

Wheelchair and **Guided** **Assistance** Tips



Ask



- ✔ **Ask passengers what type of assistance they need.**
- ✔ Reiterate the passenger's details/ requests.
- ✔ Find out where the passenger is going (in terminal/destination).

Ensure



- ✓ **Ensure passengers requesting assistance arrive at the correct gate.**
- ✓ Be certain to communicate clearly with the passenger.
- ✓ Make sure the gate has not changed before leaving the passenger at a gate.

Safety First



- ✔ **Make sure to provide safe, prompt, and adequate assistance for wheelchair passengers.**
- ✔ If a passenger is not independently mobile, **you must not leave the passenger unattended for longer than 30 minutes**, even if the passenger is accompanied by a family member or personal care assistant, unless the passenger explicitly waives this right.

Avoid



- ✔ **Avoid requiring passengers to accept special services that they do not request;** for example, a passenger may need guided assistance but not a wheelchair.
- ✔ **Avoid pushing two wheelchairs at the same time,** because this practice could lead to injuries or unreasonable delays.
- ✔ **Avoid asking passengers for tips;** this is a violation of federal regulations (It is okay to accept a tip if the passenger offers it).

Restroom Stops



- ✓ **A restroom stop is required if:**
 - + A passenger requests a stop;
 - + The restroom is on the way to the destination; and
 - + The stop can be made without unreasonable delay.
- ✓ You are only required to take a passenger to the entrance of the restroom.

Seated Transfers



- ✔ **While safely transferring a passenger from a wheelchair to an aisle chair or from an aisle chair to a seat, you should:**
 - ⊕ Avoid performing this task in front of other passengers, if possible; and
 - ⊕ Request additional assistance if necessary from other airline or airport personnel.

Luggage



- ✔ **You must help passengers carry their gate checked and carry-on luggage if the passenger is unable to carry the luggage due to a disability.**
- ✔ You may request credible verbal assurances from a passenger affirming that the passenger cannot carry their luggage due to a disability.
- ✔ If the passenger cannot provide a credible verbal assurance, you may require the passenger to provide documentation as a condition of providing this service.

Onboard Aisle Chairs



- ✔ **Flight Attendants are responsible for assisting passengers with disabilities in the use of an onboard aisle chair including transfer assistance**
to and from the passenger's seat and assistance to and from the lavatory door.

Contact Us

DOT's Disability Hotline

1-800-778-4838

Monday – Friday 9:00am – 5:00pm

Eastern Time except federal holidays

Visit Us

www.transportation.gov/airconsumer/disability



**U.S. Department
of Transportation**

14 CFR Part 382 applies to flights operating to, from, or within the United States of America.