Office of Civil Rights & Liberties,
Ombudsman and Traveler Engagement

U.S. Department of Homeland Security
601 South 12th Street
Arlington, VA 20598

Transportation Security Administration

TSA Cares—To request assistance with screening prior to future travel:

TSA Cares is a helpline for travelers with disabilities and medical conditions. TSA Cares agents have received special training to provide callers with specific information about the screening of travelers with disabilities and medical conditions. In addition, you may provide a TSA Cares agent with a flight itinerary before upcoming travel. The agent will notify TSA officials at the airports to allow them to prepare for your screening and assist you through the screening checkpoint.

Travelers or their companions may call TSA Cares toll free at 855-787-2227. The hours of operation for the TSA Cares helpline are 8 a.m. to 11 p.m. EST from Monday to Friday and 9 a.m. to 8 p.m. EST on weekends and holidays. Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares (Federal Relay 711), or can e-mail TSA-ContactCenter@tsa.dhs.gov. We strongly recommend that travelers call TSA Cares no later than 72 hours before travel.

And, through TSA.gov, you may download a *Notification Card*. This card *does not* exempt you from screening, but it allows you to discreetly notify the TSA Officer of your disability or medical condition.

The Passenger Support Specialist Program:

TSA created the Passenger Support Specialist (PSS) program specifically to assist passengers with disabilities and medical conditions. Passenger Support Specialists receive specialized disability training, including how to assist and communicate with individuals with disabilities. The goal is to have a PSS in the vicinity of every checkpoint to provide proactive assistance and resolve traveler-related screening concerns. To date, more than 4,500 TSA Officers have received training to serve as PSSs. A traveler who needs assistance, or is concerned about his or her screening, can ask a checkpoint officer or supervisor for a PSS.

TSA's Claims Management Branch:

If you seek to recover for property damage, personal injury, or lost items, you may file a claim with TSA's Claims Management Branch (CMB) at: tsaclaimsoffice@dhs.gov. Please visit http://www.tsa.gov/traveler-information/claims-management-branch for more information on how to file a claim.

Disability and Multicultural Division
Engaging & Empowering
Disability Branch

Transportation Security Administration

What to Expect

Disability Branch, Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement

Autism Awareness: Autism, Autism Spectrum Disorder, Down Syndrome, Intellectual or Developmental Disability

TSA Pre✓®	Standard Screening
Travelers eligible for TSA Pre✓®: o Present your boarding pass and government-issued ID to the TSA travel document checker; o The TSA travel document checker will scan your boarding pass barcode; o Proceed to the **TSA Pre✓®** line. **At the beginning of screening:** o Inform the TSA officer if you have a disability and/or medical condition such as autism, autism spectrum disorder, Down syndrome, intellectual or developmental disability. o Passengers and/or their companions should inform the TSA officer of the passenger's needs and the best way to approach and screen the passenger. o Passengers with autism, autism spectrum disorder, Down syndrome, intellectual or development disability can be screened without being separated from their traveling companions.	**Travelers not eligible for TSA Pre✓®:** o Present your boarding pass and government-issued ID to the TSA travel document checker; o The TSA travel document checker will scan your boarding pass barcode; o Proceed to the standard screening line. **At the beginning of screening:** o Inform the TSA officer if you have a disability and/or medical condition such as autism, autism spectrum disorder, Down syndrome, intellectual or developmental disability. o Passengers and/or their companions should inform the TSA officer of the passenger's needs and the best way to approach and screen the passenger. o Passengers with autism, autism spectrum disorder, Down syndrome, intellectual or development disability can be screened without being separated from their traveling companions.

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Autism Awareness: Autism, Autism Spectrum Disorder, Down Syndrome, Intellectual or Developmental Disability

TSA Pre✓®	Standard Screening
Not required to remove: ○ Belt ○ Shoes ○ Jacket/Coat/Light Outerwear ○ 3-1-1 compliant bag ○ Laptop and large electronics from carry-on ○ CPAP/BPAP It is **recommended** to remove items from pockets to expedite the screening process and minimize the opportunity for additional screening.	**Required to remove:** ○ Belt ○ Shoes ○ Jackets/Coats/Light outerwear ○ 3-1-1 compliant bag ○ Medically necessary liquids ○ Laptop and large electronics from carry-on ○ Video cameras that use video cassettes ○ CPAP/BPAP It is **recommended** to remove items from pockets to expedite the screening process and minimize the opportunity for additional screening.

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Autism Awareness: Autism, Autism Spectrum Disorder, Down Syndrome, Intellectual or Developmental Disability

- **Planning Your Trip:**
  - Arrive early to allow time to screen medically-necessary liquids and medical devices.
  - Communicate your specific needs to the TSA officer before screening begins to facilitate your airport screening experience. This can include information about medically-necessary liquids equipment and devices as well as the location of sensitive areas. You may provide this information to the TSA officer verbally, or present a TSA notification card to the TSA officer.
  - The notification card is a basic, non-verbal way for you to communicate your disability or medical condition to officers. However, the notification card does not exempt travelers from screening.
  - The 3-1-1 liquids rule for carry-ons allows each traveler to have liquids, gels, aerosols, creams and pastes in quantities of 3.4 ounces (100ml) or less per container; in 1 quart sized, clear, plastic, zip-top bag; and 1 bag. This rule does not apply to medically-necessary liquids for travelers with disabilities and medical conditions. However, you will need to declare medically-necessary liquids for inspection at the checkpoint, and officers may need to conduct additional screening of these items.
- **Advanced Imaging Technology:**
  - Travelers are eligible to be screened using advanced imaging technology if they are able to stand and walk through the machine; stand and hold their hands about their head for five to seven seconds without support; and if there is an alarm, stand for additional time to resolve the alarm.

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- **Explosive Trace Detection Screening:**
  - TSA officers may swab equipment, or a traveler's hands, and then use explosive trace detection technology to test for explosives.
  - The swab is placed inside the unit, which analyzes the content for the presence of potential explosive residue.
  - To ensure the health of travelers, screening swabs are disposed of after each use.
  - Since it will be used on a random basis, passengers should not expect to see the same thing at every airport or each time they travel.
  - Learn more about explosive trace detection at TSA.gov.
- **75 Years Old and Over:**
  - Travelers 75 years old and over can:
    - Leave their shoes and light jackets on while going through security checkpoints, even in the standard screening lanes;
    - Undergo an additional pass-through advanced imaging technology to clear any anomalies detected during screening.
  - Learn more about procedures for travelers 75 years old and older at TSA.gov.

Autism Awareness: Autism, Autism Spectrum Disorder, Down Syndrome, Intellectual or Developmental Disability

- **Body Piercing**: Certain metal body piercings may cause the machines to alarm, which will result in additional screening. If additional screening is required, passengers may be asked to remove their body piercing in private as an alternative to the pat-down search.
- **Gift Wrapping:** If a security officer needs to inspect a package, a gift may have to be unwrapped. Passengers should refrain from wrapping gifts until arriving at their final destination.
- **Dress Smart:** Dressing smart for security will get you through the checkpoint faster. Learn more about dressing smart at TSA.gov.

Visit TSA.gov to learn more about policies for travelers with disabilities and medical conditions.