

# Cabin Crew

## Practical Support

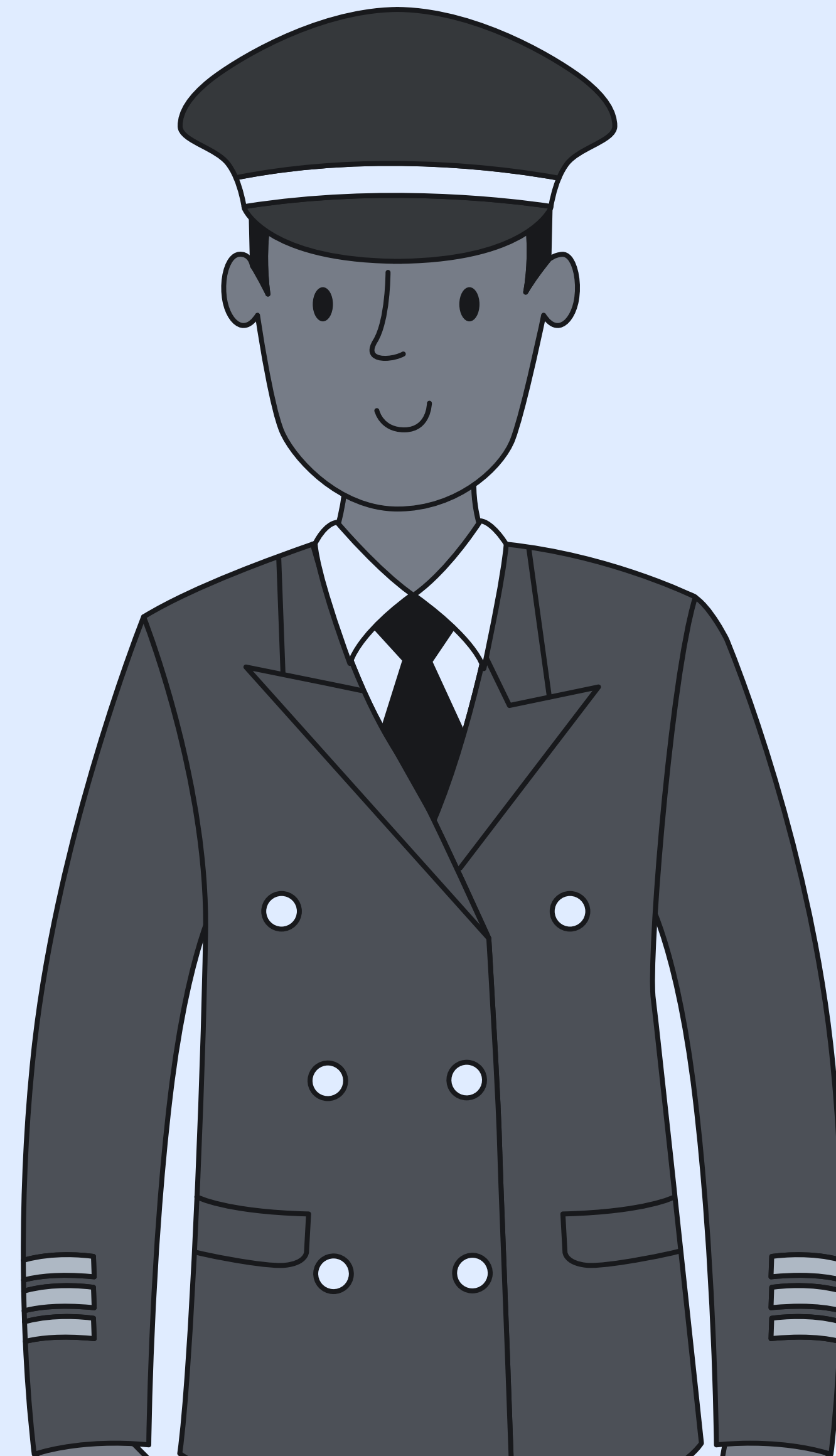


# Welcoming Passengers on Board

For many disabled passengers, flying is the time when they feel least independent and least in control.

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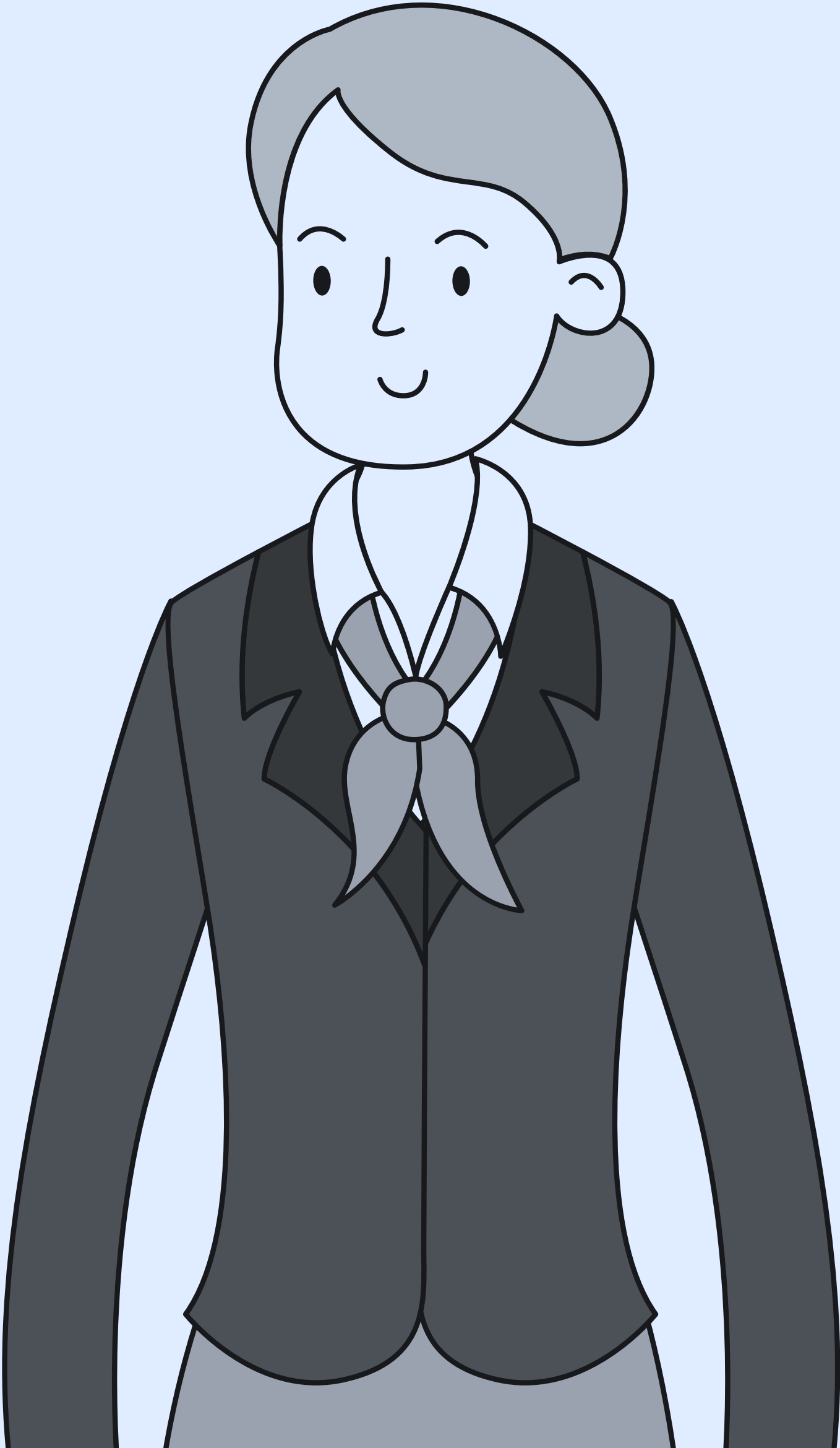
Understanding and complying with security procedures, having to do without a key mobility aid such as a wheelchair or being anxious about toilet facilities may make someone feel a range of emotions, from nervous to angry.



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A friendly smile and an approach that acknowledges someone’s rights and dignity can make a huge difference.

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You may adapt how you communicate with a disabled passenger, for example by letting them know you are talking to them if they have a visual impairment, but generally the same welcoming, friendly approach given to all passengers will be the right one.



# Providing Safe Assistance

You may need to guide or support ambulant disabled passengers who haven't booked special assistance to their seat.

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Make sure that any disabled passengers on board understand safety and security arrangements. In the case of turbulence or emergency situations, be aware that disabled passengers may be more anxious and find complying with instructions more challenging. Offer additional reassurance and support if useful.



# Seat Transfers

Cabin crew may need to assist disabled passengers in the use of an on-board aisle chair, including transfer assistance to and from the passenger’s seat and assistance to and from the toilet door.

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Always remember to maintain the dignity of the passenger.

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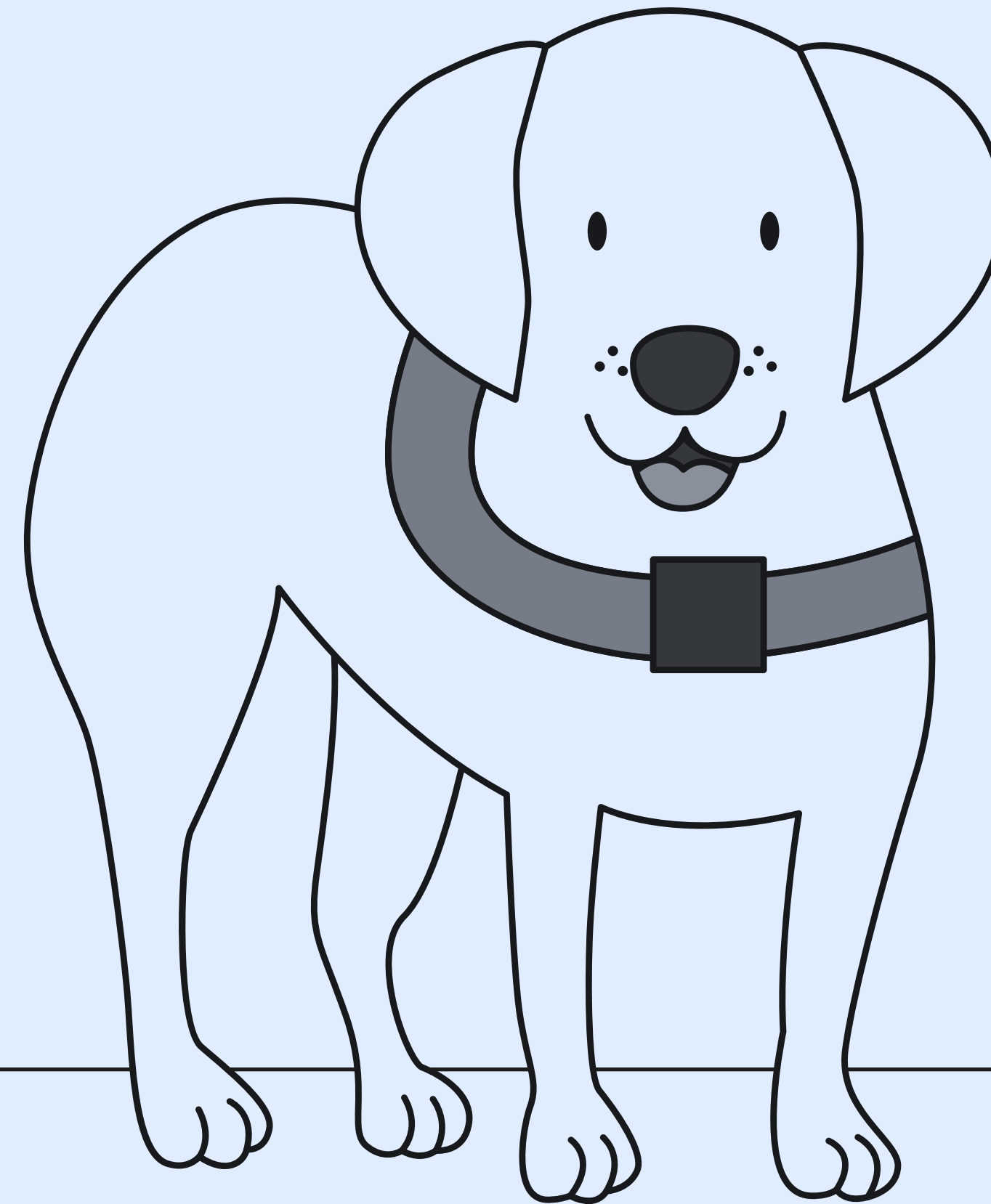
If necessary, request additional assistance from a colleague.

# Dogs

Airlines **must** accept all assistance dogs for air travel without charge.

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Dogs will normally sit in the space on the floor in front of the seat (if possible, many airlines will seat passengers with large assistance dogs in the front row, where there is usually a little more space).



# Dementia

An important category of disability that airlines are increasingly seeing is people with dementia. In many cases, passengers in the early stages of dementia may be flying alone, before they have a diagnosis and/or when the condition is relatively limited in its impact on day-to-day life.

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The unfamiliarity of the aircraft cabin and other factors such as on-board air supply may trigger episodes of acute confusion or distress.

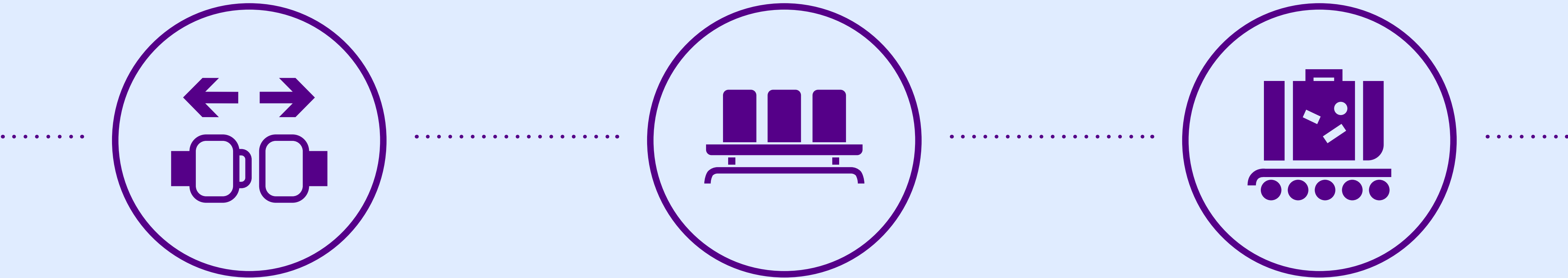
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Pilots should be aware of this trend and cabin crew should receive training.

# Challenging Behaviour

Many people under stress can exhibit challenging behaviour.

Disabled people are as likely to do this as anyone else.



# Continued

Some disabled people may be very anxious about flying. They may fear the loss of control, for example if they are without their usual wheelchair. They may feel overstimulated by noise, light and novel experiences such as going through security.

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If you feel any passenger’s behaviour is dangerous or a problem for other passengers, remember to consider whether it may be related directly or indirectly to disability. Remain calm and polite whenever possible. **Reassurance and acknowledgement may help to take the heat out of many situations.**

# Your Role

You have a key role in making it possible for many older and disabled people to travel with dignity and confidence.

Remember that disabled people have rights as well as needs. You must be aware of these.

Without your knowledge and understanding, many would simply not be able to fly.

# Discuss

What changes will I make to the way I work to ensure that my service anticipates adjustments for disabled passengers?

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Where should I go for advice on how to help disabled passengers?

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport