



## **Helpful Tips and Procedures for Traveling with a Project Lifesaver Client**

Traveling with a loved one who has a cognitive condition can be challenging, on occasion. Travel itself is a long and tedious process for anyone, but for your loved one the change in routine can disrupt his or her comfort and cause stress. In order to make traveling a smoother process and to ensure your loved one will remain protected, we have provided these tips for traveling with a Project Lifesaver client.

Your first steps before traveling as a Project Lifesaver caregiver is to ensure that your loved one will be protected in the event of an elopement during the duration of your stay at a particular destination. When traveling, please do the following to ensure your loved one's safety:

1. Inform your home agency of your future travel itinerary, and inquire if there is a Project Lifesaver agency in your travel destination area that would be able to respond in the event of elopement.
2. Your home agency will be able to coordinate with the destination agency regarding your travel.
3. Should your loved one elope while on vacation, you will contact that agency for them to respond to the incident. Ensure you have the proper emergency contact information in the event an elopement occurs.

If traveling by airplane, we suggest the following tips to make the process of the security screening easier. It is likely the transmitter and battery will set the metal detector off, and your loved one will have to go through the secondary screening. Have documentation such as a signed letter from your home Project Lifesaver agency confirming they have enrolled your loved one in the program. This letter should be on departmental letterhead, and include contact information for the agency's representative in the case that TSA wants to make contact. Having the letter notarized is not required, but may be helpful.

Other documentation that could be helpful would be a letter from your loved one's physician giving the background of their condition, literature about Project Lifesaver to educate TSA about how the program works.

It would also be helpful to inform the TSA or airport police about your travel plans and any special requests for your loved ones that would help to avoid an incident while being screened. Please see the next page for travel tips from the TSA for travelers with disabilities.

*If you need more information or have any questions, please do not hesitate to contact us via our toll-free number at 1-877-580-LIFE.*



Project Lifesaver wants to ensure that you and your loved ones arrive at your destinations safely and that you are treated with respect, dignity and courtesy. Please utilize these tips from the TSA to better prepare for screening when traveling with someone with a disability:

- All travelers should arrive at least two hours early for domestic and three hours early for international flights, to allow plenty of time to get through security screening.
- Travelers with disabilities or medical conditions who have concerns about airport screening should contact TSA Cares at least 72 hours before travel: call TSA Cares toll free at (855) 787-2227 or Federal Relay 711, between 8:00 a.m. and 11:00 p.m. ET Monday to Friday; between 9:00 a.m. to 8:00 p.m. ET on weekends/holidays; or by email at [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov). TSA Cares agents provide callers with specific information about what to expect during screening so that travelers with disabilities or medical conditions may better prepare for travel. To learn more about TSA Cares visit <https://www.tsa.gov/contact/customer-service>.
- Travelers with disabilities or medical conditions can provide a TSA Cares agent with a flight itinerary, and TSA Cares will coordinate assistance available from a Passenger Support Specialist (PSS) and/or customer service manager at the airport. This assistance may also be requested at the checkpoint, but pre-travel (72-hour notice) arrangements are recommended, and travelers should still arrive at least two hours early for domestic flights and three hours early for international flights. The Passenger Support Specialists assist travelers, address traveler-related screening concerns immediately and provide in-person on the spot assistance to travelers requesting assistance in order to enhance the traveler experience, and maintain efficiency in carrying out TSA's mission. When requesting PSS assistance, keep in mind that each airport has different resources; therefore, the level of assistance received at the checkpoint can vary. Some airports have an individual who will call the traveler to gather additional information and arrange a meeting time and place. Other locations notify the checkpoint manager of the traveler's itinerary, but no pre-contact is made. Travelers who are traveling with a companion may request that they remain together throughout the security screening process. If a traveler arrives at the checkpoint and has any concerns before, during, or after the screening process, he or she should immediately request to speak with a Supervisory TSA Officer or a Passenger Support Specialist for assistance.
- Travelers may also download TSA's Disability Notification Card, which allows a traveler to discreetly notify the TSA Officer of a disability, medical condition, or request for accommodation or assistance. This card does not exempt a traveler from screening. Access the card at [https://www.tsa.gov/sites/default/files/disability\\_notification\\_card\\_508.pdf](https://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf).
- If you would like to learn more about what to expect for disability or medical condition screenings please visit <https://www.tsa.gov/travel/special-procedures>.
- Finally, you may find shorter lines and wait times in the future by enrolling in TSA Pre✓®. TSA Pre✓® passengers do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process at participating airports. However, passengers are required to undergo screening at the checkpoint by technology or a pat-down. TSA Officers may swab your hands, mobility aid, equipment and other external medical devices to test for explosives using explosives trace detection technology. Traveling companions of TSA Pre✓® passengers also must have TSA Pre✓® in order to access the TSA Pre✓® lanes. For more information about how to apply for TSA Pre✓® please visit <https://www.tsa.gov/precheck>.