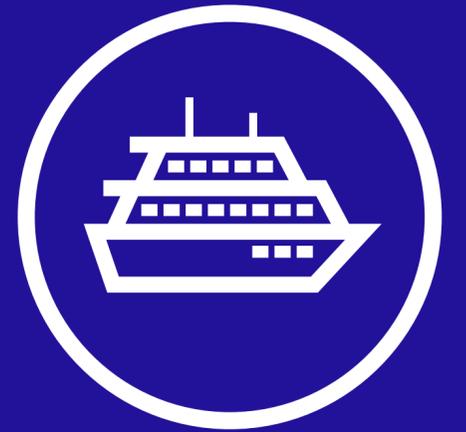


Inclusive Transport During a Pandemic



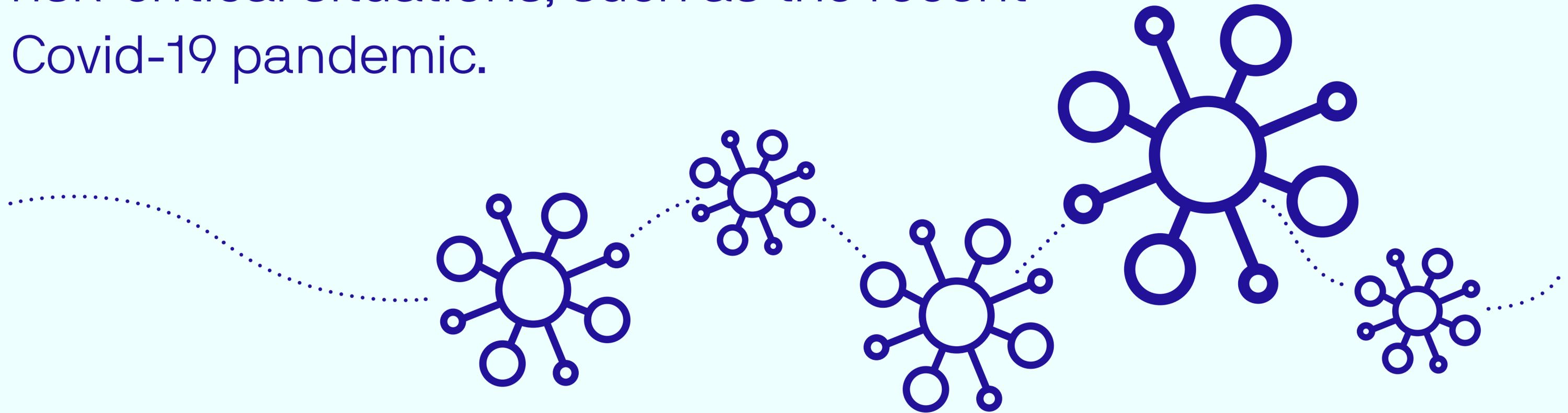
REAL
REAL Passenger REAL Person



Department
for Transport

Inclusive Travel

Make sure all staff know about disability-specific policies and procedures in emergency and other risk-critical situations, such as the recent Covid-19 pandemic.



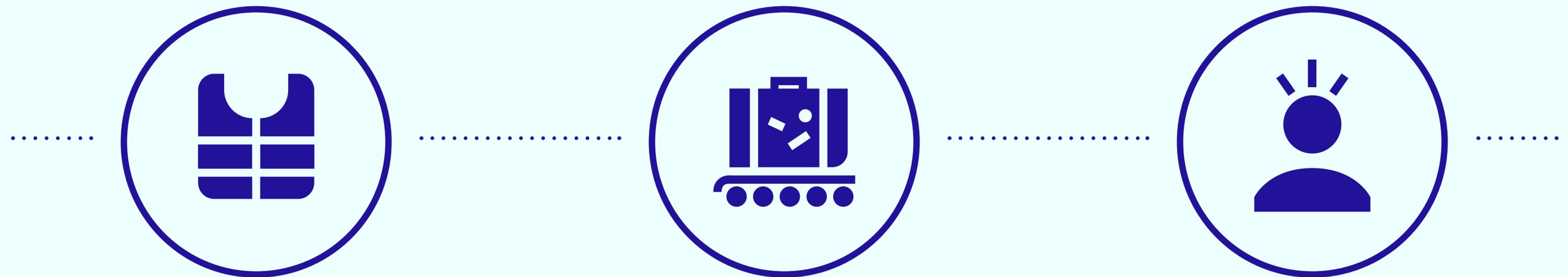
Inclusive Travel

Be clear about the processes being undertaken to make people feel safer – let people know about evacuation procedures or cleaning regimes.



Inclusive Travel

Be aware of the increased anxiety that disabled people may have, and how that may show itself during their journey.

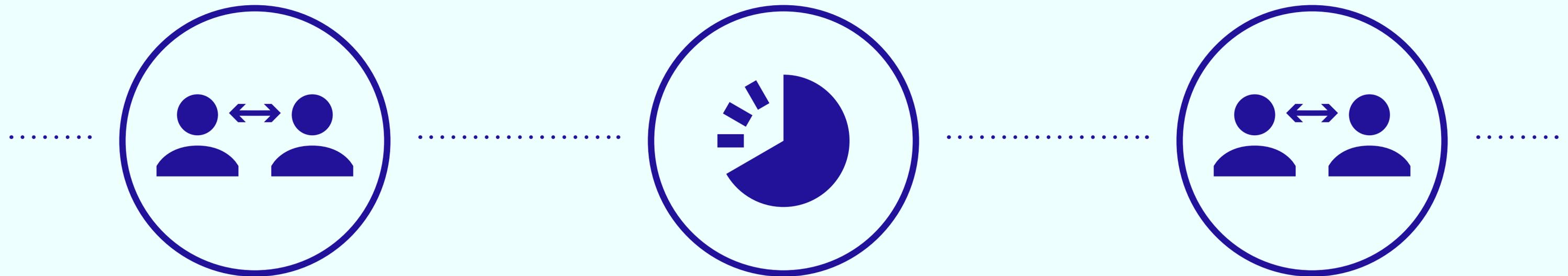


Inclusive Travel

Where social distancing is needed, all staff should know how to use assistive technology safely and how they can help people in the safest way possible, liaising with disability groups in different areas when creating regional policies.

Inclusive Travel

Transport operating companies may need to ensure **‘social distancing’** at intervals to support efforts to suppress transmission of viruses.



Inclusive Travel

The provision of inclusive transport is not only a legal requirement, it can also be a lifeline for many people.



Inclusive Travel

It is crucial to uphold disabled people's rights in unusual circumstances when additional safety measures may be required. Health and safety measures must be designed and implemented in a way that supports access for disabled people.

Inclusive Travel

Staff should have the equipment and training necessary to support disabled passengers in a safe and appropriate way.



Inclusive Travel

Operators should be mindful of their legal duty to make reasonable adjustments, and ensure that disabled people who state they are unable to wear a face covering are not refused carriage.

REAL

Respect

REAL

Empathise

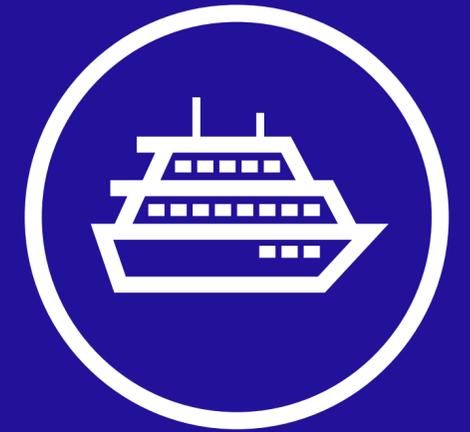
REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport