



Airport Social Story & Resource Guide to Air Travel during COVID-19



Social Story & Resource Guide

A tool for air travel during COVID-19 at Seattle-Tacoma International Airport (SEA)

COVID-19 has dramatically altered virtually every aspect of our lives. Travel is no different. This social story and resource guide are designed for traveling through SEA during a world of mask wearing and physical distancing. It is designed for travelers with autism to repeatedly review with their family/caregivers prior to travel. Though, it can certainly be used by anyone who might find it helpful.

It can be printed or viewed on a device like a “choose your own adventure” book, sections that do not apply can be skipped. Some pages have sensory icons to indicate anticipated sensory triggers. The resources section also includes maps, web links, COVID-19 signage travelers will see in the airport, and Sensory and Environment Icons for those who use PEC boards.

Additional resources to aid the travel experience include sunflower lanyards, our sensory room, FlySEA App, and TSA Cares. [Sunflower lanyards](#) indicate to SEA airport staff that the wearer, or a member of the group, has a hidden disability and may need extra help or patience. This is an optional program that is growing nationally at other airports. Lanyards can be picked up at our Main Info Desk (between checkpoints 3 and 4). The [Sensory Room](#), located at the train station level under the A concourse, is a calming space for travelers in need of a quiet break. The room’s size is suited best for 1 travel group at a time. The [FlySEA Airport App](#) is a great tool for navigation, flight status updates, and more. [TSA Cares](#) is a program that provides pre-travel support for persons with disabilities and medical conditions. Read more about these and other resources on the accessibility section of our [website](#).

Safe and healthy travels!

-The SEA Airport Customer Care Team



We're here to help!

We hope this social story & resource guide in addition to other resources proves helpful and we welcome your feedback. Contact SEA Customer Care Monday through Friday from 8 a.m. to 5 p.m. Pacific Standard Time. Unfortunately, we are closed on federal holidays and weekends, but we will get back to you as soon as possible!

Contact us at:

Call or text*: (206) 787-5388* or (800) 544-1965

On social media: @flySEA on [Facebook](#), [Twitter](#), and [Instagram](#)

By Email: SEAcustomer@portseattle.org

Cover image of cloudsandclunkers sculpture by Peter Shelton in the A Concourse

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How I stay healthy and prevent the spread of COVID-19

Sensory



MASK REQUIRED



- COVID-19 is a virus that spreads from droplets from people's noses and mouths.
- To help keep myself and others safe we wear face masks.
- It's important to make sure that my nose and mouth are covered when wearing a mask.



- It's good to wash my hands often and to try not to touch my face.
- Any time I leave my home, it is important to stay 6 feet apart from others.
- And, to make sure to cover any coughs and sneezes with my elbow.
- These and other things help stop the spread of germs to keep people healthy.

Before I arrive at SEA Airport

Sensory



MASK REQUIRED

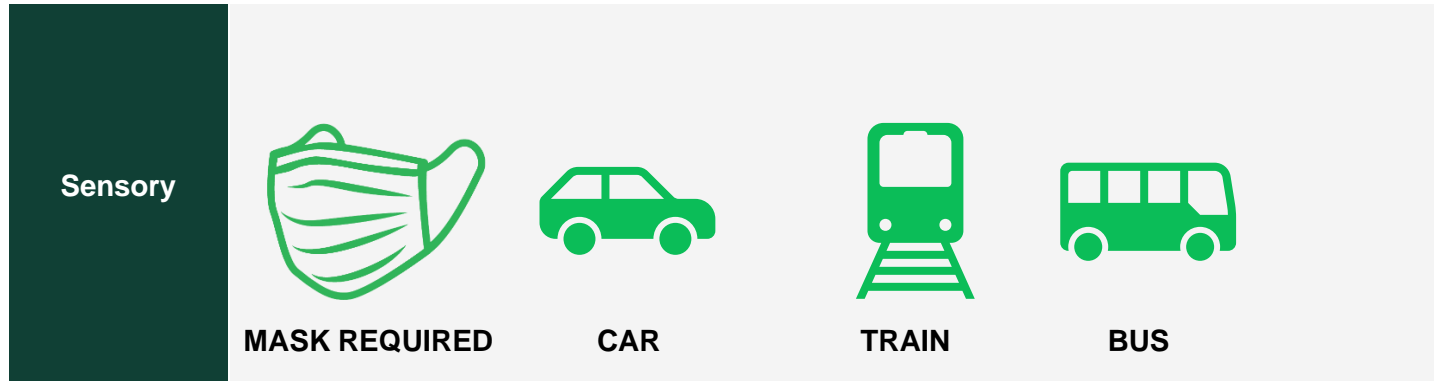


- I will pack all my favorite things and everything I need before my big trip!



- I get to wear my favorite face mask at the airport and on the plane.
- I will make sure I have my ID with me when I go to the airport.
- The airport will be filled with lots of people, smells, and sounds.
- I will see airport workers wearing face masks and sometimes face shields and gloves.
- When I am at the airport, I will see lots of signs that tell me to stay 6 feet apart and to wear a mask.

Getting to the airport




- There are lots of ways to get to the airport. I can go by car, bus, or train.





- When I get dropped off at the airport, I will take my bags with me to the main airport terminal from my ride.
- Once I get to the airport, I get to wear my favorite mask for my big trip.
- I will wear my mask throughout the airport and and while on the plane.

Ticketing and baggage

Sensory


MASK REQUIRED


LOUD ANNOUNCEMENTS


CROWDED



- I will find the ticket counter for the airline I'm flying with.




- I will wait in line for my turn to use the kiosks or to talk to the ticket agent. I will be sure to keep 6 feet apart from people who I'm not travelling with.
- Once it's my turn, I will give the ticket agent my I.D., information, and bags.
- I will get my luggage back after I land.
- Once I get my boarding pass, I will be sure to keep it somewhere safe, and will later show it to other airport workers.




- If I want, I can grab a sunflower lanyard from the customer service worker at the Information Desk by Checkpoint 3.
- Wearing a sunflower lanyard lets airport workers know that I might need extra time and help.

Going through security


Sensory




CROWDED



WAITING



LOUD NOISES



MASK REQUIRED



- I will look on the screens to see how long the wait times are so I know how long I will have to wait.



- I will follow the signs and get in line for the security checkpoints.
- Once I find the checkpoint, I will enter the line for TSA Screening.
- While I'm waiting, I will make sure to stay 6 feet apart from others and keep my mask on when I go through security.
- The TSA agent might ask me to take of my mask for a short amount of time to make sure I match my picture.
- There will be floor markers on the floor to help me with this.



- The airport worker may ask me to remove my mask and they will scan my boarding pass and I.D.
- I will put my things in a bin, then they will go through an x-ray machine.
- My items will be returned to me soon after.
- I may be asked to take off my shoes too.



- When it is my turn, I will go through the screening machines, a TSA agent will help and tell me what I need to do.
- I might hear loud noises and alarms.
- Once I'm done, I will get my things and shoes from the bins and get ready to go to my gate.

Finding my gate

Sensory



WALKING



MASK REQUIRED

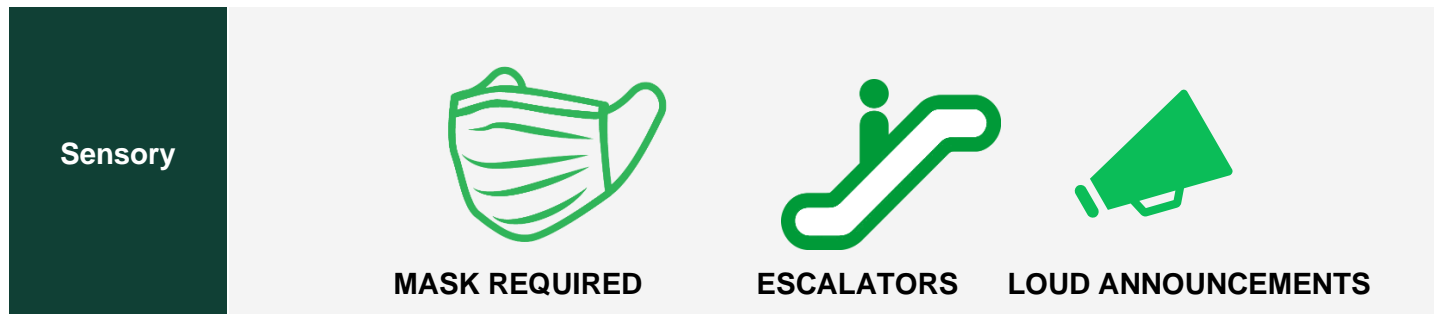


- I will look at the gate number on my boarding pass (a letter followed by one or two numbers) to know where to go for my flight.



- Signs and maps in the airport or an airport worker can help tell me where I need to go.
- Once I find my gate I can relax until it's time to board my flight.
- If my flight leaves from the N or S gates I get to take a train to get there!

Riding the train



- If my flight leaves from the N or S gates I get to take a train.
- I can also take the train to other gates and can follow signs to the train station.

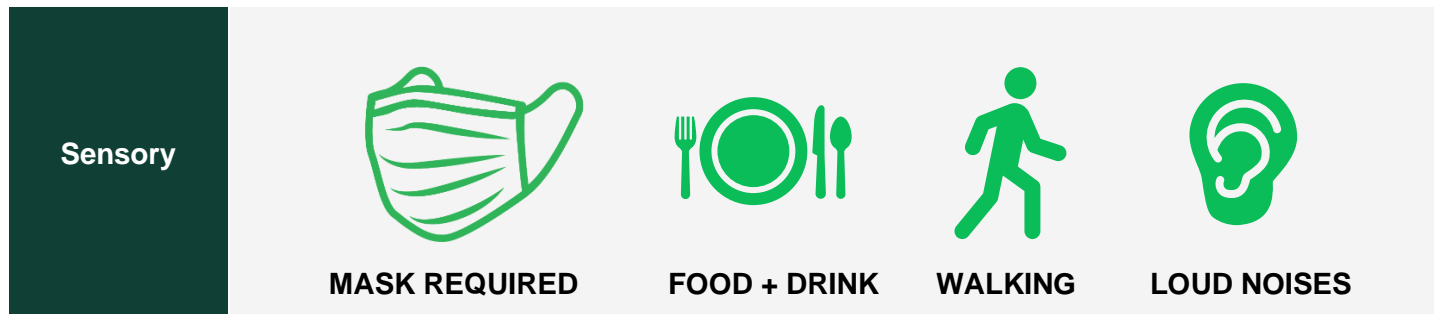


- The train is underground and I will take the escalators or elevators down to the train station.
- Once I'm at the station, I will look at the signs to find the gate letter where my flight is then wait for the train. I will be sure to keep 6 feet apart.
- Once the train arrives, I will wait for the doors to open and everyone to get off before I get on the train.



- I will make sure to hold on to the bar tight since the train moves fast! There's also a seat if I need it.
- The train will announce the stops, I will wait until it is at the right place before I leave the train.
- I will walk off the train once it is stopped, then I can walk to my gate.

While I'm at the airport



- The airport has lots of restaurants with different kinds of food like Mexican, Asian, African, American, and more!



- I can have a snack or a drink from one of the restaurants at the airport.
- Before I have my snack, I will wash or sanitize my hands.
- When I am eating or drinking at the airport, I can take my mask off.
- When I am done eating, I will put my mask back on before I go to other places.
- There are lots of different shops at SEA with different items to look at.
- Some stores have snacks, gifts, and coloring books or magazines for my flight.
- I can buy someone a gift or something special for myself.



- There is art all over SEA airport that I can go and see!
- Art at SEA can be paintings, photos, or sculptures.
- They have lots of different colors to look at and are everywhere we will go.
- I might find my favorite piece of art while at the airport.

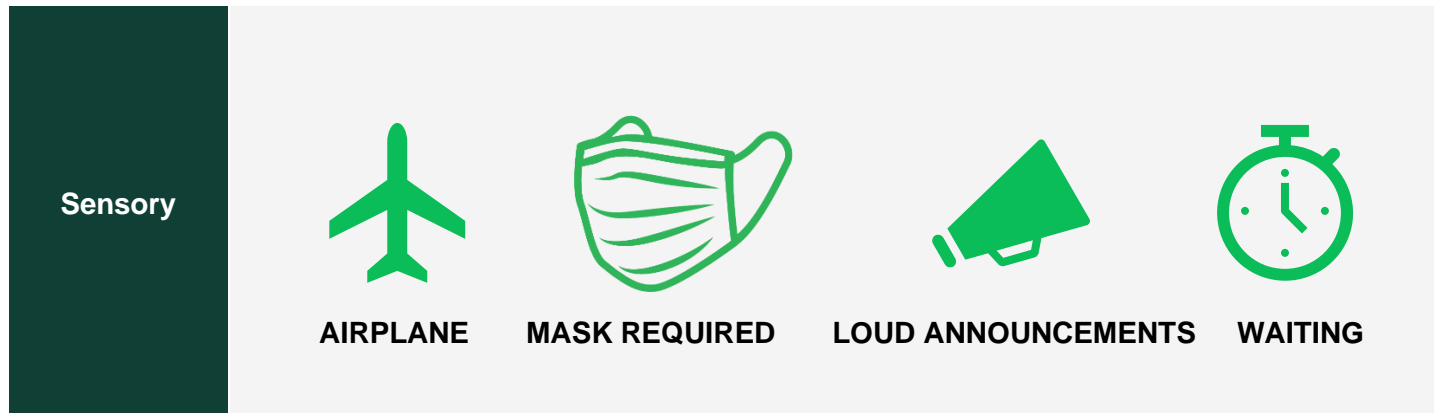


- If there is time, I might get to visit the Sensory Room for a calming break.
- The room has dimmable lights, a ceiling with a starlight sky, soundproofing, and lots of different chairs I can sit, rock, and lounge in.
- If the room is full, I will have to wait my turn.



NOTE: The Sensory Room is located at the train station level, under the A Concourse. Signage, maps, and the app use this icon to identify the space.

Boarding my flight

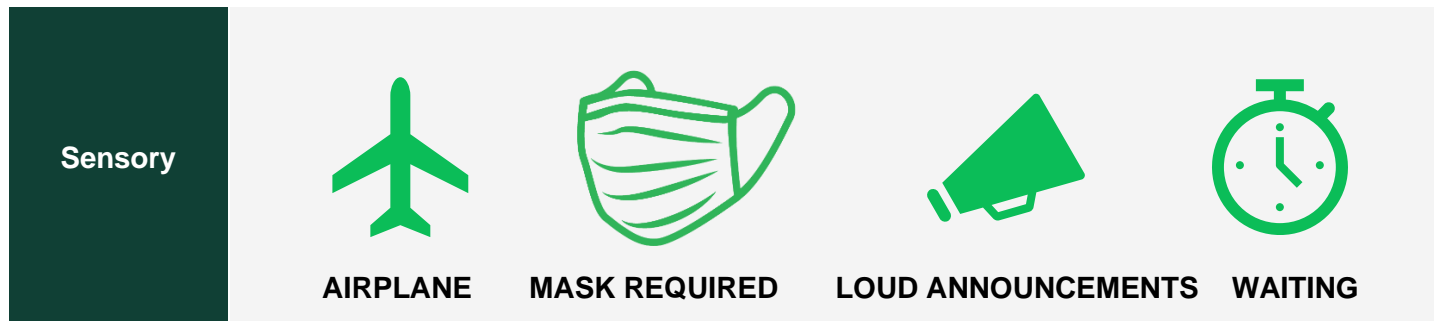


- I will make sure I'm at the right gate for my flight.



- When it is time to board my flight, the airline worker will call up different groups and numbers to let me know when it's my turn.
- They will scan my boarding pass and I can then walk down to the plane.
- My ticket will have a seat number that usually has a letter and numbers.
- I will go to my assigned seat which could be by the window, in the middle or on the aisle.
- Once I find my spot, I can put my bags underneath the seat in front of me or above me.
- Then I can take my seat and buckle up until it's time for takeoff.

During my flight

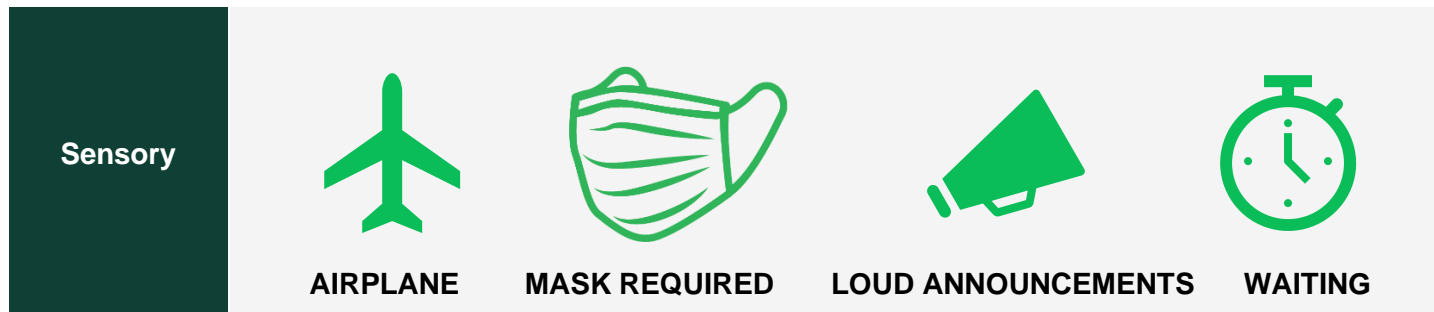


- I will make sure I wear my mask during my whole flight – except to eat or drink!
- I will need to put my tray table up and keep my seat upright before we take off.
- When the plane takes off it might be loud and there might be some shaking, I will make sure my seatbelt is on and to listen to all the safety rules.
- I may be on the airplane for a long time depending on where I'm going.



- The flight attendant might come by and ask me if I want something to drink or eat, or I can have my own drinks and snacks.
- I can watch movies, color, take a nap and other things while on the plane.
- I can see a lot of cool things outside of the airplane window, like trees, mountains, clouds and cities!

Preparing for landing and deplaning

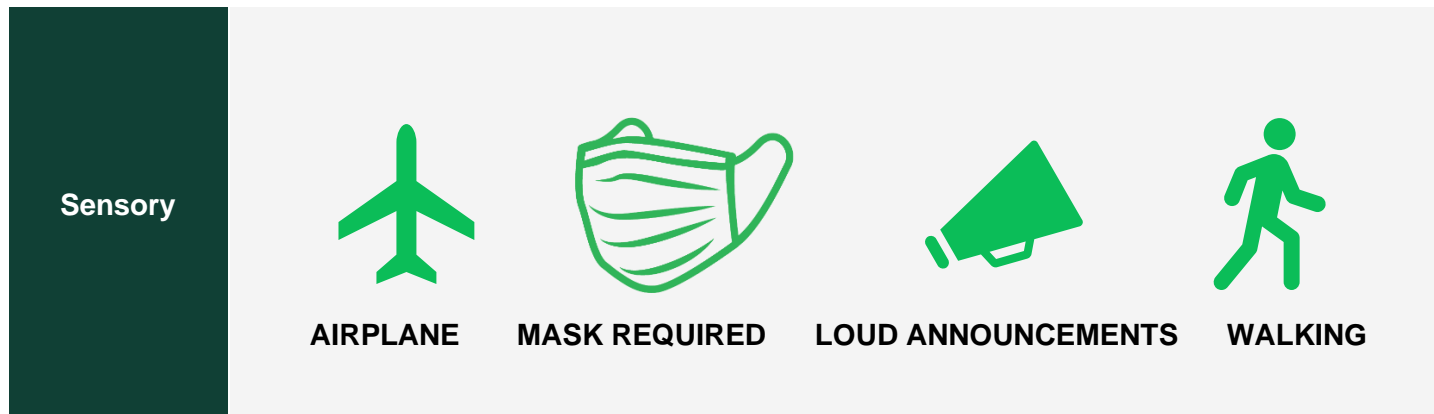


- Once it gets close to where I am going, the plane will begin the landing process.
- Anything I took out during the flight should be put under the seat in front of me.
- I will make sure I have my seatbelt on so I can be safe.
- The plane might be noisy and shake while it's landing, but I will land safely!



- Once the plane has landed it will taxi on the runway and park at the gate.
- Then I can unbuckle and get any of my bags.
- I will still keep my mask on.
- I made it! With my group, I will follow the line and leave the plane for the airport.

Connecting from one flight to the next



- Once I get off the plane I will look for my next gate.
- I can look on the screens to see when and where my next flight is.
- It will be on my boarding pass and airport workers can help us get there.



- Sometimes the schedule changes or the gate changes and I might have to wait longer or go to another gate somewhere else.

Getting my bags

Sensory



MASK REQUIRED



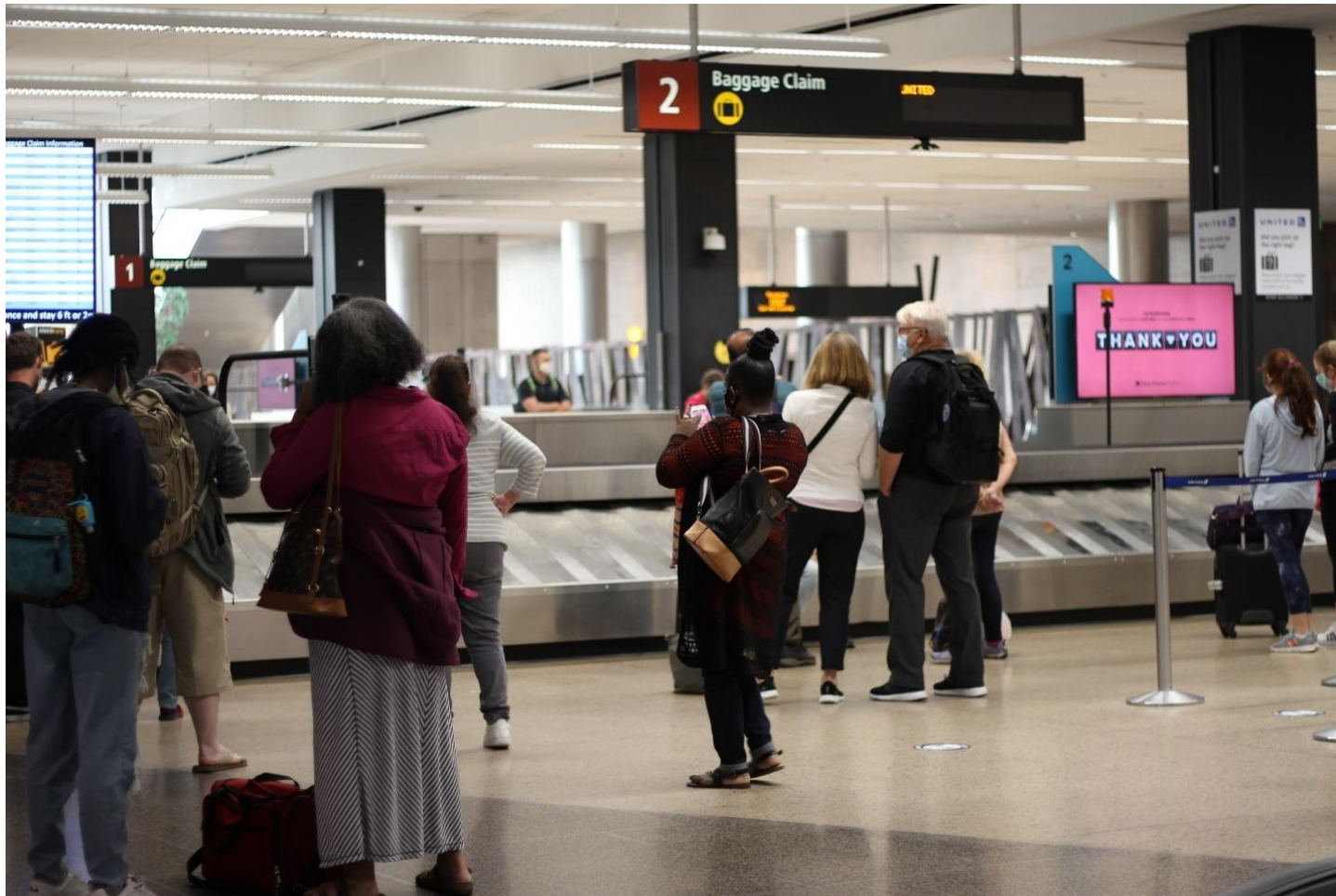
LOUD ANNOUNCEMENTS



WALKING

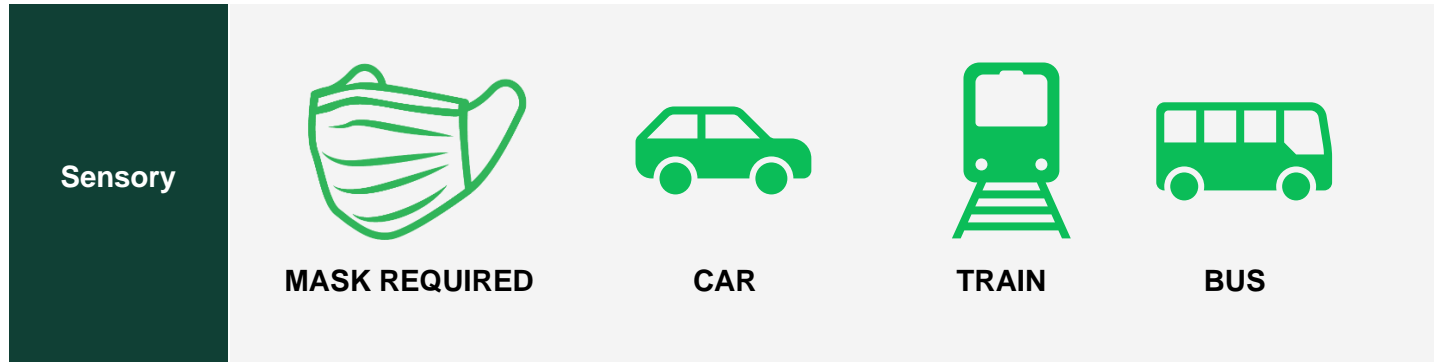


- Once I get off the plane with all my things I can go grab my bags.
- I can look on my boarding pass and find my baggage claim number, this is where my bags will be.



- I can follow the signs leading me to claim my luggage at baggage claim then I will grab my luggage off the conveyor belt that moves luggage around.
- While waiting for my bags at baggage claim, I will make sure I'm standing 6 feet apart from others.
- I will be sure not to sit on the baggage claim machine as it might start moving.
- I will make sure I know which one is my bag. The bags will go around multiple times so I will have time to grab them.

Leaving the airport

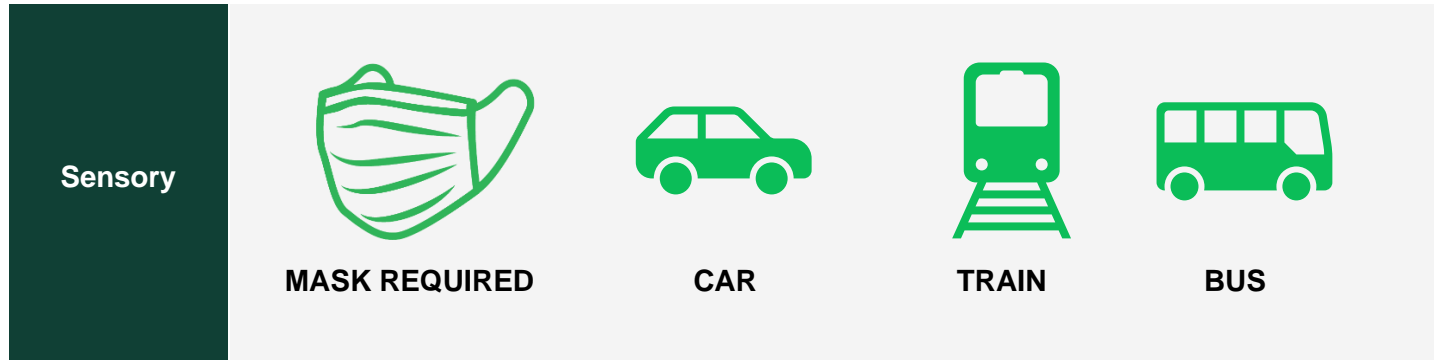


- There are many ways I can travel from the airport.
- Airport workers can help direct us where we need to go when leaving the airport.



- If I came to the airport by car, I will travel back to the parking garage and find the car.
- I will make sure to keep my mask on while I'm in the parking garage.

Going to get a rental car

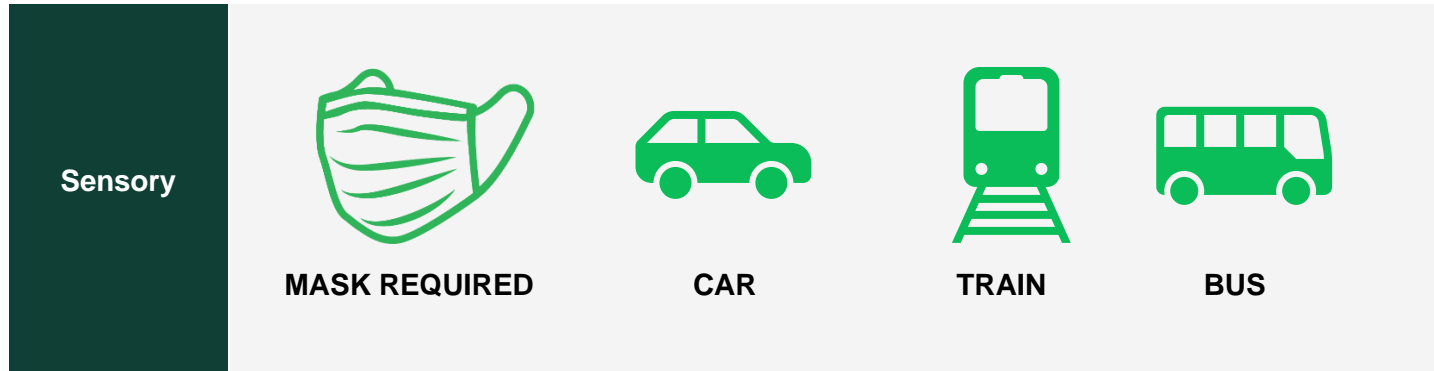


- If we need to rent a car, I will wait in line to ride the Rental Car Shuttle to the Rental Car Facility.
- While in line I will stand 6 feet away from other people in line and wear my mask.

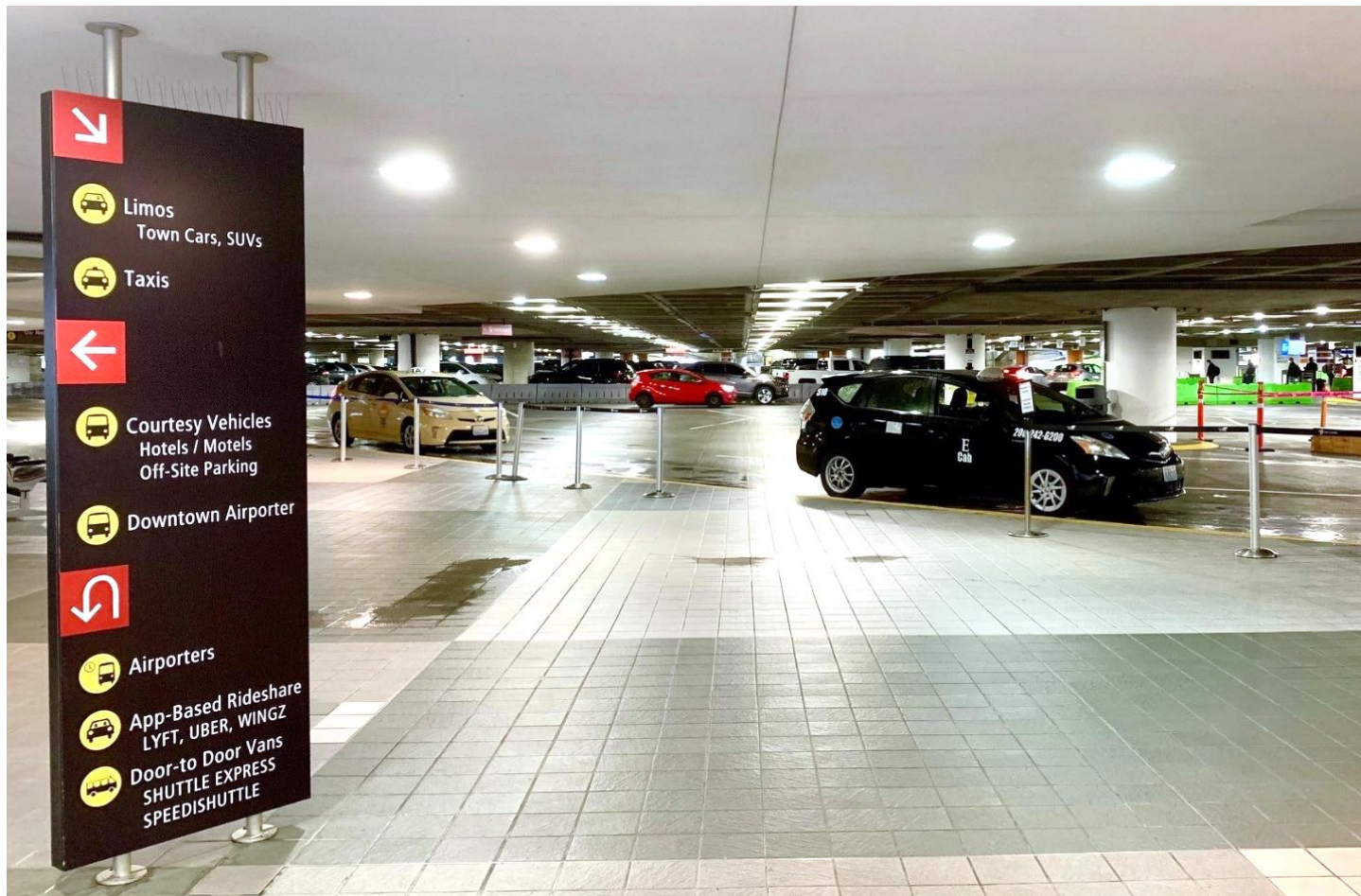


- When it's my turn to get on the shuttle bus I will pick a seat 6 feet away from other people who are not traveling with me.
- When I arrive at the Rental Car Facility, I will stand in line with the company we are renting a car from.
- I will wait in line and keep 6 feet apart from others.
- When it's our turn we will get keys to the rental car then travel by car to where we are going next.

Going on the light rail, rideshare, taxi, or bus



- If I am taking the light rail, I will walk from the airport to the Sound Transit Link Light Rail station.



- The walk can be a little long and we can take the Train-to-Plane shuttle from the terminal to the station if we want.
- If I miss the train, it is okay because another train will arrive in 7 to 15 minutes.
- If someone else is driving us home, then I will be traveling by ride share or taxi.
- There are lots of different rideshares and taxis in the parking garage.
- Once the driver arrives, I will put my luggage in the trunk then sit in the backseat and enjoy the ride.



- If I am taking a King County Metro bus home, then I will walk through the airport parking garage and through the light rail station to reach my bus stop.
- If I'm taking a Sound Transit bus home, then I will get on the bus outside of the airport.
- Even though I'm outside I will keep my mask on.
- When I board the bus, I will keep a distance from others and enjoy the ride home!

Traveling Resources

How to Stay Healthy While Traveling Posters

Below are examples of airport signage about COVID-19 health and safety practices that are currently implemented at the airport.





Masks Mandatory at U.S. Airports

**U.S. Government Agencies and SEA Airport
require masks to be worn over your nose
and mouth at all times per federal law.**

Federal Security Directive 1542-21-01 Security Measures – Mask Requirements

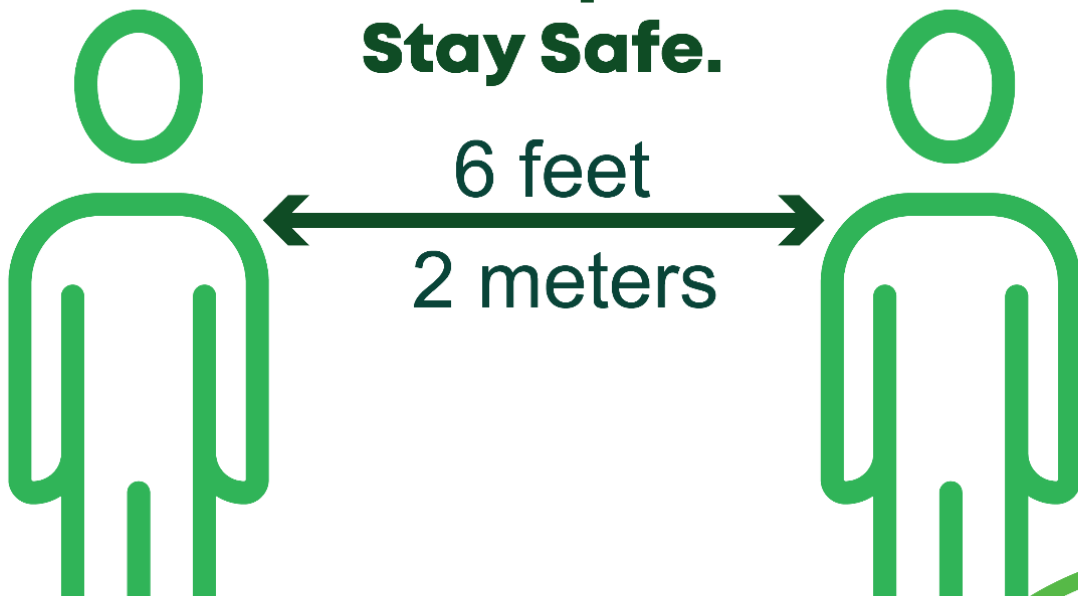
SEA Seattle-Tacoma
International
Airport

How to Stay Healthy While Traveling



1. Wear a mask over your mouth and nose
2. Wash and sanitize your hands often
3. Wipe down surfaces you have contact with
4. Don't touch your face
5. Keep your distance of 6 feet when possible

**Leave Space.
Stay Safe.**



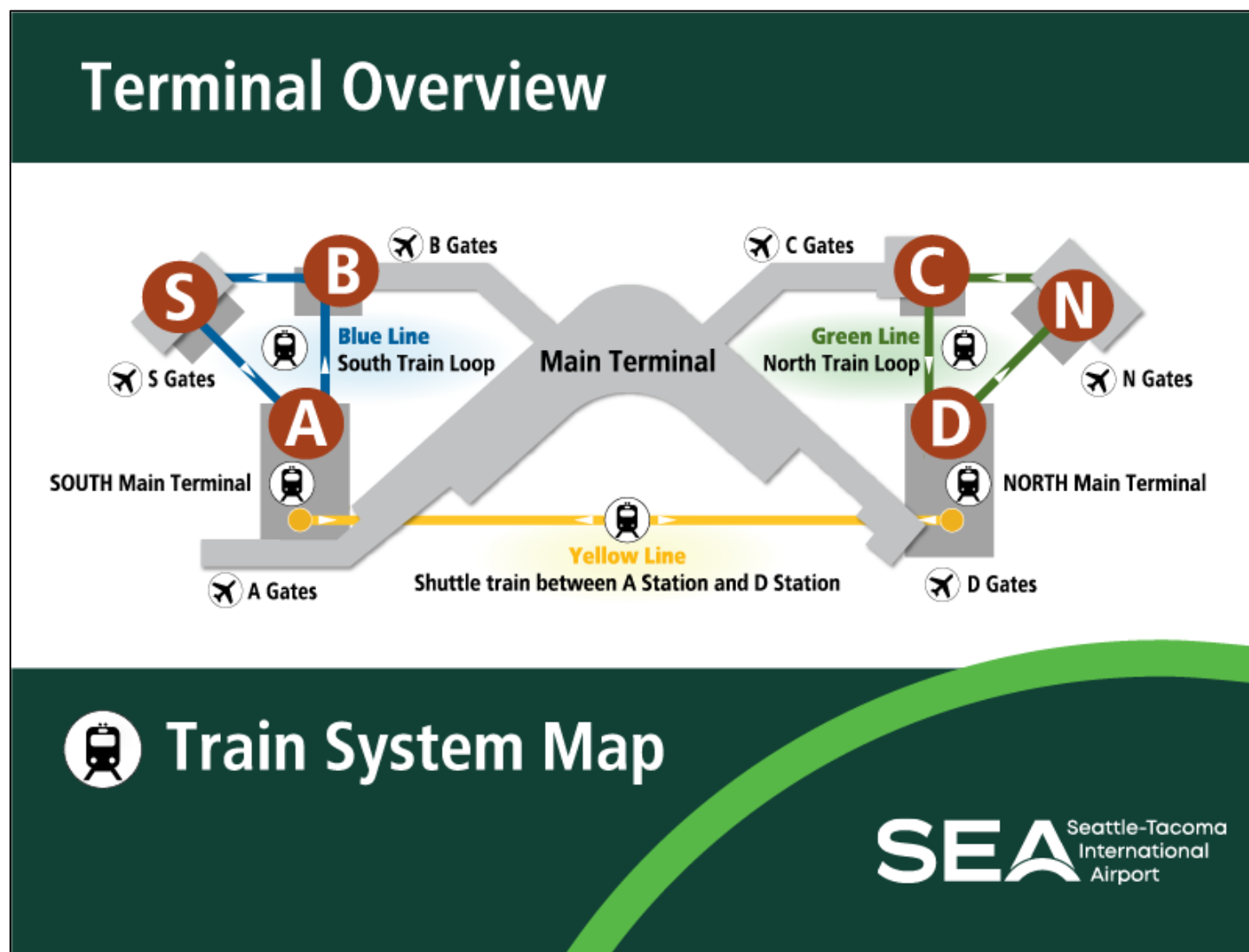
#FlyHealthySEA

SEA Seattle-Tacoma
International
Airport

Terminal Map of SEA Airport

Below is a general terminal overview of SEA Airport. SEA consists of one terminal with 6 gates. On the south end A, B and S gates and on the north end D, C and N gates, these can all be accessed with our North and South train systems to get from one side of the terminal to the other quickly, you can see a [User's Guide to the Trains at SEA](#) to be a pro in getting where you need to go.

Signage and staff are available in the terminal to help guide you to all your destinations! Please use [our interactive map](#) for step-by-step directions or view an expanded [SEA Airport Terminal Map](#).




I am Feeling

I can point to the face that I am feeling so other can help understand how I feel.

 <p>HAPPY</p>	 <p>SAD</p>	 <p>WORRIED</p>	 <p>ANGRY</p>
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Boarding Pass Template

Input a passenger's name, what city you're leaving from and going to. And, the gate, seat, and baggage claim number for reference.

 <p>BOARDING PASS</p>	MY NAME:	COMING FROM:	GOING TO:	GATE NUMBER:	SEAT NUMBER:	BAGGAGE CLAIM:

Sequence Chart

Copy and paste the PEC/Sensory and Environment icons for a **First → Then → Next** structure. The first sequence chart is an example and a blank template below is provided to help!

FIRST	THEN	NEXT
 <p>HOME</p>	 <p>CAR</p>	 <p>AIRPLANE</p>

FIRST	THEN	NEXT

Sensory Template

Copy and paste the icons of the sensory trigger that may be applicable to the passenger.



Sensory	 <p>MASK REQUIRED</p>
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Sensory	
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PEC/Sensory and Environment Icons

Copy and paste the icons needed for a **First → Then → Next** sequence or for the sensory templates. You can also create your own icons with the blank spaces as needed.

			
LOUD NOISES	HOME	BATHROOM	FOOD + DRINK
			
SMELLY	AIRPLANE	TRAIN	CAR
			
BUS	CROWDED	ESCALATORS	FLASHING LIGHTS
			
WAITING	MUSIC	TOUCH	MASK REQUIRED
			
NOISE-CANCELING HEADPHONE	WALKING	ELEVATOR	CONSTRUCTION

 LOUD ANNOUNCEMENTS	 SENSORY ROOM		

Web Resources

Click the hyperlinks below to help make your trip as seamless as possible!

- [Airline Accessibility Contact Information](#)
- [FlyHealthy @ SEA and COVID-19 FAQs](#)
- [FlyHealthy @ SEA COVID-19 Response Video](#)
- [SEA Airport Accessibility](#)
- [SEA Airport Wheelchair Services](#)
- [SEA Airport Interactive Map](#)
- [SEA Airport Sensory Room, Hidden Disabilities, and Sunflower Lanyard Program](#)
- [SEA Airport Transportation, Directions, and Parking](#)
- [TSA Cares Program](#)
- [TSA Special Procedures and Traveling with Children](#)

Acknowledgements

Special thanks to our friends at The Arc of King County and Washington Autism Alliance & Advocacy for invaluable guidance and support with this Social Story & Resource Guide.

Thank you for your support!



[The Arc of King County](http://www.arcofkingcounty.org)

www.arcofkingcounty.org

[Washington Autism Alliance & Advocacy](http://www.washingtonautismadvocacy.org)

www.washingtonautismadvocacy.org

**This resource was created and provided by the
Seattle-Tacoma International Airport Customer Care team**



Seattle-Tacoma
International
Airport

Thank you for traveling with us!