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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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