

Travelling through the airport

For autistic people, travelling by plane can be a special experience.



The project, “Autism, travelling through the airport,” devised by ENAC, with the cooperation of sector associations and airport management companies, provides recommendations and suggestions for chaperones to help children and adults with autism to handle their journey in a peaceful way.

In order to provide adequate and personalised assistance and meet the needs of the individual autistic person, ADR Assistance supports the family and/or chaperone during the preparation and preliminary stages of air travel.

Before leaving

YOU MUST

Request the following when booking or purchasing tickets for your flight and, in any case, at least 48 hours before departure, ask for dedicated assistance from the airline, travel agency or tour operator, who are obliged to send it to the manager of the airports of departure, arrival and possible transit.

It will be important to mention the special needs of the person with autism.

It is advisable to prepare the person with autism well in advance for the journey.



Before leaving

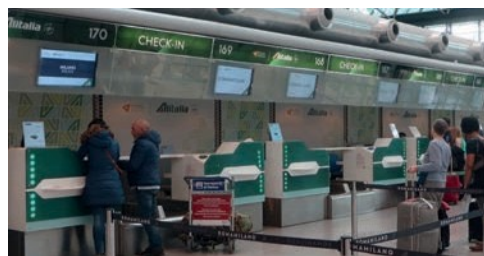
IT IS ADVISABLE TO:

- **Describe** to the passenger with autism what it is like when entering the airport building, while downplaying the impact with unfamiliar settings, which can be noisy and crowded.
- **Show**, if possible, pictures or films (available on the Internet) of airport facilities and settings.
- **Reassure** the passenger with autism that there are friendly people who can help, as well as protected and quiet waiting rooms and easily accessible toilets.

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Arrival at the airport



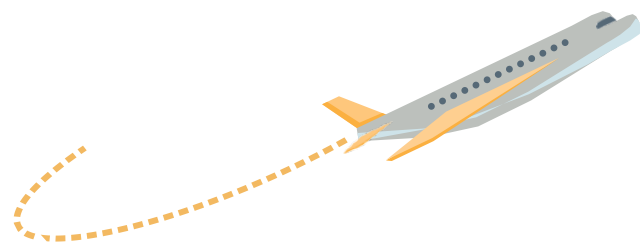
- **Reassure** the passenger with autism that he/she will have access to the nice places at the airport: bars, restaurants, book shops, as well as access to newspapers, games and toys.
- **Explain** the presence of signs, illuminated symbols and sudden voice messages in a positive way.
- **Prepare** them for the noise of aircraft taking off, explaining that they are a distinctive part of the journey and also prepare them for the journey by bus or by tunnel (the approach tunnel) to board the aircraft.



- Once at the airport, go to the Departures terminal.
- Inform them of the passage through the security gates, possible sudden sound signals and possible searches.
- Try to downplay this moment by describing it as an opportunity to play.
- Create a badge for the person with autism with his/her data: photograph, name, surname, nationality, contact details of family members and chaperone.

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Before boarding



You should inform the airline in advance if the person with autism has to follow a special diet, if they have any food intolerances or particular allergies. If they want to, it is useful to provide the person with autism with sweets or chewing gum to help them overcome any problems they may experience with pressurisation during the flight.

At the request of the family, with the support of ADR Assistance staff, it is possible to plan a visit to the airport to familiarise the person with autism to the airport's settings alongside an assistant teacher.

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Useful information

On our website: www.adr.it

a series of images is available to show autistic people the departure and arrival routes to airport facilities in advance.

For any other information, and for any visits to airport routes prior to the scheduled trip, contact ADR Assistance by sending an email to:

assistenzaprm@adrassistance.it



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Autism

Travelling through the airport

Information for accompanying persons



In collaboration with:
Fondazione Italiana per l'Autismo Onlus
Federazione Fantasia Onlus
Aeroporti di Roma

