

Ontario International Airport (ONT)

and its airline partners are committed to helping families with autism experience the adventure of travel without the stresses that can often keep them from using an airport.

Through our partnership with the **LeRoy Haynes Educational Center**, ONT has learned why families with autism can be hesitant to fly, and turned that feedback into action. Airport employees, airline partners, police responders and other employees, have all received training on how best to help families traveling with autism. They are ready to provide assistance and support when needed, helping to create a smooth, stress-free experience at the airport.

Remember

You are not alone when you travel.
The airport community and our partners are here to assist you.



As a cover entity under Title II of the Americans with Disabilities Act, the city of Ontario does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Alternative formats in large print, braille, audio and other formats (if possible), will be provided upon request.

[flyOntario.com](https://flyontario.com)     @flyONT



Pointers for Families with Autism Preparing to Travel by Air

ONTARIO
INTERNATIONAL AIRPORT
ADA Compliance Program

This publication is the product of suggestions made by parents of students with autism at LeRoy Haynes Educational Center, autism organizations and online sources.

Pointers

- Start preparing your family member with autism for the flight at least **two weeks ahead** of your departure date.
- If possible, reserve a **nonstop or direct** flight to your destination.
- When making reservations, try to **book adjacent window and middle seats**. This will prevent disruptions during the flight.
- **Avoid window seats** if your family member is sensitive to sounds, as they tend to be noisier.
- **Printing or downloading boarding passes** prior to arriving at the airport may help avoid waiting in lines.
- Pre-arrange a special TSA screening five days before your flight by calling **TSA Cares** at **1-855-787-2227** or by filling out their online form: **tsa.gov/contact-center/form/cares**.

- Have your family member wear fewer layers of clothing to get through TSA screening to decrease the chances of an additional pat-down or touching. It also shows TSA that they do not have liquids or other contraband. Once beyond screening, the family member can be dressed more appropriately if needed.
- Bring a bag with items to help keep your family member's attention and possibly provide some stress relief. Good options include Rubik's Cubes, stress balls, stretch cloth, Silly Putty and other similar fidget toys.
- Use the ONT Autism Self-Identification Stickers to let others know that your family might require some extra time or accommodation — especially in the event of an autism-related issue. Airport employees will recognize the sticker and be better prepared to help. For more information on the Self-Identification Program for Travelers with Autism visit **flyOntario.com/self-identification-program**.

- Inform the airline agent at the check-in counter that you are traveling with someone with autism. They will make a note on your reservation and will be better able to assist you if it becomes necessary.
- If you were unable to get adjacent seats, let the flight attendant know. They will try to find another passenger to trade seats.
- You may want to ask the boarding agent at the gate counter if you can board when the pre-boarding announcement is made to accommodate your family's needs.
- If the person with autism becomes agitated while waiting for a flight, ask airline personnel if there is a quiet area where you can go until the family member calms down. They will try to accommodate your request.



More information on all disability services at ONT can be found at **flyOntario.com/ADA**.