

Captains' Briefing



Refusing to Carry a Passenger

There are only two grounds in law on which a disabled person can be refused carriage.

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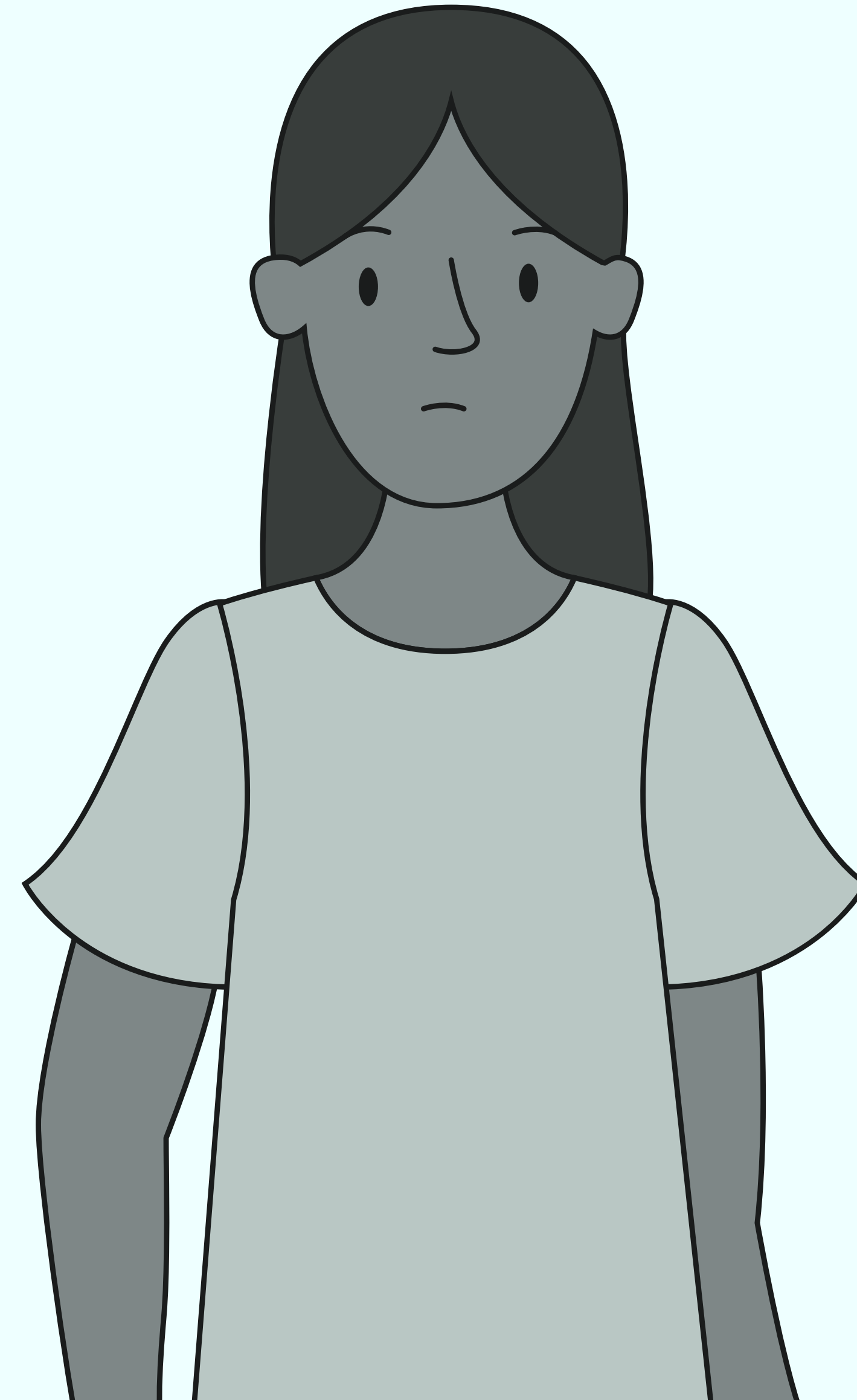
The first is safety:

- Allowing the passenger on board a vessel conflicts with safety requirements as established by international or national law
- In order to meet safety requirements established by the competent authorities: for example, there is a legal requirement to be able to evacuate all passengers on most vessels in an emergency within 30 minutes

Continued

The second is the design of the passenger ship or port:

- The infrastructure and terminals make it impossible to carry out the embarkation, disembarkation or carriage of a disabled passenger in a safe or operationally feasible manner



Carriage of Mobility and Medical Equipment

Make sure you know your operator's latest policies on the carriage and/or size limits of medical equipment (such as oxygen cylinders).

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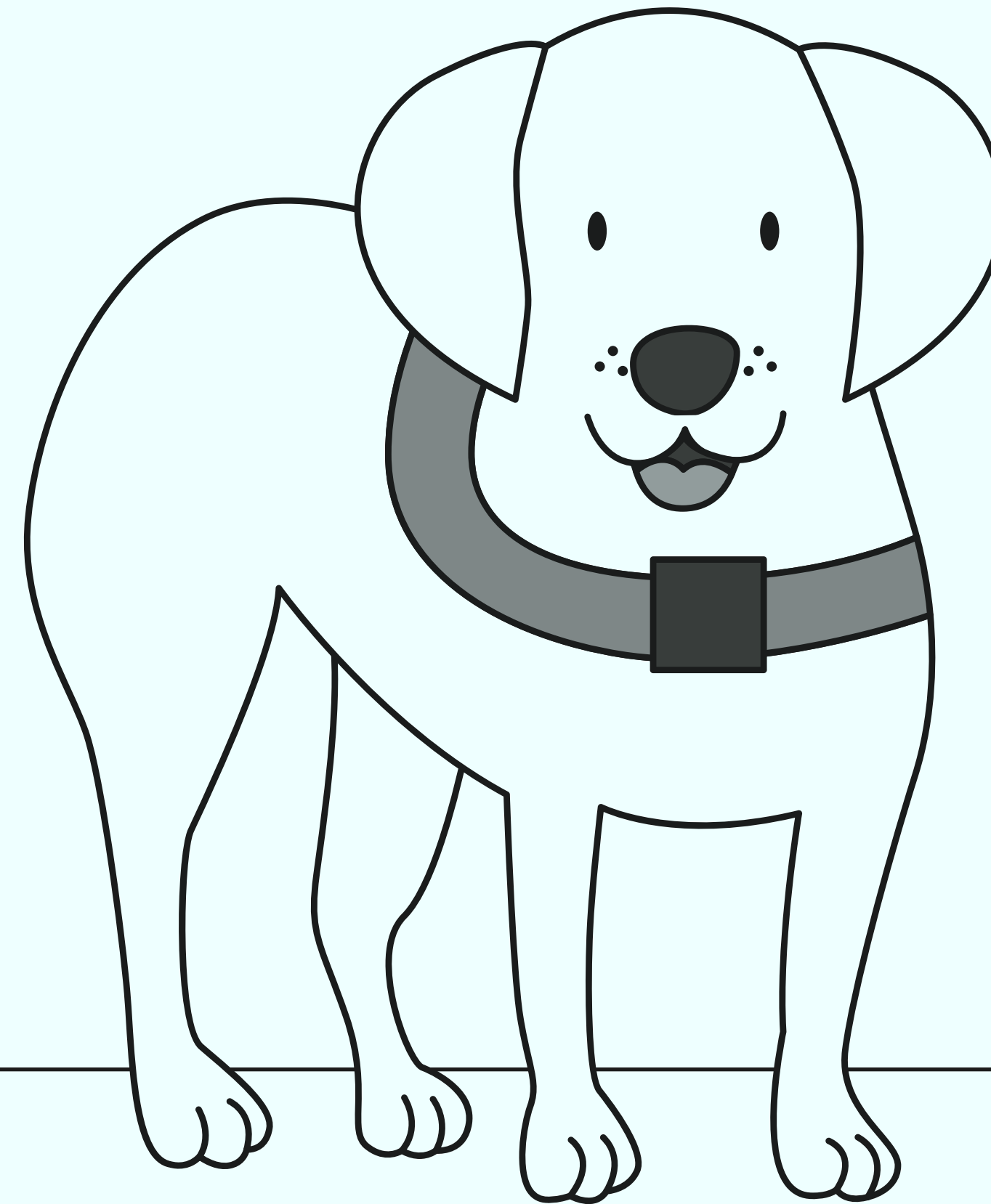
Are you aware of any limit on the number of wheelchair users who can be carried on the vessel?

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What is the policy on requiring passengers to be accompanied by another person capable of providing assistance if necessary?

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What is the policy on the carriage of assistance dogs?



Communication

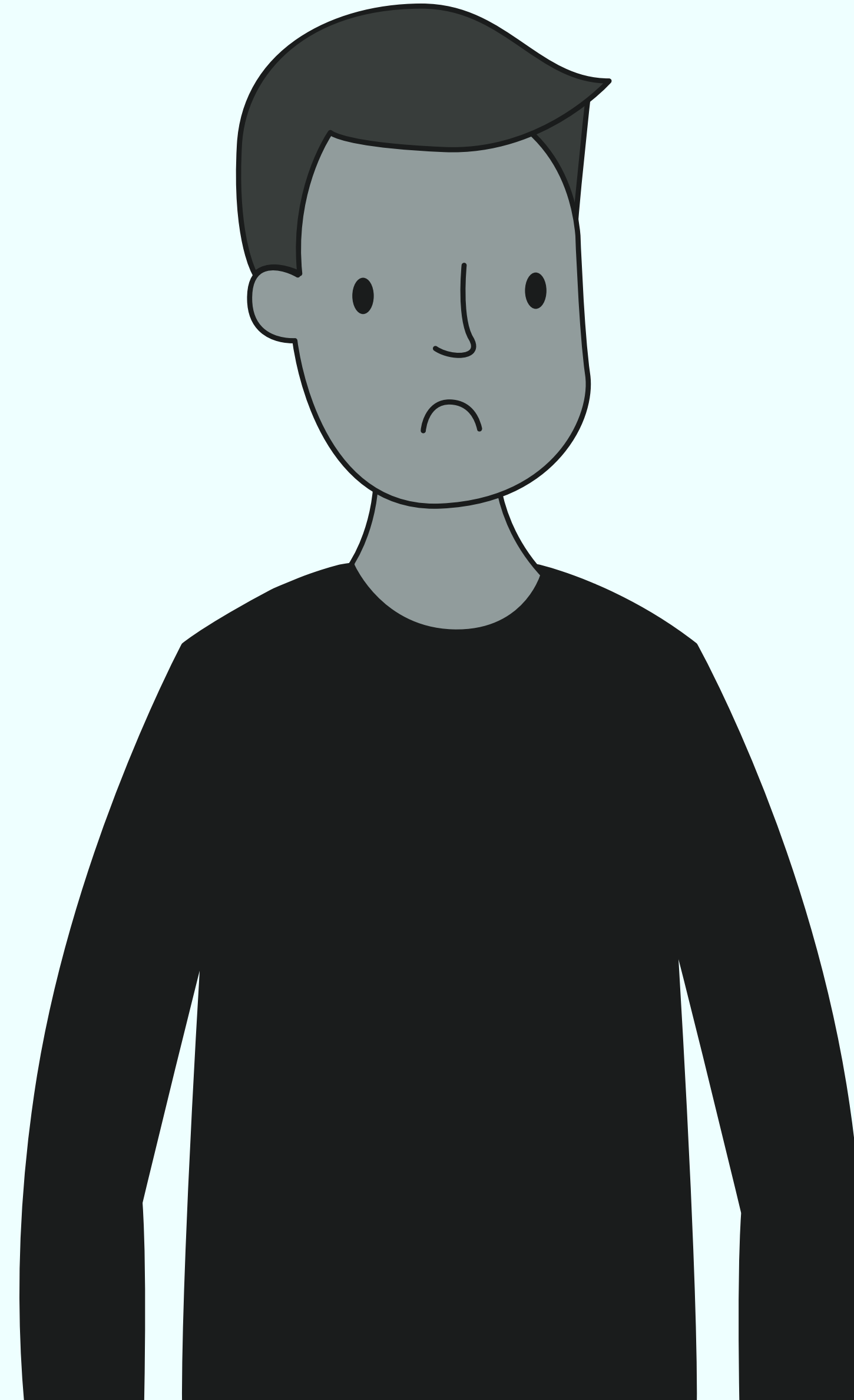
In any situation, it can help to ask yourself ‘**What is the barrier in this situation?**’ to prevent viewing a disabled person as ‘the problem’ or conveying that sense to the passenger themselves.

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For example, if more passengers need to park their cars next to the lift to the passenger deck for access reasons **than the vessel can accommodate, that is the barrier** or problem – **not the passengers who also arrive when there is no space left for their car.**

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If there isn't a solution to the particular barrier, it is important to **understand the frustration of the passenger** and, while not accepting that you or the carrier are to blame, **expressing that you understand the gravity and impact** of the barrier.



Challenging Behaviour

Many people under stress can exhibit challenging behaviour.

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

Some disabled people may be very anxious about being on board a vessel. 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.

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Remain calm and polite whenever possible.

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Reassurance and acknowledgement may help to take the heat out of many situations.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport