

## RESOURCES FOR TRAVELERS WITH DISABILITIES

As part of the Chicago Department of Aviation's (CDA) commitment to making Chicago's airport systems easily accessible for all travelers, it is spearheading an Enhanced Awareness Initiative at O'Hare and Midway International Airports to better serve individuals with disabilities.



### Purple Airplane Pins

The CDA is training employees about multiple disabilities to improve awareness, understanding and accommodations within the airports. To signify this Enhanced Awareness, employees will wear purple airplane pins. Please feel free to approach all airport employees with any questions or needs you may have.

#### Travelers With Disabilities

While airport employees will be wearing the Purple Airplane pins, they may also be used to signify travelers and families with disabilities. Staff and security personnel at both Chicago airports receive training to recognize the symbol and how to work with travelers who may need assistance.

Travelers can download the Purple Airplane symbol to create a personal sticker or pin. This sticker can be worn on top of your clothing to be easily identified by airport staff.

#### How to Create a Purple Airplane Sticker:

GO TO <http://www.flychicago.com/OHare/EN/AtAirport/Accessibility/Pages/Purple-Airplane-Program.aspx>

### AIRPORT ACCESSIBILITY KITS

These kits are in a social story™ format. They are available in three versions based on the level of visual support your child needs. For example, one may have only words, while other versions may have a combination of words and pictures, or more pictures than words. While these kits were made with the help of CDA, they can be used for many other airports across the state and country.

You may print an Airport Accessibility Kit at: <http://accessibility.theautismprogram.org/guides/chicago-department-of-aviation>

**TSA Cares** is a help line to assist travelers with disabilities and medical conditions. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares will serve as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

Travelers may also request a [Passenger Support Specialist](#) ahead of time by calling the TSA Cares hotline at 1-855-787-2227. The hours of operation for the TSA Cares help line are Monday through Friday 8 a.m. – 11 p.m. Eastern Time and weekends and Holidays 9 a.m. – 8 p.m. Eastern Time. Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares or can e-mail [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov)

Visit: <http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>