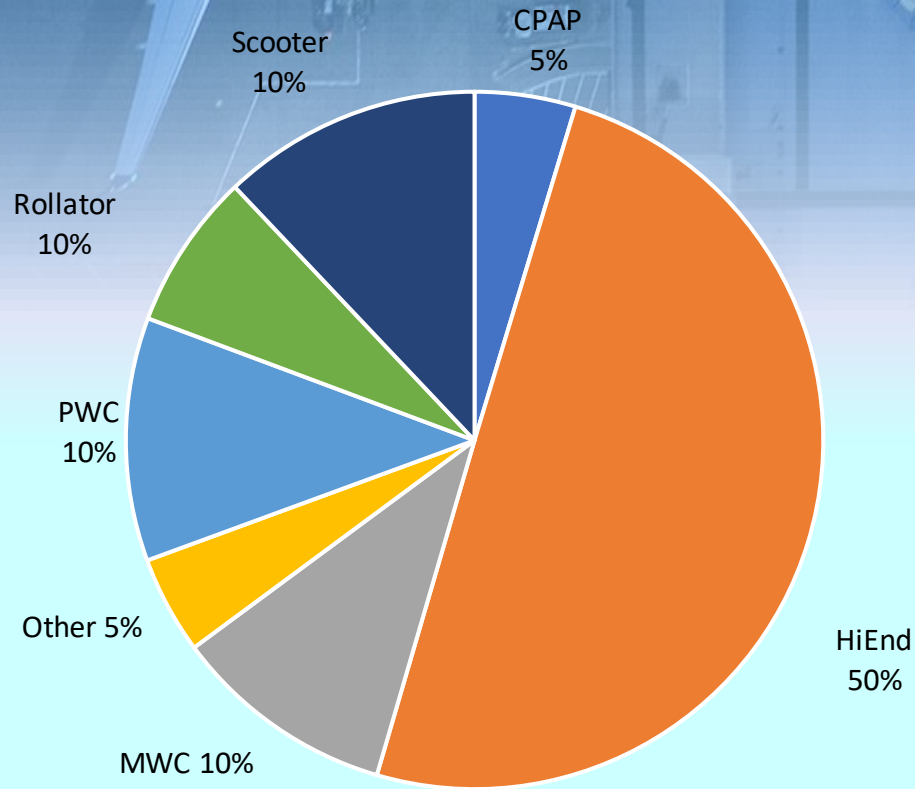


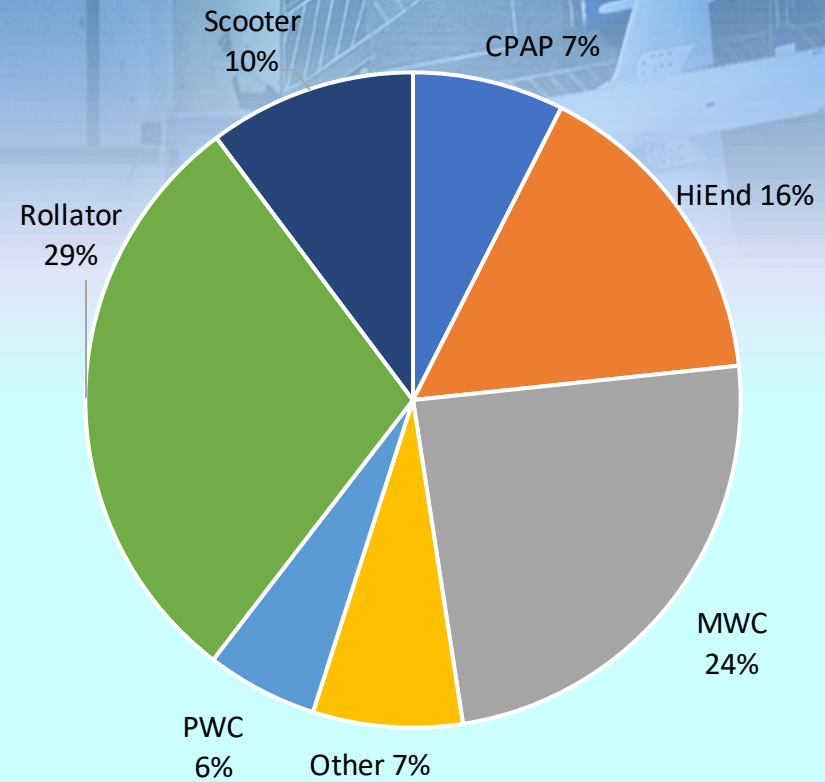
# Safe loading of Mobility Aids

Kerianne Wilson

# Average Claims by Type and Cost



**% of Money**



**% of Total Claims**



**GLOBAL REPAIR GROUP**

# Safe Transport of Mobility Aids

In coordination with disability community and range of aviation stakeholders:

- Rethink passenger and its mobility aid journey
- Support industry with information along the travel chain
- Outlines for mobility devices handling training
- Job aids examples at booking, preparation, loading/ unloading and securing



## Guidance on the Transport of Mobility Aids

First Edition



1



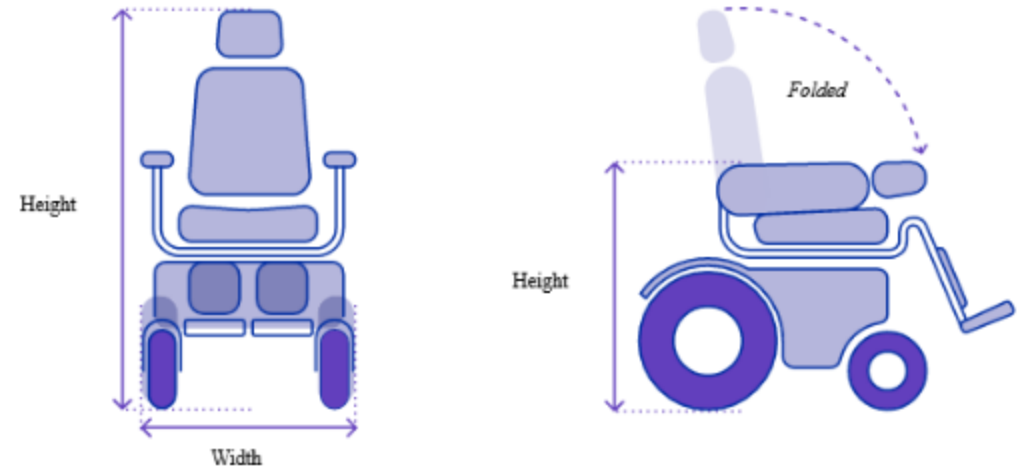
# Battery Powered Mobility Aids: Requirements

## Notify Airlines as early as possible!

When booking, Airlines need to know:

- 1) Dimensions: all 3 (LxWxH)
- 2) Weight
- 3) Battery type
- 4) Other services – push in terminal?
- 5) More than 1 chair? (sports, etc.)

When measuring, be sure to record both the widest part of your wheelchair, and from the floor to the tallest part of the chair.



# Requirements: Why?

## **Dimensions:**

Can your device safely fit through the aircraft door?

## **Battery type:**

Power output, removable option are critical to determine where to store the device

**Early notification = smooth flight experience!**



# Handing Over Mobility Aids for Travel

## Passenger & Mobility Aid Handling at the Airport

To improve the handling of mobility aids for passengers, airport handlers can focus on the following key points:

- 1. Flexibility:** Allow passengers to hand over their mobility aids at various points, such as the check-in counter, boarding gate, or aircraft door, based on their preference and feasibility.
- 2. Accurate Information:** Ensure that complete and accurate information about the mobility aid, including weight, dimensions, and battery type, is recorded in the passenger's record (PNR). Update the PNR with specific assistance requirements and assign the appropriate SSR code.
- 3. Mobility Aid Tag:** You can use a dedicated tag to track mobility aids throughout the journey. Associate the tag with the passenger's PNR and implement a reliable tracking mechanism.

# Handing Over Mobility Aids for Travel

**4. Passenger Assistance:** Offer airport wheelchairs and assistance from the check-in area to the boarding gate for passengers who hand over their mobility aids at the check-in counter.

**5. Storage Considerations:** Transport mobility aids to the cargo compartment for easy accessibility upon arrival. Consider accommodating collapsible mobility aids in the passenger cabin if space is available.

**6. Cabin Storage:** Make every effort to allow the storage of other mobility aids, such as canes, crutches, and walkers, in the cabin if passengers need them during the flight.

**7. Communication and Documentation:** Ensure effective communication and information sharing between airline staff and ground handlers. Document and share relevant information about mobility aids in advance. Record passengers' preferences to provide personalized service.

**By implementing these guidelines, airport handlers can enhance the handling of mobility aids, creating a more inclusive and comfortable travel experience for passengers.**



# Preparation, Loading and Securing

**Removable parts:** for both power and manual chairs

Store them inside the cabin! (NO charge for bringing extra bags of equipment)

1. Take off footrests
2. Joysticks
3. Side guards
4. Head rest
5. Place manual chairs in the cabin closet! It's easier for operations and passenger
6. Computers/phones/tablets

**NEVER** store seat cushion with checked baggage

## **Batteries (IATA Guidance)**

Identify the Type of Battery

- Labeled-Gel/Non-spillable Lithium, Spillable, NiMH
- Unlabeled

## **May remain on**

- Battery is upright & secure
- Clearly labeled
- Ensure unit is depowered / quick disconnect

## **Must come off**

- Wet cell
- If you are unsure and have any doubt
- Exposed leads



## **Preparing to Travel**



**Ask  
Listen  
Learn  
Have it ALL**





# Job Aids for Safe Securement of Mobility Aids

## Observed and interviewed ramp handlers

- Difficulty recalling and time pressure can lead to unsecured mobility aids
- Skill fade is a major factor

## Skill fade

- "Use it, or lose it"

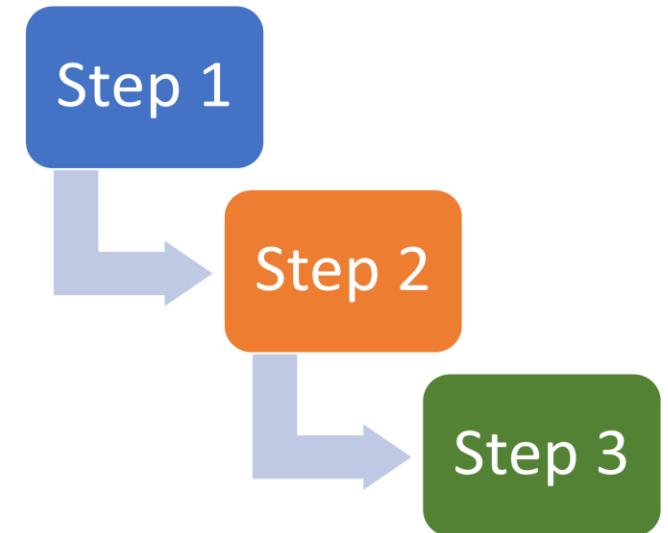
## Job aids

- Ideal for complex tasks
- Simplifies tasks by breaking them down into manageable steps
- Helps increase consistency and accuracy

## Create job aid

- Identify critical tasks
- Know the user and their needs
- Design and evaluate with users
- Redesign and re-evaluate

### Step-by-step visual job aid



# Importance of Training

## Training should cover the following topics:

**Training is necessary to ensure the safe handling of mobility** aids like battery-powered wheelchairs and other equipment. Everyone involved in this process must receive training to effectively perform their responsibilities. Airport staff must be trained to provide quality service to people with disabilities in a respectful manner. The training should address challenges faced by individuals during air travel and prepare staff to assist them with dignity and professionalism.

The training material should cover **disability awareness, effective communication, preserving dignity and privacy, understanding regulatory requirements, and handling mobility aids.** It should also include procedures for bookings, transfer techniques, pre-boarding processes, battery handling, safe lifting, reducing size and weight of mobility aids, basic movement in different areas, securement techniques, and reassembly.

In addition to specific mobility aid training, employees and contractors should receive **ongoing training on organizational policies, procedures, and emergency response protocols.** This ensures their competence in handling mobility aids for air transport.

# Questions

