

Preparing for TSA Security Screening Travelers with Disabilities and Medical Conditions

Oley Foundation
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Susan Buckland
Senior Policy Advisor
Management and Program Analyst
TSA POC and Liaison Disability and Medical Condition
Coalition
Disability Branch
Office of Civil Rights and Liberties, Ombudsman and
Traveler Engagement
Transportation Security Administration
Department of Homeland Security



Transportation Security Administration

- TSA's mission is to protect freedom of movement of people and commerce so that all can travel safely.
- TSA screens more than 2.2 million travelers a day.
- All TSA personnel receive training with emphasis on treating passengers with dignity, respect and sensitivity,
- Screening conducted depends on the passengers disability and the technology in use at the checkpoint plus the needs communicated by the passenger, COMMUNICATE, COMMUNICATE, COMMUNICATE.
- TSA has programs beneficial for travelers with disabilities and medical conditions.

TSA Cares

- [TSA Cares](#) is a helpline that provides travelers with disabilities and medical conditions assistance during the security screening process.
- TSA Cares Call Center Agents answer questions about what to expect at the security checkpoint.
- Call toll-free at 1-855 787-2227 or federal relay at 711 or email at TSA-ContactCenter@tsa.dhs.gov.
- TSA Cares hours of operation are 8 a.m. to 11 p.m. ET M-F and 9 a.m. to 8 p.m. ET weekends/holidays.
- Provide your itinerary and it will be forwarded to the airport for additional assistance.
- Airports have different resources, level of assistance you receive at the checkpoint will vary.
- Learn more about TSA Cares at [TSA.gov](https://www.tsa.gov).

Assistance during Screening

- TSA Cares coordinates checkpoint support with a TSA Customer Support Manager located at the airport, or a Passenger Support Specialist.
- Passenger Support Specialists are trained staff members who provide additional assistance at security checkpoints.
- Passenger Support Specialists may be requested through TSA Cares or on-site at the airport.
- Each airport has different resources; therefore the level of assistance you receive at the checkpoint can vary.
- Learn more about Passenger Support Specialist at [TSA.gov](https://www.tsa.gov).

TSA Pre✓[®]

- **TSA Pre✓[®]** is an expedited screening program.
- Generally **TSA Pre✓[®]** lines are shorter with less wait time.
- With **TSA Pre✓[®]** you do not need to remove shoes, 3-1-1 liquids, laptops, light outerwear/jackets, and belts.
- You can sign up for **TSA Pre✓[®]** online and schedule an appointment at the enrollment center nearest you.
- **TSA Pre✓[®]** applicants will undergo a background check.

TSA Pre✓[®] continued...

- **TSA Pre✓[®]** cost \$85 for an application processing fee and is non-refundable.
- **TSA Pre ✓[®]** is valid for 5 years.
- Find out when **TSA Pre✓[®]** lanes are available at <https://www.tsa.gov/precheck/schedule>.
- For more information about **TSA Pre✓[®]** and to learn about enrollment centers near you, visit TSA.gov.

TSA Disability Notification Card

- The TSA Disability Notification Card is a basic, non-verbal way to communicate to TSA officers.
- You can use the TSA Disability Notification Card to inform TSA officers about a disability, medical condition or assistive devices, etc.
- The card does not exempt you from screening, but provides a non-verbal way to communicate with TSA officers.

TSA Notification Card

TSA Notification Card: Individuals with Disabilities and Medical Conditions

I have the following health condition, disability or medical device that may affect my screening:

I understand that alternate procedures providing an equivalent level of security screening are available and can be done in private. I also understand that presenting this card does not exempt me from screening.

Information • Assistance Requests • Compliments • Complaints

TSA Cares

1-855-787-2227 (Federal Relay 711)

Weekdays: 8 a.m. to 11 p.m. ET

TSA-ContactCenter@tsa.dhs.gov

Weekends/Holidays: 9 a.m. to 8 p.m. ET

Hablamos Español

Automated information offered in 12 languages

Call 72 hours prior to traveling to request the assistance of a Passenger Support Specialist (PSS) at the checkpoint. If a PSS is not available, you may ask for a Supervisory TSA Officer at the checkpoint.

Planning Your Trip

- Call TSA Cares 72 hours in advance if you need assistance at the checkpoint.
- Arrive early.
- If you have medically necessary liquids you will need to declare these for inspection, and TSA officers may need to conduct additional screening of these items.
- If you have external or internal medical devices you will need to declare these for inspection, and TSA officers may need to conduct additional screening.
- Communicate your specific needs to the TSA officer before screening begins.

3-1-1 Liquids Rule Exemption

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- You may bring medically necessary liquids, medications and creams in excess of 3.4 ounces or 100 milliliters in your carry-on bag. Remove them from your carry-on bag to be screened separately from the rest of your belongings. You are not required to place your liquid medication in a plastic zip-top bag. If a liquid, gel, or aerosol declared as medically-necessary alarms, then it may require additional screening and may not be allowed

Accessories

- Ice packs, freezer packs, gel packs, and other accessories may be presented at the screening checkpoint in a frozen or partially-frozen state to keep medically necessary items cool. All items, including supplies associated with medically necessary liquids such as IV bags, pumps, and syringes must be screened before they will be permitted into the secure area of the airport.

Screening

- TSA officers may test liquids, gels or aerosols for explosives or concealed prohibited items. If officers are unable to use X-ray to clear these items, they may ask to open the container and transfer the content to a separate empty container or dispose of a small quantity of the content, if feasible.
- Inform the TSA officer if you do not want your liquid medication to be screened by X-ray or opened. Additional steps will be taken to clear the liquid and you will undergo additional screening procedures to include a pat-down and screening of other carry-on property.

External/Internal Medical Devices

- Inform the TSA officer if you have a bone growth stimulator, spinal stimulator, neurostimulator, port, feeding tube, insulin pump, ostomy or other medical device attached to your body and where it is located before the screening process begins. You may provide the officer with the [TSA notification card](#) or other medical documentation to describe your condition.
- Submit the device for X-ray screening if you can safely disconnect. Consult with the manufacturer of the device to determine whether it can pass through the X-ray, metal detector or advanced imaging technology for screening.
- If you cannot disconnect from the device, it may require additional screening and those in sensitive areas are subject to careful and gentle inspection.

External/Internal Medical Devices

- Advanced imaging technology can facilitate your screening and reduces the likelihood of a pat-down. Inform the TSA officer that you have an artificial knee, hip, other metal implant or a pacemaker, defibrillator or other internal medical device. You should not be screened by a walk-through metal detector if you have an internal medical device such as a pacemaker. Consult with your physician prior to flying.
- If you choose to not be screened through the advanced imaging technology or you alarm the walk-through metal detector, you will undergo a pat-down screening.

TSA Disability and Medical Condition Coalition

- TSA engages regularly with a coalition of organizations representing individuals with disabilities and medical conditions.
- TSA meets with the coalition annually to exchange information and gather feedback.
- The Oley Foundation is a partner of the TSA Disability and Medical Condition Coalition.
- We invite you to participate and engage with TSA. We value you and your feedback.

Contact Information

[Email TSA Claims](#)
General Questions
[\(866\) 289-9673](#)

Complaints

Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
601 S. 12th Street (TSA-6) Arlington, VA 20598
Email: TSA-CRL@tsa.dhs.gov

TSA Pre✓®

<https://www.tsa.gov/precheck>
Application: [\(855\) 347-8371](#)
Customer Service: [\(866\) 289-9673](#)

For information on Disabilities and Medical Condition Screening visit
<https://www.tsa.gov/travel/special-procedures>