



The Autism Program

AT BOSTON MEDICAL CENTER

Airport Travel: Navigating TSA Screening

At the Airport:

Inform the TSA officer if the child has a disability, medical condition or medical device, and advise the officer of the best way to relieve any concerns during the screening process. Also, inform the TSA officer if your child is able to walk through the metal detector or need to be carried through the metal detector by the parent/guardian. You may carry your child to ease the screening process. The TSA officer will not remove your child from his/her mobility aid, wheelchair or scooter.

Request Assistance:

TSA Cares is a helpline that provides travelers with disabilities, medical conditions and other special circumstances additional assistance during the security screening process. Call TSA Cares 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. Travelers requiring special accommodations or concerned about the security screening process at the airport may ask a TSA officer or supervisor for a passenger support specialist who can provide on-the-spot assistance.

Contact TSA Cares:

Email TSA Cares: tsa-contactcenter@tsa.dhs.gov

(855) 787-2227

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

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

Useful links:

- Disability Services: <http://www.tsa.gov/travel/special-procedures>
- Notification card for informing TSA of disability:
http://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf
- Passenger Support: <https://www.tsa.gov/travel/passenger-support>
- Traveling with Children: <https://www.tsa.gov/travel/special-procedures/traveling-children>