

## 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.**

# 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).

### 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](http://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.