

# SEA Airport Social Story and Resource Guide



# Social Story and Resource Guide

## A tool for air travel at Seattle-Tacoma International Airport (SEA)

At SEA we are committed to fostering a welcoming, safe, and comfortable experience for all. Recognizing that travel can be stressful, the SEA Access program has a variety of resources for travelers with disabilities. One such resource is this *Social Story and Resource Guide*, aimed at travelers with autism and developmental disabilities 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, signage travelers will see in the airport, and Sensory and Environment Icons for those who use visual supports.

Additional resources that can aid the travel experience include:



Sunflower lanyards indicate to airport staff that the wearer, or a member of the group, has a nonvisible disability and may need extra help or patience. This optional program is growing nationally at other airports. Lanyards can be picked up at our Information Desks (pre-security in between TSA Checkpoints 3 and 4 and A Concourse Information Desk post-security in between Gates A5 and A6), TSA Checkpoints at the Premium screening lanes, and within the International Arrivals Facility.



The Sensory Room is located at the train station level under the A concourse. It is a calming space for travelers in need of a quiet break. The room's size is ideally suited for one travel group at a time, though multiple travel groups may use it at the same time.



TSA Cares is a hotline that provides pre-travel support for people with disabilities and medical conditions and they're available by phone at (855) 787-2227 and available Weekdays: 8 a.m. to 11 p.m. ET Weekends/Holidays: 9 a.m. to 8 p.m. ET. It is a great resource for travelers concerned about the sights and sounds within busy checkpoints. TSA has specially trained Passenger Support Specialists (PSS) to help coordinate and walk you through the checkpoints upon request. You can

request this in advance on their website, or when you're at the checkpoint ask someone from TSA for a PSS to assist you. You may also want to provide the TSA officer with the TSA notification card or other medical documentation to describe your condition to help support the screening process. If you have other questions or concerns about traveling with a disability, please contact passenger support.

We hope this social story & resource guide in addition to other resources proves helpful and we welcome your feedback!

*-The SEA Airport Customer Care Team*



Scan here to read more about these and other resources on the SEA Access section of our website.

# We're here to help!



Our SEA Customer Care team is here to help. For face-to-face help, visit one of the information desks. There are people who wear green uniforms in the terminal who can help travelers AKA Pathfinders and Airport Volunteers. They have access to on-demand language and interpretation services including American Sign Language (ASL) for Deaf and Hard-of-Hearing travelers. With Customer Care Connect, you can see real-time closed captions with translations in more than 60 languages for QR codes or touch screens in the terminal.

## Choose how you connect:

- Meet the team in green in the terminal
- Call: (206) 787-5388
- Tag or message @flySEA on social media
- Scan QR codes in the terminal to chat or make an audio or video call
- Email: [SEAcustomerconnect@portseattle.org](mailto:SEAcustomerconnect@portseattle.org)
- Scan the QR code to contact Customer Care





# Table of Contents

|  |    |
|--|----|
| We're here to help!.....                           | 4  |
| Before I arrive at SEA Airport.....                | 6  |
| Getting to the airport.....                        | 7  |
| Ticketing and baggage.....                         | 8  |
| Sunflower Lanyards.....                            | 9  |
| Going through security with TSA.....               | 10 |
| Finding my gate.....                               | 12 |
| Riding the train.....                              | 13 |
| While I'm at the airport.....                      | 15 |
| Sensory Room.....                                  | 17 |
| Boarding my flight.....                            | 18 |
| During my flight.....                              | 19 |
| Preparing for landing and deplaning.....           | 20 |
| Connecting from one flight to the next.....        | 21 |
| Getting my bags.....                               | 22 |
| Leaving the airport.....                           | 23 |
| Going to get a rental car.....                     | 24 |
| Leaving the Airport by Bus or Light Rail.....      | 25 |
| Leaving the Airport by Taxi or Rideshare.....      | 26 |
| Traveling Resources.....                           | 27 |
| Terminal Map of SEA Airport.....                   | 27 |
| I am Feeling.....                                  | 28 |
| Boarding Pass Template.....                        | 28 |
| Sequence Chart.....                                | 29 |
| Sensory Template.....                              | 30 |
| Visual Supports/Sensory and Environment Icons..... | 31 |
| Coloring Page.....                                 | 32 |
| Acknowledgements.....                              | 33 |

# Before I Arrive at SEA Airport



- I will pack all my favorite things and everything I need before my big trip!
- I can bring my favorite things to the airport and on the plane.
- If I have an ID, I will make sure to have it with me when I go to the airport.
- The airport will be filled with lots of people, smells, lights, sights, and sounds.
- I will see a lot of airport workers and other travelers.

# Getting to the Airport



- There are many different ways to get to the airport.
- I can go by car, bus, or train.
- When I get to the airport, I will take my bags with me from my ride.
- There is a lot of construction happening at the airport. I can follow the signs and ask for help from others to get where I need to go.



# Ticketing and Baggage

## Sensory



Loud Announcements



Crowded



- If I have big bags for my trip, I will need to check them in with my airline. If I have carry on bags only and already checked in to my flight online I can skip this step!
- 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.
- 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.



# Sunflower Lanyards



- I can get a Sunflower Lanyard from the customer service worker at an Information Desk.
- Wearing a Sunflower Lanyard lets airport workers know that I might need extra time and help.

Sunflower Lanyards are available at:

- The Pre-Security Information Desk between TSA Checkpoints 3 and 4
- The A Information Desk between Gates A5 and A6
- The Premium Screening Lanes at TSA Checkpoints
- International Arrivals Facility

# Going Through Security with TSA



- I will have to go through security to get to my flight. Security helps make sure that everyone is safe to get on the plane.
- If I need it, I can request a TSA Passenger Support Specialist to give me extra help.
- I will follow the signs and get in line for the TSA checkpoint that is best for me, I can ask staff for help on which one to go to.
- Once I find the checkpoint, I will enter the line for security screening.
- I will look on the screens to see how long the wait times are so I know how long I will have to wait.





- When it is my turn, TSA will help and tell me what I need to do.
- I might hear loud noises and alarms.
- The TSA Agent will ask me for my boarding pass and I.D. so they can scan it.
- I will put my things in a bin including shoes, tablets, and bags but they will come back to me soon!
- Then I will go through an x-ray machine.
- I can show TSA my medical card if I have one or tell them my concerns and needs. If I need a pat down, people may touch me.
- 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



Construction



Walking



- 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 get to where I need to go.
- Once I find my gate I can relax until it's time to board my flight.

## Pro Travel Tip!

SEA Airport's frontline Customer Care Team includes airport volunteers and members of the Customer Care team dressed in bright green. You can find them at the Information Desks, located on the **ticketing level between TSA Security Checkpoints 3 and 4**, and in the **A Concourse between Gates A5 and A6**. Both desks are staffed daily from 7:00 am to 9:00 pm by the Pathfinder team! Podiums at other locations across the airport are also available for help.



# Riding the Train

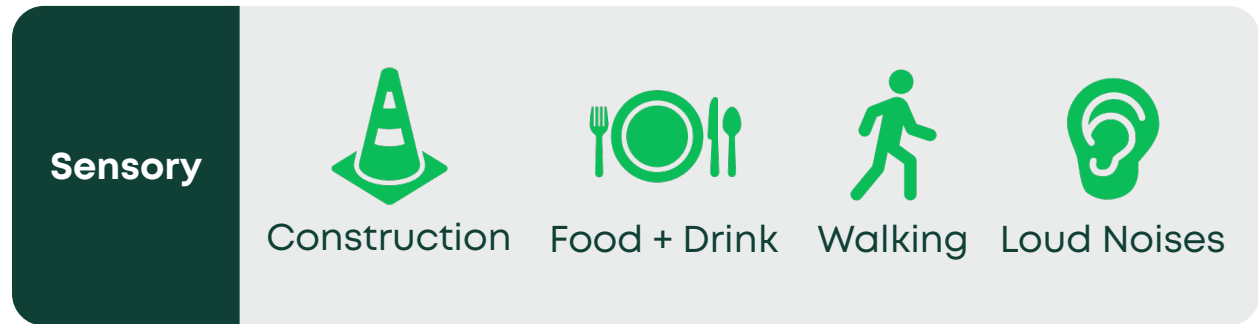


- If my flight leaves from the N or S Gates I get to take a train.
- I can also take the train to other gates and can follow signs to the train station.
- The train is underground, and I will take the escalators or elevators down to the train station.
- Once I'm at the station, I will look at the signs to find the gate letter where my flight is then wait for the train.
- Once the train arrives, I will wait for the doors to open and everyone to get off before I get on the train.
- If I miss the train, it is okay because another train will arrive soon.



- I can sit down in a seat or hold on to the handrail while on the train.
- I will wait until the train stops at my concourse before I leave the train.
- Once the train is at my stop, I will leave the train and walk to my gate.

# While I'm at the Airport



- The airport has lots of restaurants with different kinds of food. I can also bring some of my own favorite snacks from home.
- I can have a snack or a drink from one of the restaurants at the airport.
- 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.

### Pro Travel Tip!

SEA has one of the largest public art programs out of any airport! To find featured pieces, download the flySEA App and use our interactive map!



Sounds At SEA provides live music performances seven days a week at locations throughout the terminal. See the music schedule on our website or scan the QR code.





# Sensory Room



- 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 or I can go somewhere else.

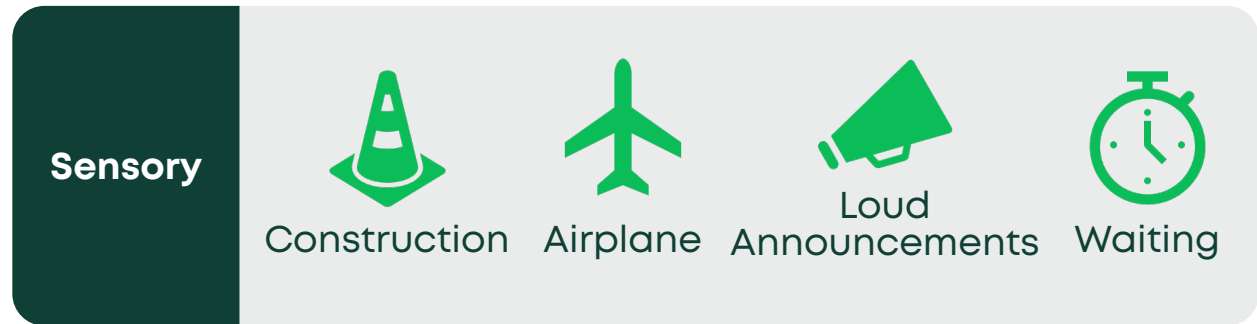
## Pro Travel Tip!

Gates B20-21 and D21-D26 are free quiet spaces to go in the terminal.



The Sensory Room is located at the SEA Underground A Train Station. You can find the space by looking for Signage, maps, and the app that uses this icon to identify the space.

# Boarding My Flight



- My ticket will have a seat number that usually has a letter and numbers.
- 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.
- 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 in the overhead bin.
- I will listen to the flight attendant's safety messages and follow their instructions to help make my trip safe.
- Then I can take my seat and buckle up until it's time for takeoff.

# During My Flight

## Sensory



Airplane



Loud Announcements



Waiting



- 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.
- If I need anything, I can call the flight attendants for help by pushing the button above my head for help.
- 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

## Sensory



Airplane



Loud Announcements



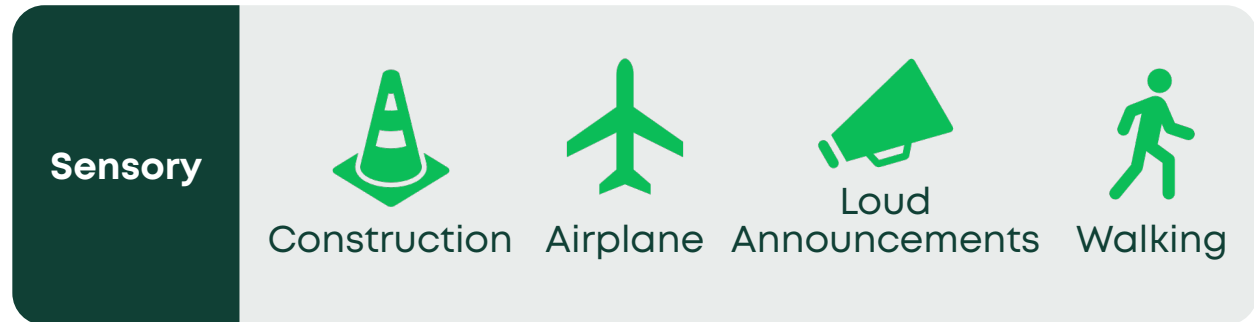
Waiting



- Once it gets close to where I am going, the plane will begin the landing process.
- The flight attendants will tell us when we're almost there and what we need to do next.
- Anything I took out during the flight should be put away 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 made it! I will follow the line and leave the plane for the airport.



# Connecting From One Flight to the Next



- Once I reach my destination, I will get off the plane with all my things.
- 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



Construction



Loud Announcements

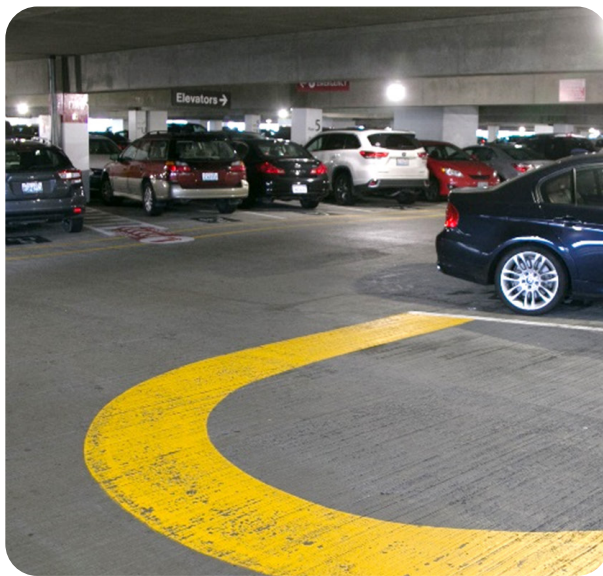
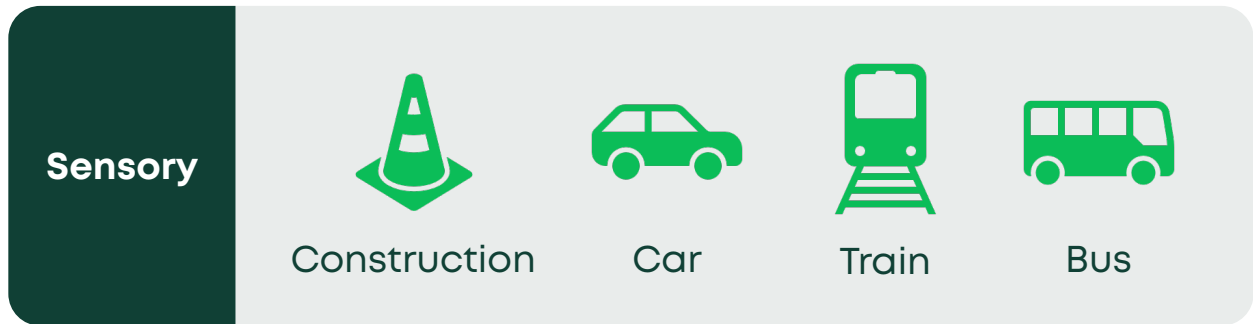


Walking



- If I checked in my big bags with the airline, I will go to baggage claim to get them. If I only have carry on bags, I can skip this step!
- Once I get off the plane with all my things and I can go grab my bags.
- I can look on the screens or my boarding pass to find the baggage carousel 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.
- 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.

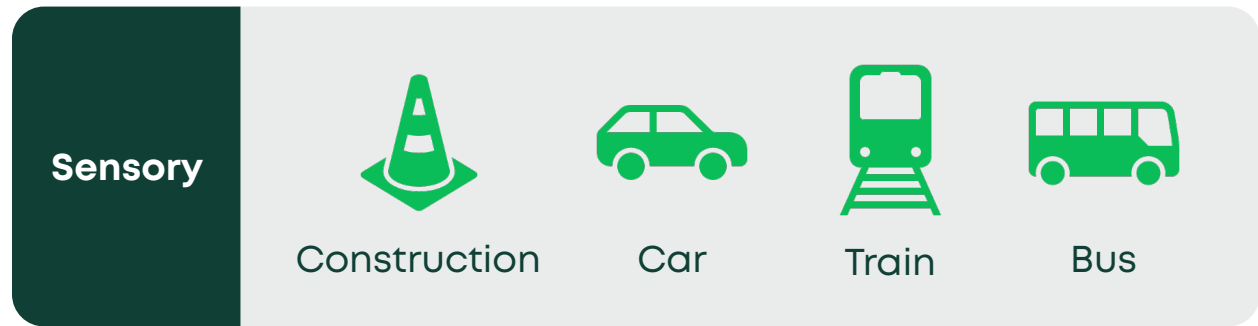
# Leaving the Airport



- 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.



# 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.
- If I miss the bus or it fills up, another shuttle will come soon so I will get there safely.
- When I arrive at the Rental Car Facility, I will stand in line with the company we are renting a car from.
- When it's our turn we will get keys to the rental car then travel by car to where we are going next.

# Leaving the Airport by Bus or Light Rail

Sensory



Train



Bus



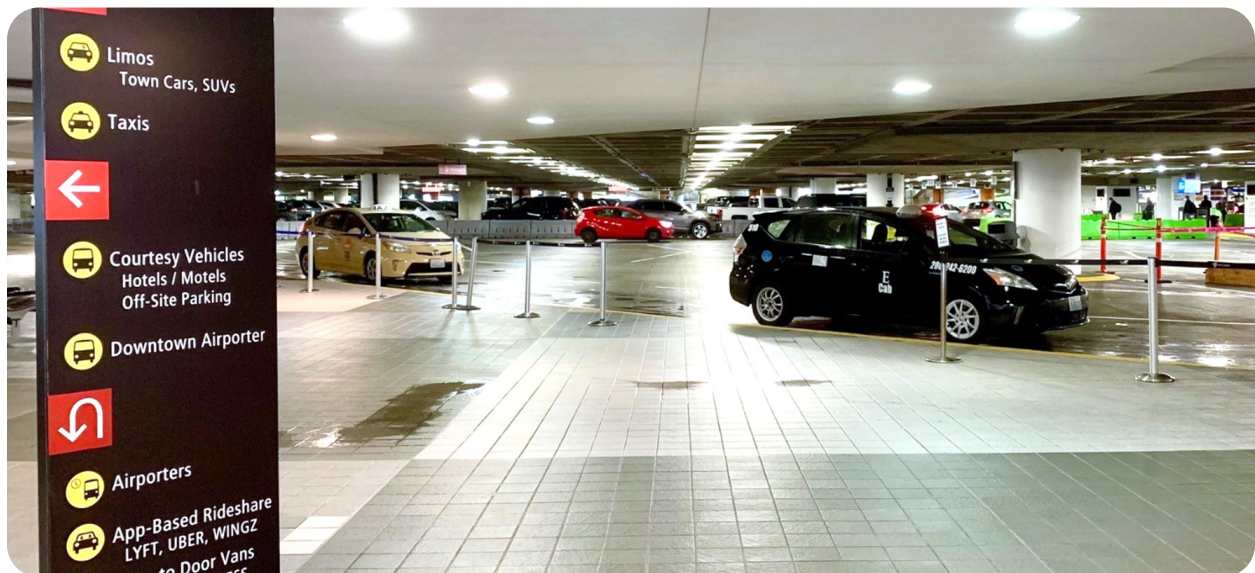
- There are many ways to go somewhere. There are a lot of cars, shuttles, buses, trains, and taxis in the parking garage.
- If I am taking the light rail, I will use the Sound Transit Link Light Rail station.
- We can take the Train-to-Plane shuttle from the terminal to the station or walk there if we want. It's available on the 4th floor near the elevators.
- If I miss the train, it is okay because another train will arrive soon.
- If I am taking a bus, then I will walk through the airport parking garage or the lower drives of the airport to reach my bus stop.
- When I board the bus, I will enjoy the ride home.

# Leaving the Airport by Taxi or Rideshare

Sensory



Car



- There are a lot of cars and taxis in the parking garage.
- If someone else is driving us home, then I will be traveling by ride share or taxi.
- Once the driver arrives, I will put my luggage in the trunk then sit in the backseat and enjoy the ride.



# Traveling Resources

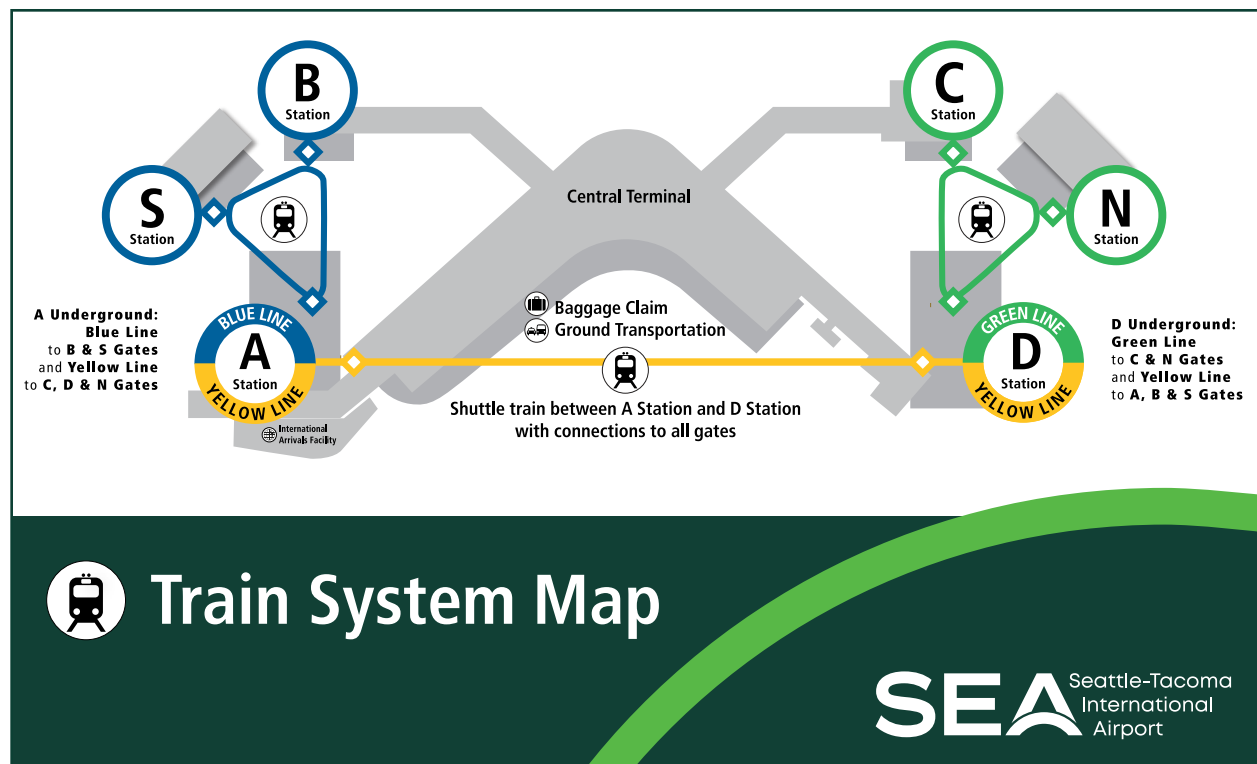
## Terminal Map of SEA Airport

Below is a general terminal overview of SEA Airport. SEA consists of one terminal with six concourses which are named with letters of the alphabet. 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 SEA Underground Train Stations 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!



Scan here to 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.

|  |  |   |  |
|--|--|---|--|
| <br>Happy | <br>Sad | <br>Worried | <br>Angry |
|--|--|---|--|




## 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.

|  <b>BOARDING PASS</b> |                |  |
|--|----------------|---|
| My Name:   | Gate Number:   |   |
| Coming From:   | Seat Number:   |   |
| Going To:  | Baggage Claim: |   |

## Sequence Chart

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

| Flrst   | Then   | Next  |
|---|--|---|
| <div><br/>Home</div> | <div><br/>Car</div> | <div><br/>Airplane</div> |

| Flrst | Then | Next |
|-------|------|------|
|       |      |      |



## Sensory Template

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

**Sensory**



Construction

**Sensory**

**Sensory**

**Sensory**

## Visual Supports/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   | Noise-Canceling Headphone   |
|  |  |  |  |
| Walking   | Elevator  | Construction  | Loud Announcements  |
|  |   |   |   |
| Sensory Room  |   |   |   |

## Coloring Page





## Acknowledgements

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

*Thank you for your support!*

