



Traveling with a Disability or Health Condition:

Government Information on Legal Resources, Modes of Travel, National vs International Travel, and Places to Visit

Presented by

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A Few Key Points to Begin with...

- I am not an ADA expert
- I do not have a law degree
- I am a researcher / librarian. I will point you to the ADA experts.

More Key Points

- What does accessibility mean?
- Legal definitions
- Depends on the type of disability
- When asking, be VERY specific!
- Don't always rely on web sites



When Visiting a Public Place...

- Ask about the following...
 - Wheelchair, scooter, or portable seat available? (fee or free)
 - Audio guide
 - Written materials available in large print or Braille
 - Sighted guide
 - American Sign Language (ASL) Interpreter
 - Ability to touch materials / artifacts

Public Places Part 2

- Sensory / quiet rooms / areas for individuals on the autism spectrum or those with behavioral disabilities
- Accessible / family restrooms
- Accessible parking
- Personal care attendant (PCA) / companion ticket discount
- Service animal / emotional support animal

One More Key Point

- Consider the differences in national vs international travel:
 - Laws and regulations
 - Service animals
 - Accessibility
 - Electrical systems
 - Cultural attitudes



For Information About the ADA

- United States Department of Justice (DOJ):
 - <https://www.ada.gov>
 - ADA hotline: 800-514-0301
- ADA National Network:
 - <https://adata.org>
 - Contact your regional ADA Center: <https://adata.org/find-your-region>
 - Non-governmental organization that can answer ADA-related questions



Air Travel

Air Travel

- Toll free hotline for air travelers, U.S. Department of Transportation: 800-778-4838, [https://www.transportation.gov/airconsumer/toll-free-hotline air-travelers-disabilities](https://www.transportation.gov/airconsumer/toll-free-hotline-air-travelers-disabilities)
- Also from Transportation.gov: <https://www.transportation.gov/airconsumer/passengers-disabilities> : covers the key elements of the Air Carrier Access Act. For questions or to file a complaint, contact the U.S. Department of Transportation Aviation Consumer Protection Division at 202-366-2220

Air Travel

- DOT (Department of Transportation) Aviation Consumer Protection Division's Disability Hotline at 800-778-4838. Aside from providing general information, DOT can also assist with disability-related issues in "real time":

<https://www.transportation.gov/individuals/aviation-consumer-protection/what-do-if-you-have-problem>

Air Travel

- TSA Cares is a helpline that provides travelers with disabilities and medical conditions additional assistance during the security screening process. Call or e-mail 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint: 855-787-2227, TSA-ContactCenter@tsa.dhs.gov , <https://www.tsa.gov/travel/passenger-support>
- Passenger Support Specialists also available at many airports. Ask a TSA officer or supervisor.
- Screening for passengers 75 and older: <https://www.tsa.gov/travel/special-procedures/screening-passengers-75-and-older>

Air Travel

- <https://www.tsa.gov/travel/special-procedures> - covers 15 topics

(drop down menu):

Alzheimer's / Dementia

Autism

Bandages

Blind & Low Vision

Deaf & Hard of Hearing

External Medical Devices

Implants

Insulin Pump / Glucose

Medications

Mobility Disabilities

Ostomies

Prosthetic Devices

Radioactive Medications

Respiratory Equipment

Service Dogs / Animals

All Modes of Travel

- From usa.gov:
 - <https://www.usa.gov/disability-rights#item-213969>
 - Jump to “Traveling with a Disability”:
 - Travel by air
 - Travel by rail
 - Travel by bus or local transit
 - Other travel



Road Travel

Bus Accessibility

- Greyhound:
 - www.greyhound.com/
 - For passengers with disabilities:
 - 800-752-4841
 - ada.support@greyhound.com
 - www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities

Bus Accessibility

- Megabus:
 - www.megabus.com/us
 - Tickets are purchased online
 - Accessibility options available during checkout

Bus Accessibility

- Flixbus:
 - <https://www.flixbus.com>
 - For passengers with disabilities:
 - 855-626-8585
 - <https://www.flixbus.com/service/passengers-with-reduced-mobility>
 - Web site includes information on traveling with a wheelchair, companion tickets, and traveling with a service animal

Train Accessibility

- Amtrak:
 - www.amtrak.com/home.html
 - For passengers with disabilities:
 - www.amtrak.com/accessible-travel-services



International Travel

International Travel

- Travel.state.gov:
<https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/traveling-with-disabilities.html>
- Sections for:
 - Service animals
 - Assistive equipment
 - Medical considerations
 - Stay connected
 - Useful links

International Travel

- Smart Traveler Enrollment Program (STEP) - <https://step.state.gov/step/>
- Free service that allows US citizens traveling and living abroad to enroll their trip with the US Embassy or Consulate

Government Health Sites

- Medline Plus: Travel section:
<https://medlineplus.gov/travelershealth.html>
- Centers for Disease Control:
 - 800-232-4636
 - <http://wwwnc.cdc.gov/travel/page/disability>
- Vaccines.gov:
https://www.vaccines.gov/who_and_when/travel



Places to
Visit (U.S.)



Smithsonian Museums

Smithsonian Museums

- Accessibility page: <https://www.si.edu/visit/VisitorsWithDisabilities>
- Resources for Visitors with Cognitive or Sensory Processing Disabilities: <https://www.si.edu/access/visit-asd>
- Access Smithsonian: <https://www.si.edu/access>
 - Beth Ziebarth, Director
 - access@si.edu
 - 202-633-2921 (voice)
 - PO Box 37012
NMAH 1050, MRC 607
Washington, DC 20013



National Parks

National Park Service

- Accessibility:
 - <https://www.nps.gov/aboutus/accessibilityforvisitors.htm> (contact each park to ask about specific accessibility information) Site includes the PDF document “All in! Accessibility in the National Park Service 2015-2020”
 - Compliance: <https://www.nps.gov/articles/accessibility.htm> (Includes information about the NPS National Accessibility Achievement Award)
 - Checklists: <https://www.nps.gov/subjects/concessions/access.htm> (bottom of page)

National Park Service

- Information about special passes:
 - Access Pass:
https://www.nps.gov/planyourvisit/passes.htm#CP_JUMP_5088581
 - Free for individuals with permanent disabilities (documentation required)
 - May obtain in person at a federal recreation site (PDF list) or by mail
 - Senior Pass:
https://www.nps.gov/planyourvisit/passes.htm#CP_JUMP_5088578
 - Cost: \$80 lifetime or \$20 annually for people age 62 and over
 - May obtain in person at a federal recreation site (PDF list), online, or by mail

National Park Service

- Disability History:
 - Introduction: <https://www.nps.gov/articles/disability-history-series-introduction.htm>
 - Featured places: <https://www.nps.gov/subjects/tellingallamericansstories/disability-history-places.htm>
 - Disability Rights Movement: https://www.nps.gov/articles/disabilityhistoryrights_movement.htm
 - Military Disability History: <https://www.nps.gov/articles/disabilityhistorymilitary.htm>



United States
Forest
Service

United States Forest Service

- <https://www.fs.usda.gov/managing-land/national-forests-grasslands/accessibility>
 - Information on free lifetime pass for people with permanent disabilities
 - Use the Interactive Visitor Map to search for accessible sites, trails, and camp sites
 - Links to the Forest Service accessibility guidelines and checklists
 - USDA PDF document: “Accessibility Guidebook for Outdoor Recreation and Trails”
 - PDF document: “Service Animals and Outdoor Recreation”



Service
Animals vs
Emotional
Support
Animals

Service and Emotional Support Animals

- From the ADA National Network:
<https://adata.org/guide/service-animals-and-emotional-support-animals>
- From ADA.gov:
https://www.ada.gov/regs2010/service_animal_qa.html
- Service animals in National Parks:
<https://www.nps.gov/planyourvisit/service-animals.htm>



**Here in
Texas...**

Two Texas Examples...

- Texas Parks and Wildlife Department:
 - Accessibility at parks: <https://tpwd.texas.gov/state-parks/parks/things-to-do/wheelchair-accessibility-in-state-parks>
 - Co-op grants to purchase accessible equipment: <https://tpwd.texas.gov/business/grants/recreation-grants/community-outdoor-outreach-program-co-op-grants>
- Bob Bullock Texas State History Museum:
 - Accessibility information: <https://www.thestoryoftexas.com/visit/plan-your-visit/accessibility>



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Thanks for Attending!