



Experiences with service animal airport accessibility

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Veronica's story





Training a service dog





You might not know...





Partnering with airports





Food for thought





Considering the scene

- Full video with etiquette advice on PSDP's site
- How would you describe the scene?
- Airports: a special case (ADA, § 504, local laws, ACAA)
- Behavior policy/training: consider risk and rights

“Out to lunch with service dog teams” <https://www.psychdogpartners.org/resources/public-access>



Like a wheelchair

- Many cannot/won't travel without a service dog
- Can represent investment not only of emotion, but time, energy, and a whole lot of \$\$\$
- Imagine trying to go about your life normally with an assistive device...
- Do you want to run a question gauntlet?
- Do you want to risk device damage?





risk

and

rights



psych.dog/usausa



What service dog users say

- Thoughts on SARAs
- Opinions on signs and wayfinding
- Experiences with general access/treatment in airports



Dr. V's Service Dog Adventures (pictures of SARAs with feedback)
<http://www.doctorv.xyz/2019/06/15/airport-service-animal-relief-areas/>





Wayfinding

2.9

5





read

the

report



Resources

FAA Advisory Circular (2017); see Appendix A

https://www.faa.gov/documentLibrary/media/Advisory_Circular/150-5360-14A.pdf

USAUSA Airport accessibility survey report (2019)

<https://www.psychdogpartners.org/usausa>

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[Psychiatric Service Dog Partners PSDP](#) on YouTube

SARA guide from Open Doors (updated 2011): <https://opendoorsnfp.org/wp-content/uploads/2011/08/ReliefGuideRev.pdf>

SARA design presentation from Open Doors (2016): <https://www.faa.gov/about>