IATA WORLD PASSENGER SYMPOSIUM

Chicago, USA
25-26 October 2023

#IATAWPS

Co-host Airlines
Assistance Dogs for persons with disabilities in aviation
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Director, External Relations, Guide Dog Foundation & America’s VetDogs

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Nightmare Interruption
• 1,292 encountered fraud
• 1,100 had an uncontrolled encounter
• 943 negatively impacted
• 39 respondents reported needing to retire a dog from working role
• Dozens no longer comfortable bringing their service dog in public, instead only using the dog in home
Many Disabilities like PTSD, Hearing Loss, Seizures & Diabetes May Be Non-Apparent
A Vest Does Not Make a Service Dog
Breed Does Not Matter

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Size Does Not Matter
Observe The Behavior
The ADI Digital ID

- ADI Accredited Member Logo
- Client’s Name
- Name of the Program
- Program’s Phone Number
- Assistance Dog’s Name
- Photo of the Client with dog
- Card Expiration Date
- QR Code – Program’s Website
Questions?

Photo courtesy of:

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