



Other Assistance

Airport journeys can be stressful for many people, especially if you are unsure of what to expect on the day. City of Derry Airport is fully committed to providing the easiest, most convenient and enjoyable travel experience for all our customers including Persons with Reduced Mobility (PRMs) and persons with Hidden disabilities.

Here you will find advice to help parents and carers who are travelling with children and vulnerable adults through the airport.

General advice

We can offer specific tours for passengers requiring assistance and we do recommend that if passengers visit the airport in advance of your trip it can help, especially passengers with young children or vulnerable adults. You will be able to familiarise yourselves with the airport layout. Our staff on the Customer Services team will assist you with your requests and requirements. We have processes in place to allow people with hidden disabilities to easily identify themselves to staff. All staff wear a standard uniform, and always display their airport identity badge. Passengers with hidden disabilities may be provided with wrist bands, if they wish to avail of them. These wristbands make it easier for staff to identify passengers who have hidden disabilities. If you wish to arrange a visit, seek clarification or reassurance, please do not hesitate **to contact us on:** info@cityofderryairport.com alternatively, please call us on: 02871 810784 (Extension: 201) or by speaking to one of our team in person at the Customer Services Desk.

Vulnerable passengers and their carers

The airline may be able to let you board first or last depending on what would be most beneficial to your needs. Please speak with a member of staff at the Customer Services desk and explain that you or the person you are travelling with experiences issues with crowds due to their condition, staff will always try to help when they can.

We recommend that you please provide the airline advanced notice if there are any special dietary requirements.

At security we have a fast track lane for security processing and which may be used by passengers requiring assistance. This provides passengers travelling with vulnerable passengers and special assistance passengers a reduction in queuing time and allow more time for passing through the security checks. In addition, we can provide a private search area on request. A member of staff will direct you towards the designated area. If you would like to wait for your departing flight in a quiet area, we can arrange this if notified in advance.

Please advise staff of any relevant condition or requirements so that staff at City of Derry Airport can make your journey more comfortable.

For arriving International flights, Airport staff will guide you through border control if required to do so. Our staff will fast track you through this process and assist you preparing the required documents.

Facilities for the hard of hearing and partially sighted

Induction loops are available where there are signs showing the 'sympathetic ear' symbol. The airport directional signs use black text on a light background, for maximum visibility. Guide and hearing dogs are the only dogs allowed in the terminal buildings. If you have a hearing or sight impairment, we will explain this to the cabin crew to ensure that they keep you informed of any important announcements such as delays or emergency landings.

Travelling with passengers with dementia

Airports can be busy and confusing at the best of times. For those passengers with dementia these feelings can be increased significantly, and the airport can become bewildering.

At City of Derry Airport, we will provide:

- Assistance for passengers to/from the car park, bus stop or taxi stand if this is requested in advance.

- Assistance to reach check-in
- Assistance through the Security process
- Designated seating area within departure lounge
- Assistance boarding and disembarking the aircraft
- A member of staff to meet you when you disembark the aircraft and help you find your way around the airport terminal and to the car park, taxi rank or bus stop.

To help you access the support you need, you may need to complete a form called an incapacitated passengers handling advice (INCAD) form and/or a medical information form (MEDIF), which must be filled in by your GP. These are available from travel agents and airlines.

If the airline cannot offer their assistance, the airport may be able to assist.

If your flight is cancelled or delayed, please ask the airline or the airport staff to make special arrangements that you require. (This is a good reason to tell the airline of any medical conditions prior to travelling.)

The Alzheimer's Society produces useful information on:

https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1786

This will provide you with tips and advice about planning a holiday for people affected by dementia.

Passengers with Autism

Airports can be busy environments and we understand that for those families who are travelling with children with autism this can make going on holiday a stressful experience.

We want to ensure that everybody's journey through City of Derry Airport is as smooth as possible, so we have put numerous measures in place to help those passengers with autism.

We know that queuing can be problematic for children with autism, so those families will be given access to the security Fast Track facility. To provide us with prior notice of your requirements please contact us on info@cityofderryairport.com , or alternatively please call us on: 02871 810784 (Extension: 201)

Once you have arrived at the airport, please report to the Customer Services Desk located 10 meters from the Main Entrance doors. A member of staff will ascertain your assistance requirements and provide an escort to take you from landside to the departure lounge. They will also ensure that you avoid the queues for check-in and security.

If you require a quieter area to wait on boarding please speak to a member of staff who will facilitate this for you.

We are also able to help when it comes to boarding the aircraft. If it is more appropriate for you to board first, then please advise a member of staff. Alternatively, you may prefer to board the aircraft last. This can also be accommodated. If you require any support, please specify this when you contact us or speak to a member of the Customer Services team.

If you have any further questions about the help on offer, please contact us on:

info@cityofderryairport.com.

[Alternatively please call us on: 02871 810784 - Extension:201](tel:02871810784)

Sensory Processing Disorder (SPD)

More than three-quarters of children with autistic spectrum disorders have significant symptoms of Sensory Processing Disorder (SPD).

Flying with a child with Sensory Integration takes special planning! We would recommend you using the website below for advice when travelling with a child who has SPD: <http://nspt4kids.com/parenting/8-tips-for-flying-with-a-child-with-sensory-processing-disorder/>

Attention deficit hyperactivity disorder (ADHD)

Children and young people with Attention deficit hyperactivity disorder (ADHD) are very susceptible to anxiety and find any change to their normal daily routine potentially stressful. We recommend that you take time to prepare your child for the journey in advance and bring lots of activities to keep them busy at the airport and on the plane. To ensure you and your family have an enjoyable flight, please follow the guidelines as detailed in the website:

<http://www.additudemag.com/adhdblogs/4/7102.html>

Travelling with Children

For information on security measure relevant for travelling with children please log onto: <https://www.cityofderryairport.com/airport-information/security-measures>

In addition, we recommend that you:

- Pack extra snacks, drinks, colouring books, crayons and their favourite cuddly toy.
- At security if travelling with two adults, one adult can walk through the archway metal detector first, so the child can see what to do. The child can then meet their parent on the other side once they have walked through the archway metal detector.
- To help your child cope with the aircraft noise during take-off and landing you may consider using some headphones. There are also headphones which have been designed to shut out all surrounding noise including the sounds of aircraft engines.

Travelling with and administering medication

If you have any special medical equipment requirements, then please discuss these with your airline in advance of your flight. You can find lots of advice on travelling with medicines in our security section.

Please refrain from using injectable medication within the toilets at the airport and speak with a member of staff who can provide you with a quiet, private room within the terminal.

You can take your essential medicines on your flight. Medicines in containers under 100ml should be placed in the transparent, re-sealable plastic bag with any other liquids. If the container is larger than 100ml it should be presented at security for x-ray inspection. There is no limit on the amount, but you may be asked to verify the liquid by tasting or by providing proof such as a doctor's letter.

Any other medical item that you may need during your flight including insulin and needles, asthma inhalers, Epi Pen, angina sprays etc. can be carried but only the amount necessary for your trip. The rest should be put in your checked-in baggage.

If you are concerned about the effect of the temperature in the aircraft hold on your medicine, please speak with your airline directly.

Fear of flying

Despite the safety of flying, you may be one of the many people who feel nervous in advance of your trip. If this is spoiling the idea of your journey, then help is available.

Several airlines provide courses to help you fight your fear of flying. Also, you may find useful information on: <http://flyandbecalm.co.uk/>

At City of Derry Airport, we are always here to answer any questions you may have. If you have any enquiries, please email us at: info@cityofderryairport.com.

Alternatively, please call us on: [02871 810784 - Extension:201](tel:02871810784)

Additionally, you may choose to complete CoDA's Assistance Form A01 (below). This form may be e-mailed to: info@cityofderryairport.com in advance of your arrival or alternatively, please complete the form and bring it with you to the airport on your date of travel.



CoDA's Assistance Form A01

PASSENGER NAME		
FLIGHT NUMBER		
DESTINATION		
DATE OF TRAVEL		
WILL YOU NEED TO PRE-BOARD THE AIRCRAFT OR BOARD AIRCRAFT LAST?	PRE-BOARD AIRCRAFT FIRST <input type="checkbox"/>	BOARD AIRCRAFT LAST <input type="checkbox"/>
ARE YOU ABLE TO STAND IN QUEUES?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
WOULD YOU PREFER TO HAVE A QUIET AREA TO WAIT IN?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

FOR OFFICAL USE ONLY

TIME AT ASSISTANCE DESK	
GATE NUMBER	
GATE ARRIVAL TIME	
ASSISTANCE PASSENGER THROUGH BOARDING GATE	

All passengers are required to report to the customer service desk on arrival.

If you do not require assistants from airport staff this form must then be shown at the security boarding card check point