



infiniteach
AUTISM INNOVATION

**Universal Access in
Aviation 2022**

Katie Hench, CEO

Our Mission

Access for All

Our Vision

Imagine a world where every individual with developmental disabilities feels accepted, engaged, and supported. Let's create that world.

Resources have not kept up with a growing need.



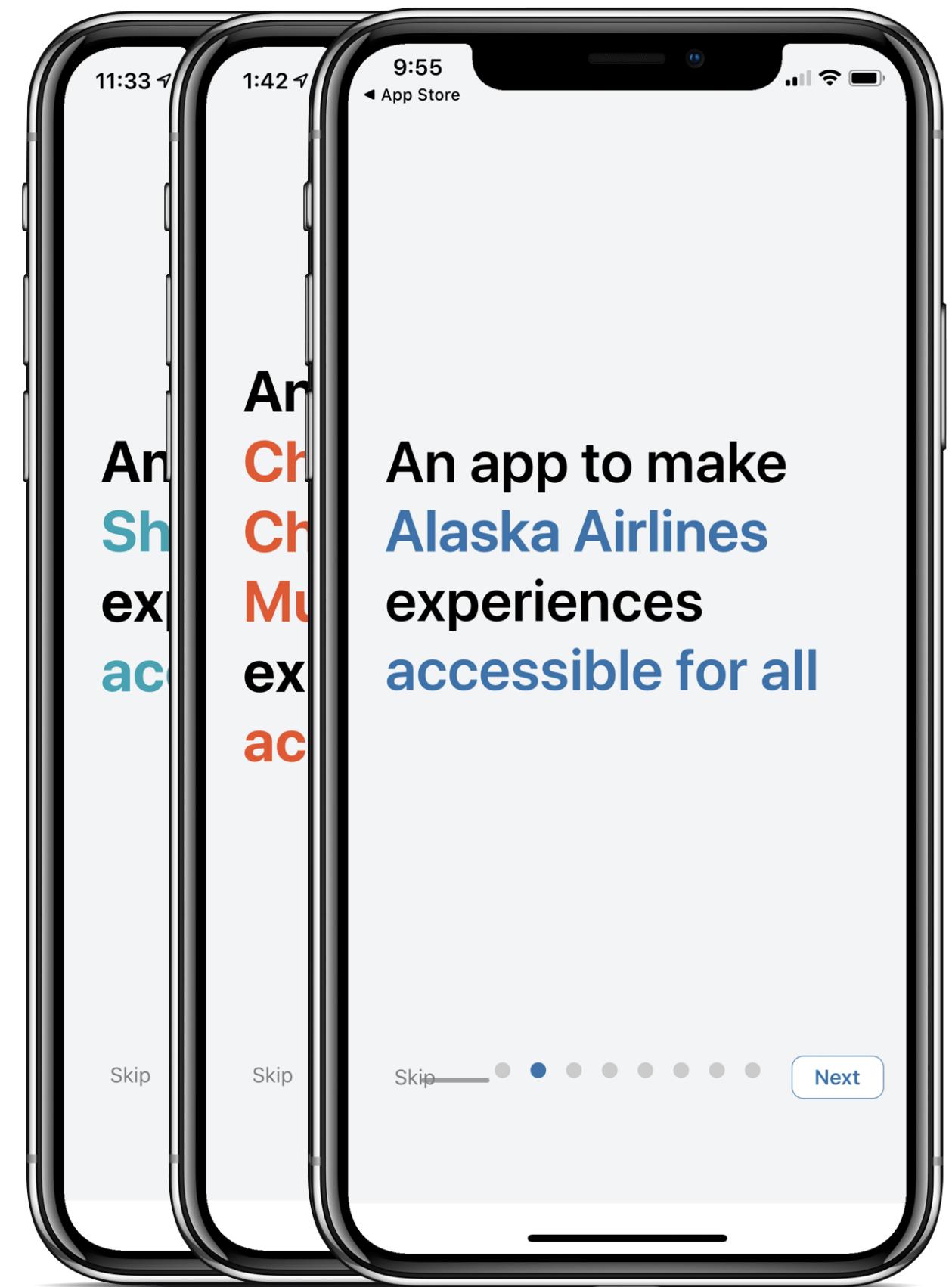
40 million Americans have a so-called “invisible” intellectual or developmental disability, including **15% of all kids under 18.**

(Pediatrics Journal)

Our Technology Platform

Built to help community organizations and businesses **welcome, engage, and support** individuals with IDD, and their families.

Our custom-branded apps help our partners become recognized as **leaders in accessibility and inclusion**.



Accessible Airports Survey

Surveyed **180 travelers**, including **83 from the disability community**

Highest **areas of concern**:

- TSA / Security (44%)
- Terminal / Walk to Gate (35%)
- Preparation (31%)

100% of people from community stated **Staff Training on Disability & Inclusion** would be beneficial

Most **requested services**:

- Clear information and expectations, including in advance of traveling
- Additional staff and staff training
- Shorter Walks / More Wheelchair support

Accessible Airports Survey - specific requests

"Written communication to have on hand about what I need to do and where I need to go with reduced risk of misunderstanding or getting confused."

"If you have autism some time it can be hard to figure out how to manage that (security, boarding) without better communication."

"More relaxing and open environment can reduce the stress of parents and other passengers. Playgrounds could definitely help."

"A small trolley would transport more people down the hall & ease congestion."

"An easy way to arrange wheelchair services on the apps when making reservations on line instead of calling."

"Special ADA fast pass line."

*"I think it's just anxiety
that's my worst part."*

Reduce Anxiety, Solve Logistics

Expectations are critical to reducing anxiety

What information to share:

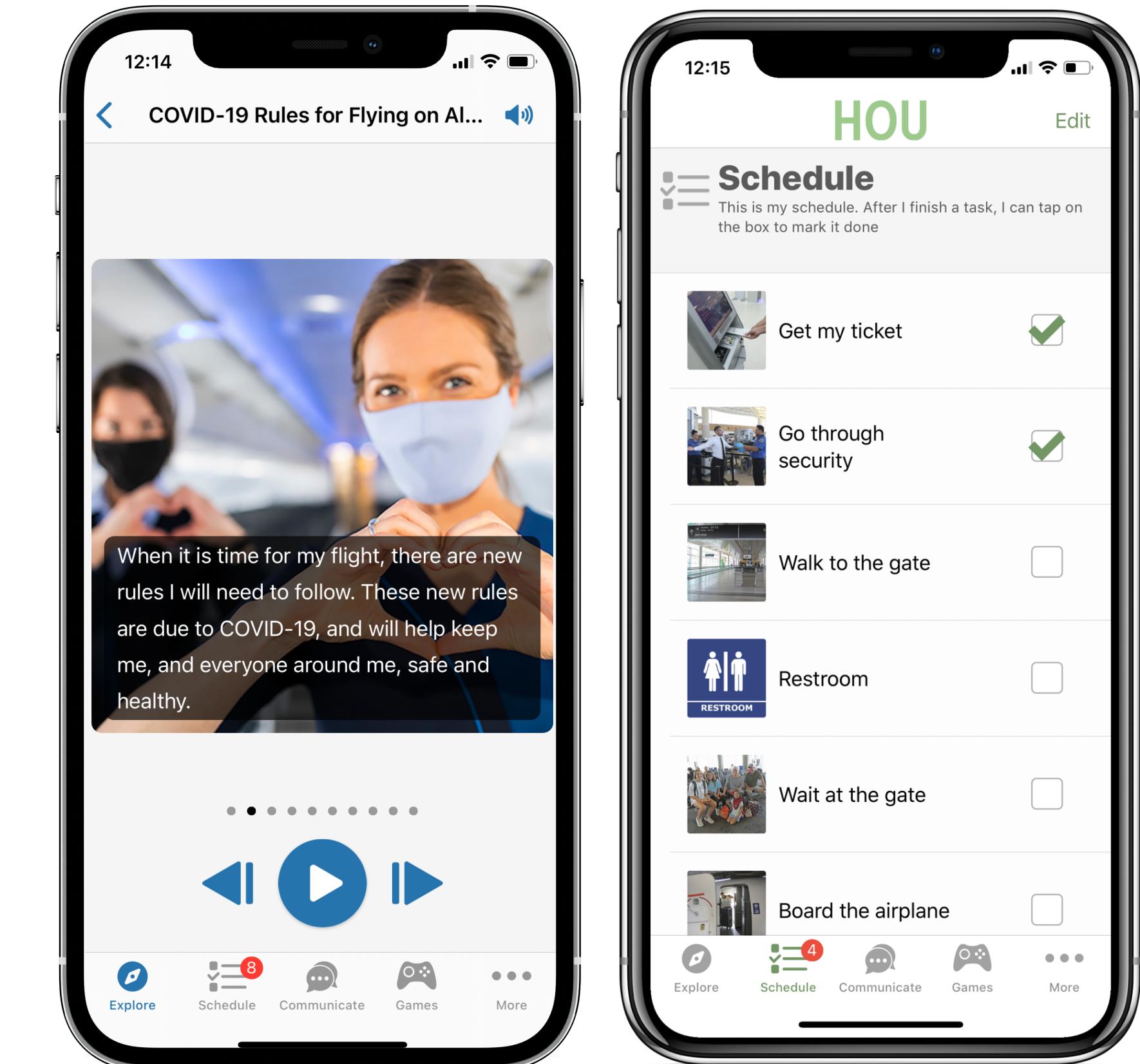
- What will I experience, and in what order?
- What are the behavior expectations?
- What are the social interactions?
- What are the sensory components?
- How will I know it's time to move on to the next experience?
- What can I do if I need help?

Access to Information

Audit to know what your experience is like and what resources you offer;

Share this information with travelers in advance!

- **Social stories**
- **Customizable photo schedule**
- Sensory profile of spaces
- Resources & programs
- How to get support & give feedback



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The screenshot shows the Dallas Fort Worth International Airport website. At the top, there is a banner image of an airplane on the tarmac. Below the banner, the DFW logo is displayed in an orange circle. To the right of the logo, the text "Dallas Fort Worth International Airport" is written in bold black font, followed by "DFW Airport, TX, USA | dfwairport.com". Below this header, there is a navigation bar with four tabs: "Overview", "Main Experiences" (which is highlighted in blue), "Other Experiences", and "Additional Resources". To the right of the tabs is a "Share" button. The main content area is titled "Main Experiences" and features six cards, each with a yellow checkmark icon and a title and description. The cards are: "Going to DFW", "Terminals", "Ticketing & Bag Check", "Going through Security", "Getting to My Gate", and "Boarding the Plane". Each card includes small icons indicating sensory profiles: Bright Lights (green), Crowds (red), and Waiting (yellow). A footer at the bottom of the page says "Viewed 3 of 6".

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- Social stories
- Customizable schedule
- Sensory profile of spaces
- **Resources & programs**
- **How to get support & give feedback**

The screenshot shows the official website for Dallas Fort Worth International Airport (DFW). At the top, there's a large image of an airplane on the tarmac. Below it, the DFW logo is displayed in an orange circle. To the right of the logo, the text "Dallas Fort Worth International Airport" is written in bold black font, with "DFW Airport, TX, USA | dfwairport.com" underneath. A navigation bar below the logo includes links for "Overview", "Main Experiences", "Other Experiences", "Additional Resources", and a "Share" button. The main content area features three cards: "Art at DFW" (orange background, featuring a circular image of a spiral floor pattern), "Hidden Disabilities Sunflower lanyard" (green background, featuring a sunflower image), and "TSA Cares" (blue background, featuring icons of people and accessibility symbols). Each card has a "Learn more" button. At the bottom, a large grey box contains the text "Do you feel more prepared?" with a "Contact us" link, two thumbs-up/thumbs-down emoji buttons, and a note about contacting them for feedback.

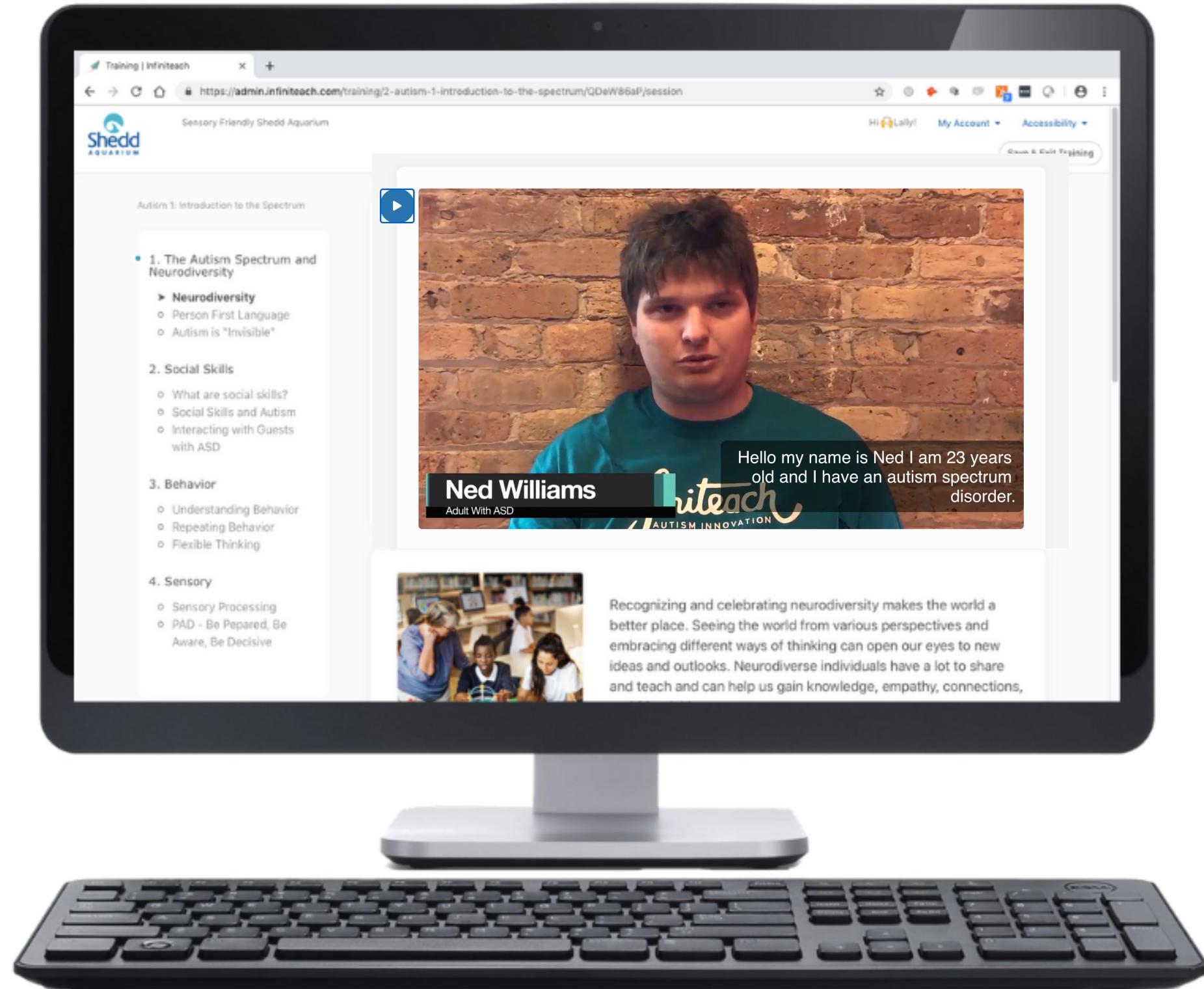
Staff Training

Critical to supporting travelers at every step of the process

Simple, effective staff training covers:

- Language
- Interactions
- Available Resources (**Audit**)
- Contact Information

Sustainably built into your existing training processes



Future of Access

Workforce that represents your customer base

Training and resources for managers to support:

- Hiring Best Practices
- On-boarding Strategies
- Training for Retention



"The app that we're making is designed to help people with autism. So it means a lot to me that I'm helping others with the same disability,"

Ned Williams, Lead Media Editor

What InfiniTeach Offers

Audit + Mobile or Web Solution

- Share critical information with travelers through linked website

Online Training

- Short training modules that include scenario-based learning and customer engagement strategies

Why InfiniTeach?

- Cost effective;
- RFP experienced;
- Access to user feedback & data;
- Turn key





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