

Safety and Personal Care Assistant

In some circumstances, we may require that a passenger travel with a safety assistant.

The situations below require a continuous safety assistant:

- The passenger, because of a mental disability, is unable to comprehend or respond appropriately to safety instructions from our employees, including the required safety briefing.
- The passenger has a mobility impairment so severe that he or she is unable to assist in his or her own evacuation of the aircraft in an emergency.
- The passenger has both severe hearing and severe vision impairments, and if the passenger cannot establish some means of communication with carrier personnel that is adequate both to permit transmission of the safety briefing, and to enable the passenger to assist in his/her own evacuation of the aircraft in an emergency.

A passenger may wish to travel with a personal care assistant to provide help with feeding, lavatory functions, or provision of medical services. Please let the flight crew know if there is anything we can do to assist you.