not additional screening that goes on, may very well be additional screening of the item, there may be additional screening of you, there may be additional screening done of your bags but the items are allowed through once this additional screening has been done. At least they should be allowed through once the additional screening has been done unless for some reason the testing were to -- were to reveal there was some concern or threat. What we recommend is have medically necessary liquid or gel and limit amount to what you need, even more importantly separate items from the other items in your bag. It makes things very inconvenient when medically necessary liquids are somewhere at the bottom of your suitcase and someone runs through the x-ray and wait, you have liquids there -- liquids there and take them out and explain what they are, it is better if medically liquids separated

from everyone else and declare, listen, I know this bag of liquids is over the limit. However, these are all medically necessary liquids and requesting that you -- you know, that you test them as you need to and screen them as you need to so that I can take them with me. Okay? So -- just as saying, there was additional screening of liquids that is done, there's technology -- the technology at every checkpoint is not exactly the same. Some technology can screen liquids without having to open them. Some liquids might -- some liquids, they might request that you open them. You're not required to open any liquid, but if we cannot test it without opening it, then there are additional screening procedures that will be applied to often you or to your baggage or both to make sure that there are no prohibited items or nothing dangerous in the liquid. So just, you know, making it clear that not every checkpoint has the same technology, so you might slide to your destination with medically necessary liquids and might return from that destination and they have different technology and you get screened B, and might have two different screening experiences based on medically necessary liquids, but the most important thing is that we allow the medically necessary liquids to go with you. And if we are talking about liquids that are -- let me step back, one step medically necessary liquids. Include it with medically necessary liquids are

things like gel packs to keep medicine cold. Often medication that's liquid that has to be kept cold and kept in a cooler, so if you have a -- if you have something that's frozen solid, that's actually considered a solid and is not subject to liquid screening rules. If it is one of those gel packs that never quite freezes solid but just stays cool, that is treated as a medically necessary liquid and screened as a medically necessary liquid, so it should be allowed in conjunction with the medically necessary liquid but it is also screened like a medically necessary liquid. Medications that are not liquid, they should be allowed through the checkpoint. We don't require that they be in a prescription bottle, don't require that -- we don't require that they have a prescription with it, TSA that the state may require that, but it is not TSA that would require that. So one of the thing that if you're traveling, you might want to find out what your state rules are on transporting medicines that are or are not in containers. What I can tell you is we often get the question, can I have it in a pill counter, can I have it in one of those things it give me Monday through -- Sunday through Saturday, you know, pill organizer, absolutely, that's fine. Does not have to be in bottle. However, the one thing is you do have to be willing to submit it to spray inspection and don't have in spray -- x-ray bottle or prescription, I highly recommend you separate it from the other carry on items and easily

accessible. If you don't want it to be x-rayed because you feel -- and we have people are concerned their medications will be damaged by x-ray, you can ask for a visual inspection. When you ask for a visual inspection, again, you or your medication or your property may be subject to additional screening when you make that request. So you should make the request for a visual inspection before it gets on the spray belt or goes to the spray, separate from other things and you should be asked to handle and display and repack it in the -- repack it and if for some reason a person cannot visually clear it, they cannot tell that it does not contain prohibited items, they might say well, I really, really do need to x-ray this, but you're at the outset always allowed to ask for a visual inspection rather than x-ray. So I just covered some of the things that might prepare you for x-raying things that might be in your carry on baggage and carry on baggage, just so you know, you're allowed to bring whatever supplies are necessary to go with your medicine or your medically necessary devices. So for example if you use a catheter and you need to bring extra catheters, you should be allowed to put that in your carry on. If you need tools -- tools associated with fixing a prosthetic that you wear, those things are allowed. Again, as with everything, I recommend you take those things and you separate them from your other items so that you can

easily identify them and they're not buried in amongst clothes and iPods and other gadgets so it can be clearly -- clearly say, listen, these items are medically necessary so that they can be screened and identified easily. And that -- up front it is communicated they are associated with the medical device or medical need. So we talked a little bit about screening of your stuff, and then there comes what happens during screening of you as a person. So many of you are aware that we use two kinds of primary technology for screening people at checkpoints. The first kind is -- so metal detectors and advance imaging technology, Advance Imaging Technology, AIT, and might be selected one or the other, passengers do not get to choose one or the other, however, you can elect to be screened by imaging technology. If you will be sent through a walk-through metal detector and pacemaker and joint implants and say I don't want to use that one, use that machine over there, we will -- we should, in fact, honor your fact to be screened by imaging technology. You cannot, however, request to be screened by walk through metal detector instead of imaging technology. Suggest to not be screened by medical technology, you're screened using a pat-down methodology. So request a pat-down in lieu of metal detector and advanced imaging technology or request Advance Imaging Technology. You cannot, however, request to

use the walk through metal detector. You should -- you know, we highly recommend that you inform an officer of any disability or medical condition that you think might affect your screening so that they are aware up front that, for example, well, I want to let you know I have a colostomy which may show up on the advance technology image and I have metal joint implants and more likely they will go off the metal detector. And so this slide basically just talks a little bit about Advance Imaging Technology. We actually discontinued use of the x-ray technology and only one we currently use is millimeter wave, radio frequency technology. There are some folks who are not able to be screened by imaging technology, however. For example, individuals who have service animals cannot be separated from the service animals from screening and at you cannot be separated from surface animal you cannot use advance technology and not stand independently and still five to seven seconds, you cannot raise your arms above your head five is the seven seconds or if you cannot disconnect from respiratory equipment you will not be able to be screened by advance image technology. And the other term there are other folks that can't be screened by metal detector, so folks with pacemakers, defibrillators, et cetera, cannot be safely screened by metal detector but can be safely screened, we believe, by imaging technology. And so like I was just saying,

metal detector, pacemaker, defibrillator, spinal stimulator, other implanted medical devices, other implanted electronic devices might have problems caused and less likely if there's advance image technology and if you cannot walk independently, if you can walk without assistance of a cane or stand or without cane or walker and not going to be able to use the metal detector and Advance Imaging Technology, and we recommend that you inform -- that you inform the officers that you're dealing with that you're not going to be able to use the technology before you go through. And we also really, really recommend that you make a decision about what you want to do before it is too late, if you feel that you want to try to use advanced imaging technology and you find out after you're already in there, oh, I really guess I can't stand for long and hold my arms up in the way they need me to, you don't get to back out of the process at that point and carry through with the process, so really recommend people show checkpoints knowing what their needs and limits are so they can clearly articulate, listen, I cannot stand with my arms above my head the way you need me to and therefore asking for a pat-down, for example. So if you need to be screened using a pat-down or if the metal detector alarms or if you go through imaging technology and anomalies are seen by the independent technology or you could get a pat-down on a random basis.

Sometimes people are just select for pat-downs.

Number one it should always be conducted by the same gender. Number two, you can ask to have it done privately instead of out in the airport if you would like.

You can ask to have somebody accompany you if you're having a pat-down done privately. If you have ask to have it done privately, there will be at least two TSA employees who go into the private air with you, and you should not be asked to remove clothing or expose, you know -- do not have to take your pants off, do not have to take your shirt off. You might be asked to roll a sleeve up, might be asked to roll a pant leg up, but pushed not be asked to remove any clothes if you go in private screening or not in a private screening, pat-down does not involve removing people's clothes.

As I said, you can request a private screening, companion, ask to sit down during pat-down if you need to or even if you need to sit down while waiting for somebody to do the pat-down, you can ask for that.

Ask for a pat-down is conducted, what our officers do is they test the gloves that they have on their hands for traces of explosives and if that test alarms, then there's additional screening that is required. And I just mentioned testing for explosives, so we have image here of somebody who's hand is being rubbed by the explosives trace detection and then they take the -- they take the pad that's on the end of the wand and put it in

the machine and machine does chemical analysis to see if there's any trace of explosives. And if -- if there's explosive alarm and can't be resolved by one of the explosive specialists, a person may actually not be permitted to fly. I didn't intend to do that. So if you have an external medical device or a prosthetic, you can be screened without disconnecting from it. Don't have to take off a hook, hearing aid or cochlear implant or spinal stimulator and don't have to remove a prosthetic and don't have to disconnect from an oxygen supply either in order to be screened. Might receive an alternate screening but you should not be required to do it, you should not be required to put it through spray and take it off or take it apart during your screening. If you cannot remove your shoes, you should not be required to move your shoes, you can simply tell them that you're unable to remove your shoes for screening, and you can be screened with your shoes on. Your shoes are subject to additional screening and allowed to keep your shoes on if your shoes are related to a disability or medical condition. If you have a mobility aid, we do x-ray those, and if you have a cane or walker or similar device, we do request that they go through x-ray. If you absolutely cannot be separated from it for any period of time, we can do alternate screening for you but we do -- we hope that you could put it through -- we could offer you a chair perhaps and you could put the

device to do the x-ray and that will be the most expeditious way. If you use a wheelchair, what we really recommend is like I said before, you come to the situation knowing whether or not you can stand, whether or not you can walk or whether or not you need to remain seated. Many of the problems we experience are folks who can they can walk for a certain distance and certain amount of time and find out during the process they are unable to. So recommend very hard what you want to tell an officer so there's no miscommunication where at you need to remain in your chair, say I am unable to get out of my chair, I would like to be screened in my chair and reverse, don't make me stay in my chair, I'm perfectly capable of getting out of my chair and walking through the metal detector. If you're able to walk, screening tech on the walk -- technology on the walk point and stand five is the seven seconds in the imaging technology with your hands above your head. If you can stand but you cannot walk, what you might be asked to do is stand next to your wheelchair or scooter and it will be inspected while you're receiving a patted-down. If you cannot stand or walk, we can screen you while in mobility device. Can screen during in a wheelchair and see at you can lean forward or sit back and there has to be a dialogue about the extent of your abilities during the screening. If you have respiratory equipment, first

of all, like I said, we are not the airlines, so we don't deal with whether or not you will have portable oxygen on the plane. However, we can -- perfect permitted through the checkpoint once it has been screened, if you can disconnect from the respiratory equipment, we will send it through the x-ray. If you not disconnect from the respiratory equipment, you will not be able to use the walk through metal detector or imaging technology and you will undergo a pat-down and we will do visual and physical inspection of the respiratory equipment. If you have casts, brace or support appliances you should not be required to move them to be screened. You probably can be screened by walk in medical detector or imaging technology. May alarm or show anomaly and additional screening of the brace or support appliance but not be required to move it during screening, and we will just conduct additional screening of it once you're on the other side of the imaging technology or metal detector. I think that slide looks like it might be a repeat of the one that I just showed. Isn't it? May be the case. Some cases -- some cases you might be required to roll up pant leg or something like that in order to visually inspect the brace that you're wearing. If you have a service animal you would not be able to use imaging technology and you can tomorrow the best way to go through the metal detector and might want to put the animal on long lead and have the animal

go through first and then you follow and might want to do the reverse, where the animal follows you, might want to go through at the same time. If animal goes first and only the only alarms, then the animal will probably get additional screening. If you go through first and only the animal alarms, the animal will probably get additional screening. If you go through together and there's an alarm, we can't tell which one of you alarmed, so both of you are going to get screened, get additional screening. We should not require you to separate from a service animal. We should not require you to take a harness or leash off. However, you should also not request to voluntarily request to separate from the service animal. What I want to do is go through the machine and then call my dog through after me and we actually don't allow that. We require that you maintain physical control of the service animal at all times. Also we recommend that you use the leash because if you go through -- if you go through metal detector and dog has alarmed and petting the dog before cleared the dog, then you might be subject to additional screening because you made contact with the animal before the animal had been cleared. If you are at a checkpoint and you're concerned about the screening either before, during or after, we have a whole passenger support specialists and these are officers who receive special training in resolving

concerns, more than 2,000 of them, TSA has committed to have one near every checkpoint during all operating hours. Our office personally has trained all 2000 of these folks and actually the folks from United Spinal Able to Travel have trained several hundred of them and disability community trained them as well, so at you get to the checkpoint and you think you might wanted assistance and haven't called TSA Cares, we had recommend right up front you can say can I help of the passenger support specialist? The same thing on the other end -- if I presented something to me now what they are doing doesn't sound like what Jeremy said, maybe I should ask for a passenger sport specialist. These are folks that have special training with disabilities who should be somewhere on-site. You might have to wait a minute or two to get there, but should be somewhere close by and able to assist you through the screening process. If you have an experience, which I would like to file a complaint about. Send e-mail to tsa-crl@tsa.gsh.gov and required people to file civil rights complaints in writing. Certainly if you have a customer service complaint that's very different but if you feel that the civil rights were violated, certain regulatory requirements which include that their complaint be put in writing and if you send an e-mail to that address, we can walk you through what those requirements. If you cannot send it by e-mail call

TSA's contact center at 1-866-289-9673, and they can walk through the process of filing a complaint. Through TSA Cares and passenger support specialist, hoping to create a situation where people don't have to file complaints, and usually end with our tips for traveling with disabilities and medical conditions to make the process easier for everyone. So number one, we really recommend you call TSA Cares or go to the website to learn more about how we screen devices and how we screen individuals. Like I said, the website has a place that has disabilities is a medical condition, you can look up how we screen wheelchairs, look up how we screen medically necessary liquid and screen insulin pumps and prepare that so we always know what to do. We recommend arriving at the airport early. One of the things that go wrong is when people are rushed to the process and unable to communicate and effectively work out ways to accommodate the needs. Speaking of needs, I have for us if a person says I had not be able to stand for five to seven seconds over my head and opt out for technology and I know I will be able to walk and to this be prepared to clearly explain what the needs are because I know what my needs are. You as an individual with disability are expert on your needs, we cannot -- we don't want to be in the position of trying to predict what the needs are, so really hope that you come to the checkpoint able to know your needs and

clearly communicate what your needs are so that we can adapt what might be necessary, other property it is clear what is medically necessary and what needs to be screened related to disability. Please know you can request a private screening if you desire it. You can request traveling companion to stay with you during private screening and request the assistance of a passenger support specialist, and let me see if that's my last slide. So my last slide if you have questions, please. I went a little bit over and time for questions and back to slide to leave the tips up and thank you for your time and attention today.

>> Lindsey: Definitely have questions coming in.

>> Speaker: First question is portable tens unit and there are any concerns with having carry on bag?

>> Speaker: Portable tens unit in carry on bag, what I recommend is you just -- separate it from other items so it is not in there also with a cell phone and iPod.

Because if you want it to be screened differently than running it through spray, and separated and up front before the process starts and hand inspection of it, please and big one is and separated and easily identified and let them know what you need before the process has begun.

>> Lindsey: Great. Thank you. If you have celiac or gluten intolerance is taking food through TSA acceptable?

>> Jeremy: As long as solid food it should be fine.

Where you will run into difficulties is anything that is on the line between liquid and solid so jelly, peanut butter, things that are pastes and gels often fall into the liquid category. If you are bringing through solid food, you shouldn't be asked questions about it because anyone is allowed to bring solid food through, regardless whether they have a disability or medical condition. It becomes a problem when people try to -- it is more of an issue when it is liquid gel paste and sometimes frozen meals kind of thawed can cause a problem. Again, separate it from other items and declare it as medical necessary in beginning rather than finished.

>> Lindsey: What about small ice packs to keep injectable medications cool. They are not gel packs or not completely frozen solid.

>> Speaker: Not solid and not gel, as long as if it is liquidish, then it is okay to bring through and be ready to separate it and declare it and cannot be opened for screening and subject to additional screening in order to clear the item.

>> Lindsey: Do medication need to be in original bottles if flying internationally?

>> Jeremy: Only answer when you're leaving the United States and I have no idea what to tell you for when you're on your way back to the foreign country because they have their own rules and leaving the United States

doesn't have to be in original bottle or prescription.

Can't speak for the original destination or customs, only speak for our airline checkpoint.

>> Lindsey: Thank you. I believe you covered this but pumps and internal devices, how are they handled?

>> Jeremy: Answer to the internal advice, depends what kind of internal advice is. If it is internal advice of let's say it is so internal to you that it is not -- doesn't -- not outside your skin, probably not going to be a problem unless you use a metal detector. Underneath the skin and advance technology so you might want to request it. If it is something where you got a stint or -- what am I trying to think of -- things that protrude from your body, like a feeding tube or something like that, not saying that's what you have, but the example -- port. So if you got something that is both internal and external, there's a tube that goes in you with external component, that may very well show up in imaging technology and port or catheter or stint whatever it is may require additional screening. Baclofen pump will depend whether or not you're disconnected from it. If you disconnect from it, then it would go through spray screening like anything else. If it contains liquids, then it would depend on how much liquid is in it. If there's more than 3.4-ounces of liquid in it, it is going to be subject to liquid screening and in addition to spray screening, so all of these things should be allowed through, just a matter of what kind of

screening is going to be applied to them, just going to be sending it through again, have separated and declared so they know what they are dealing with ahead of time.

>> Lindsey: Thank you. Next question is for individual who uses a wheelchair if security asks them to take off their shoes and person with the disability tells them that they cannot take them off by themselves, will TSA help them take their shoes on and off?

>> Jeremy: My answer to that question if you can't remove the shoes, say I'm willing to have to have additional screening applied to shoes, I know you can screen me with my shoes on and requesting you to do -- to do a shoe screening. So what I would say in that situation is -- reiterate you're not required to take your shoes off during screening. Now, if for some reason they are absolutely insistent that you remove your shoes, let's say they do the additional screening and there's some alarm as a result of the additional screening, they may in fact then say, listen, we got to remove the shoes and run through the x-ray. If that's the case, we should be providing you with reasonable accommodation of assisting you with your shoes.

>> Lindsey: Go through some of them and several questions coming in and few more and five more minutes. Can backpacks connected to a rear of a power chair be gate checked and not be counted or

charged as separate piece of luggage? Backpack contains my power -- my power chair power charger.

>> Jeremy: That is a question to pose to the airline because we are not associated with baggage fees.

>> Lindsey: Please repeat where someone can find the information discussing different disabilities at TSA.gov?

>> Jeremy: I will do better than that. I will actually go and share my screen and I can go and go to the website and show you. Is that correct? So let's go to the next question while doing that.

>> Lindsey: I'm EMT can I take defibrillator through TSA?

>> Jeremy: Yes, you certainly can, separate it from your other items and have it by itself and be ready to declare it, but yes. Pulling up -- pulling up the website right now and lower right-hand side travelers with disabilities medical conditions, also show you this real quick. This is not always going to be in the flash box but TSA Cares is on the website. So go to travelers with disabilities medical conditions, and then right at the top of the page we got all the information about the TSA Cares help line and if you scroll down, you see that we have a list of information about all different kinds of disabilities, and right under links it says -- above links click here to download the disability notification card for air travel. I have notoriously hard time downloading PDF from my system for some reason. Look at that. It worked

today. Anyway, that's where you can get it on the website. And you just print it off on your own printer. Couple more questions, patient using indwelling catheter or external condom catheter that requires a urine collection bag, what type of training should that individual request?

>> Jeremy: I'm not as familiar with the specifications of those and one I would recommend -- get the contact information and more information about what each of those -- the differences between each of those things and I could be able to give you more specific information about it.

>> Lindsey: Great. If you are traveling alone can a family member accompany you during the pat-down screening?

>> Jeremy: Yes. If you're traveling alone and want somebody to help you through TSA screening and also take you to your gate, you have to work with your airline to get what's called a gate pass and then that -- that gate pass will allow the person to go through screening with you and go to the gate with you. That person is subject to screening along with everybody else on the line and then request that that person remain with you. And you should say this more globally, you can request the assistance of family member traveling companion throughout the screening process. Say I don't want to be separated from my husband, child, spouse, whatever

it is, I will need their assistance during screening, so you can request that you not be separated. What will happen, screening will be difficult if you have to touch each other and additional screening goes on for both of you, so having the person present and near you is absolutely allowed, look at those things and up front to say want the person to accompany me.

>> Lindsey: That will be the last question today at four check right now and like to thank you so much, Jeremy, for the wonderful presentation. I know we didn't get to all the questions but make sure to get Jeremy all of your questions and hopefully be able to follow up with you each individually for the ones that we weren't able to cover, and again, on behalf of national spinal cord injury association we would like to thank you for the wonderful presentation, Jeremy, and thank Able to Travel for sponsoring today's webinar and our next webinar will be held on April 25th at 3:00 p.m. eastern standard time, and the title of that webinar strategies for addressing uninsured health expenses after spinal cord injury. You can go to the website at www.spinalcord.org and view all the past webinars and also sign up for the newsletter to be informed of upcoming webinars. Thanks again, Jeremy. Thank you all for attending.

>> Jeremy: Thank you.

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