

PASSENGERS AND USERS

Persons with Disabilities & Medical Conditions

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<http://www.bcasindia.nic.in/passengers/airtravel.htm>

Due to introduction of enhanced security measures based on threat assessment across the country, BCAS continues to improve and redefine security procedures to make it secure and passenger friendly.

Useful tips and informative material given below will ensure a smooth passage thorough security at any of the civil airports in India.

☐ [Travel Tips](#) - A must read for anyone traveling by air.

☐ [Travel Safe and Smart](#) – Necessary preparations can be made by you before you arrive at the airport...

☐ [Permitted & Prohibited Items](#) - You could be surprised at the items, which are permitted & prohibited on-board an aircraft.

☐ [Transporting Special Items](#): Some helpful information that explains the security screening procedures as they may apply to unique items.

☐ [Traveling with Children](#) - Everything you need to consider when traveling with children...

☐ [Special Considerations](#) - Covers numerous topics such as film, pets, religious/cultural needs, sporting equipment, etc... - Covers numerous topics such as film, pets, religious/cultural needs, sporting equipment, etc...

☐ [Persons with Disabilities & Medical Conditions](#) - This area is extensive. BCAS has divided the area into groups and has trained the screener workforce appropriately.

☐ [Security Awareness](#) - Learn what to look for. what to do...

☐ [Frequently Asked Questions](#) - Answers to your most Frequently Asked Questions.. - Answers to your most Frequently Asked Questions..

Transporting [Special Items](#)

Bureau of Civil Aviation security has developed standardized security screening procedures for all airports in the country. Therefore, you can expect that you will encounter essentially the same procedures at each airport you visit.

We have identified some helpful information that explains the security screening procedures as they may apply to unique items.

[Alcoholic Beverages](#)

[Camping Equipment](#)

[Deceased Remains](#)

[Fire Arms and Ammunition](#)

[Hunting & Fishing](#)

[Musical Instruments](#)

[Parachutes](#)

[Photographic Equipment & Film](#)

[Scuba Equipment](#)

[Sporting Equipment](#)

NOTE: Please check with your airline before arriving at the airport. Security staff will screen any item regardless of type or size.

As long as it can be cleared, it will be allowed through the checkpoint. It is the air carrier's responsibility to restrict items due to size limitations and these standards are different from one air carrier to another.

Your knowledge of the procedures, and observance of the tips and recommendations, will help you move through the security checkpoint quickly and efficiently.

This information will be updated from time-to-time. We recommend that you periodically check this web site to obtain the latest information.

Travelling With Children

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Screeners are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child's concern.

The Screening Process

X-Ray

- All child-related equipment that will fit through the X-ray machine must go through the X-ray machine. Examples include: strollers, umbrella strollers, baby carriers, car and booster seats, backpacks, and baby slings.
- When you arrive at the checkpoint, you should collapse or fold child-related equipment
- and secure items that are in the
- pockets, baskets, or attached to the equipment. You will place these items on the X-ray
- belt for inspection. Plastic bins are provided to deposit such items.
- When child-related equipment does not fit through the X-ray machine, the equipment must be visually and physically inspected.
- Ask screeners for assistance to help reunite you with your bags and child-related equipment, if needed.

ALERT!

Babies should NEVER be left in an infant carrier while it goes through the X-ray machine.

For information regarding what is permitted or prohibited from being in carry-on luggage, please refer to our prohibited items section.

The Walk Through Metal Detector /Door Frame Metal Detector

The screener will need to resolve the alarm for both the adult and child if something sets off the alarm as you are carrying a child through the metal detector.

- Babies and children must be removed from their strollers or infant carriers so they can be individually screened.
- You may not pass the child to another person behind you or in front of you during this process.
- Do not pass your child to the screener to hold.
- The screener may ask for your assistance with secondary screening of your child.
- If your child can walk unassisted, it would be best to have the child walk through the metal detector independently.

Children with a Disability

- If your child has a disability, screeners may ask you what abilities your child has in order to determine the best method for screening (e.g. carry the child through the walk-through metal detector, hand-wand procedure).
- If your child has a disability, screeners will never attempt to remove the child from his or her equipment. This will only be done at the discretion of the accompanying adult.

Before you reach the airport

- Please allow yourself and your family extra time to get through security - especially when traveling with younger children.
- Call your airline or travel agent for information on recommended check-in times for your departure airport.
- Talk to your children before coming to the airport and let them know that it's against the law to make threats such as, "I have a bomb in my bag." Threats made jokingly (even by a child) can result in the entire family being delayed and could result in fines.

At the airport

- Speak to your children again about the screening process so that they will not be frightened or surprised. Remind them not to joke about threats such as bombs or explosives.
- Advise your children that their bags (backpack, dolls, etc.) will be put in the X-ray machine and will come out at the other end and be returned to them.
- Let your children know that a screener may ask to see Mom or Dad's shoes, but that these too will be returned after the inspection.
- You may want to consider asking for a private screening if you are traveling with more than one child.

Special Considerations

Bureau of Civil Aviation Security has developed standardized security screening procedures for all airports in the country. Therefore, you can expect that you will encounter essentially the same procedures at each airport

you visit.

While the same screening procedures are used for virtually all passengers, we recognize that some passengers may have special needs or require additional assistance during the screening process. To maintain excellent security and customer service, the security staff have been trained to be sensitive to and respectful of the needs of all passengers.

The Security Process & Preparation Tips

We have identified some helpful information that explains the security screening procedures as they may apply to groups with special needs. If you fall into any one of the categories identified below, you may want to familiarize yourself with this information before arriving at the airport.

[Persons with disabilities or medical concerns](#)

[Religious or cultural needs](#)

[Pets](#)

[Film](#)

Your knowledge of the procedures, and observance of the tips and recommendations, will help you move through the security checkpoint quickly and efficiently

This information will be updated from time-to-time. We recommend that you periodically check this web site to obtain the latest information.

Persons with disabilities and medical considerations

In order to assist persons with disabilities or medical concerns, BCAS has developed guidelines with input from various groups. We ensure that airport screeners adopt the methodology needed to ensure secure and comfortable screening at all checkpoints.

Please refer to the links below to assist you as you make travel preparations.

- [Before You Go](#)
- [Tips for the Screening Process](#)
- [Mobility Disabilities](#)
- [Hearing Disabilities](#)
- [Visual Disabilities](#)
- [Hidden Disabilities](#)
 - [Pacemakers, Defibrillators, Other Implanted Medical Devices, & Metal Implants](#)
 - [Diabetes](#)
 - [Medications](#)
- **Assistive Devices and Mobility Aids**
 - [Prosthetic Devices, Casts, and Body Braces](#)
 - [Walkers, Crutches, and Canes](#)
 - [Orthopaedic Shoes, Support Appliances, and Exterior Medical Devices](#)
- [Service Animals](#)
- [Children with Disabilities](#)
- [Medical Conditions and Special Situations](#)

<http://www.bcasindia.nic.in/passengers/mentdis/beforeyougo.html>

Before you go

- Provide advance notice to your airline or travel agent if you require assistance at the airport. BCAS can only assist you with the screening process. Your airline will assist you through the airport facility and the screening queue line.
- If you require a companion or assistant to accompany you through the security checkpoint to reach your gate, please inform your airline representative about obtaining a gate pass for your companion before entering the security checkpoint.
- The limit of one carry-on and one personal item (purse briefcase or computer case) does not apply to medical supplies, equipment, mobility aids, and/or assistive devices carried by and/or used by a person with a disability.
- Pack your medications in a separate pouch/bag to facilitate the inspection process. Ensure that containers holding medications are not too densely filled, and that all medication is clearly identified. Large amounts of medications that are not for immediate use should be put in checked baggage.
- If you have medical documentation regarding your medical condition or disability, you can present this information to the screener to help inform him of your situation. This documentation is not required and will not exempt you from the security screening process.
- Make sure all your carry-on items, equipment, mobility aids, and devices have an identification tag attached.
- Disability-related items permitted through the security checkpoint include:
 - wheelchairs, scooters, crutches, canes, walkers, prosthetic devices, body braces
 - orthopedic shoes and appliances, augmentation devices, Braille note takers, slate and stylus
 - ostomy-related supplies such as positioning plates (wafers), collection pouches, and scissors (blunt-tipped, any length)
 - service animals such as dog guides, assistance, hearing and seizure alert dogs, monkey helpers
 - adaptive equipment and tools (wrenches, screwdrivers, pedals, and extension rods used by little people), tools for prosthetic devices, tools for wheelchair assembly and disassembly, oddly-shaped utensils and utensils taped together (no knives)
 - supplemental personal medical oxygen containers/systems and other respiratory-related equipment and devices
 - all diabetes related equipment and supplies (see hidden disabilities for listing of diabetes-related items)
 - all types and forms of medication, dispensers, and related supplies
- BCAS recommends that you bring all the necessary tools and/or appliances that you require to put on or take off your prosthetic device (e.g. wrenches, pull sleeves, etc.) should you need to remove your prosthetic device for any reason. BCAS allows these tools to be carried through the security checkpoint once they have been screened (see assistive devices and mobility aids for more details on prosthetic device screening).
- If you have a medical device (on the interior or exterior of your body) check with your doctor prior to traveling to determine if it is safe for you to go through the metal detector or be handwanded. If your Doctor indicates that you should not go through the metal detector or be handwanded, or if you are concerned, ask the screener for a pat-down inspection instead.
- Your Personal supplemental Oxygen will need to undergo screening. Check with your Doctor prior to coming to the checkpoint to ensure disconnection can be done safely.
- If your Doctor has indicated that you cannot be disconnected or if you are concerned, ask the screener for an alternate inspection process while you remain connected to your oxygen source.

If need to need an Oxygen Supplier to meet you at the gate, check with your airline well in advance of your departure about their procedures for allowing suppliers to meet you at the arrival's gate since these procedures vary from airline to airline. For more information on Supplemental Oxygen, please see the Oxygen section of

these tips.

<http://www.bcasindia.nic.in/passengers/mentdis/tipsscreen.html>

Tips for screening process

- If a personal search is required you may choose to remain in the public area or go to a private area for your screening. If you refuse either option you will not be able to fly.
- You should be offered a private screening before the beginning of a pat-down inspection if the pat-down will require the removal or lifting of clothing and/or display of a covered medical device.
- You may request a private area for your personal search at any time during the screening process.
- Your companion or assistant may accompany you during the private screening to provide you with assistance.
- You may ask for a chair if you need to sit down during the screening process.
- You may request a pat-down inspection in lieu of going through the metal detector . You do not need to disclose why you would like this option.
- If you have a disability, condition, or implant, that you would like to remain private and confidential, ask the screener to please be discreet when assisting you through the screening process.
- You have the right to ask a screener to change her/his gloves during the physical inspection of your accessible property, before performing a physical search (pat-down,) or any time a screener handles your footwear.
- Medication and related supplies that are carried through a checkpoint are normally x-rayed. However, as a customer service, BCAS now allows you the option of requesting a visual inspection of your medication and associated supplies.
 - You must request a visual inspection before the screening process begins, otherwise you medications and supplies will undergo x-ray inspection.
 - If you would like to take advantage of this option, please have you medication and associated supplies separated from your other property and in a separate pouch/bag when you approach the screener at the walk-through metal detector. Request the visual inspection and hand your medication bag to the screener.
 - In order to prevent contamination or damage to medication and associated supplies and/or fragile medical materials, you will be asked at the security checkpoint to display, handle, and repack your own medication and associated supplies during the visual inspection.

Any medication and/or associated supplies that cannot be cleared visually must be submitted for x-ray screening. If you refuse, you will not be permitted to carry your medications and related supplies into the sterile area.

<http://www.bcasindia.nic.in/passengers/mentdis/mobilitydis.html>

Mobility Disability

- Don't hesitate to ask a screener for assistance with your mobility aid and carry-on items as you proceed through the security checkpoint.
- Let the screener know your level of ability (e.g., whether you can walk, stand or perform an arm lift). This will expedite the screening process.
- Ask the screener for assistance if you need help walking through the metal detector.
- Inform the screener about any special equipment or devices that you are using and where this equipment or device is located on/in your body. This will help the screener be careful during a physical search if one is needed.
- Ensure that all bags and satchels hanging from, or carried on and under, your equipment are put on the X-ray belt for inspection.
- Ask the screener for assistance with putting your items on the x-ray belt, if needed

- Let the screener know if you need assistance removing and putting your shoes back on your feet when additional screening is necessary.
- Let the screener know if your shoes cannot be removed because of your disability so that alternative security procedures can be applied to your shoes.
- Ask the screener to monitor your accessible property, mobility aid(s), and device(s) during the screening process and reunite you with them once x-ray inspection is complete.

Request a private area for your pat-down inspection if you feel uncomfortable with having a covered medical device displayed while inspected by the screener.

<http://www.bcasindia.nic.in/passengers/mentdis/hearing%20.html>

Hearing Disability

- If the screening process is unclear to you, ask the screener to write the information down.
- If you can read lips or are hard of hearing, ask the screener to look directly at you and repeat the information slowly.
- If you need to communicate with the screener, inform her/him of your disability and the way in which you can communicate. The screeners are trained to provide whatever assistance they can to persons with hearing disabilities.
- It is not necessary to remove hearing aids or the exterior component a cochlear implant at the security checkpoint.
- It is best if you wear your hearing device while going through the metal detector.
- According to hearing device manufacturers, hearing aids and cochlear implants are not affected by x-ray, the walk-through metal detectors, or the hand-held metal detectors.
- If you are uneasy about how your devices may be affected by the metal detectors, you can ask the screener for a full body pat-down inspection in lieu of going through the metal detector.

<http://www.bcasindia.nic.in/passengers/mentdis/visualdis.html>

Visual Disability

You may ask the screener to:

- Explain the security process to you.
- Verbally communicate to you throughout each step of the screening process.
- Provide you with assistance by placing your items on the x-ray belt
- Provide you with assistance by providing you with an arm, hand, or shoulder as you move through the process.
- Find someone to escort you through the security process.
- Let you know where the metal detector is located.
- Let you know when you will be going through the metal detector.
- Let you know when there are obstacles you need to avoid.
- Perform a physical inspection (in lieu of an x-ray inspection) of your white collapsible cane. This will allow you to guide yourself through the walk-through metal detector. Inspection of your white collapsible cane will be completed after you go through the walk-through metal detector. If your white cane cannot be cleared with by physical inspection, the screener will notify you that the cane must be x-rayed.
- Perform a hand inspection of equipment (e.g., Braille note-takers) if you are concerned that the X-ray inspection may damage them.
- Reunite you with all of your carry-on items and assistive devices after the X-ray or physical inspection of the items is completed, including electronic equipment that has been specially adapted for your use.
- Verbally direct you toward your gate once the screening has been completed.

<http://www.bcasindia.nic.in/passengers/mentdis/hiddendis.html>

Persons with Hidden Disabilities

- Persons with a hidden disability can, if they choose, advise screeners that they have a hidden disability and may need some assistance, or need to move a bit slower than others.
- Family members or traveling companions can advise screeners when they are traveling with someone who has a hidden disability, which may cause that person to move a little slower, become agitated easily and/or need additional attention.
- Family members or traveling companions can offer suggestions to screeners on the best way to approach and deal with the person with a hidden disability, especially when it is necessary to touch the person during a pat-down inspection.
- Notify the screener if you need to sit down before and/or during the screening process.

<http://www.bcasindia.nic.in/passengers/mentdis/pacemakers.html>

Pacemaker, Defibrillator, Other Implanted Medical Devices, and Metal Implants

- If you have implanted medical device, that you would like to remain private and confidential, ask the screener to please be discreet when assisting you through the screening process.
- Individuals with a pacemaker may ask the screener to conduct a pat-down inspection of your rather than having you walk-through the metal detector .
- It is recommended (but not required) that you advise the screener that you have an implanted pacemaker, other implanted medical device, or metal implant and where that implant is located.
- Screener will offer you a private screening once it becomes known that you have a metal implant or implanted medical device.
- If your Doctor has indicated that you should not go through the metal detector because it could affect the functionality of your device, or if you are concerned, ask the screener for a pat-down inspection instead.
- If you have an implanted bone growth stimulator or other device that operates under a specific magnetic calibration, which cannot be x-rayed because the calibration of these units cannot be disrupted, you may request a physical inspection of your device in lieu of being x-rayed.
- Screeners will need to resolve all alarms associated with metal implants. Most alarms will be able to be resolved during a pat-down inspection and should not typically require the lifting and/or removal of clothing.

<http://www.bcasindia.nic.in/passengers/mentdis/diabetes.html>

Persons with Diabetes

- Notify the screener that you have diabetes and are carrying your supplies with you. The following diabetes-related supplies and equipment are allowed through the checkpoint once they have been screened:
 - insulin and insulin loaded dispensing products (vials or box of individual vials, jet injectors, pens, infusers, and preloaded syringes);
 - unlimited number of unused syringes when accompanied by insulin or other injectable medication;
 - lancets, blood glucose meters, blood glucose meter test strips, alcohol swabs, meter-testing solutions;
 - insulin pump and insulin pump supplies (cleaning agents, batteries, plastic tubing, infusion kit, catheter, and needle);
 - Glucagon emergency kit;
 - Urine ketone test strips;
 - Unlimited number of used syringes when transported in Sharps disposal container or other similar hard-surface container.

- Insulin in any form or dispenser must be clearly identified.
- Notify screeners if you are wearing an insulin pump and explain that you cannot go through the METAL DETECTOR or be handwanded.
- Advise the screener that the insulin pump cannot be removed because it is surgically implanted.
- Insulin pumps and supplies must be accompanied by insulin with professionally printed labels identifying the medication or manufacturer's name or pharmacy label.
- Advise screeners if you are experiencing low blood sugar and are in need of medical assistance.
- You have the option of requesting that visual inspection of your insulin and diabetes associated supplies. See Medication section below for details.

<http://www.bcasindia.nic.in/passengers/mentdis/Medication.html>

Medications

- All medications in any form or type (for instance, pills, injectables, or homeopathic) and associated supplies (syringes, Sharps disposal container, pre-loaded syringes, jet injectors, pens, infusers, etc.) are allowed through the security checkpoint once they have been screened.
- Medications should be labeled so they are identifiable.
- Medications in daily dosage containers are allowed through the checkpoint once they been screened.
- Medication and related supplies are normally x-rayed. However, as a customer service, BCAS now allows you the option of requesting a visual inspection of your medication and associated supplies.
- You must request a visual inspection before the screening process begins, otherwise you medications and supplies will undergo x-ray inspection.
 - If you would like to take advantage of this option, please have you medication and associated supplies separated from your other property in a separate pouch/bag when you approach the screener at the walk-through metal detector.
 - Request the visual inspection and hand your medication pouch/bag to the screener.
 - In order to prevent contamination or damage to medication and associated supplies and/or fragile medical materials, you will be asked at the security checkpoint to display, handle, and repack your own medication and associated supplies during the visual inspection process.

Any medication and/or associated supplies that cannot be cleared visually must be submitted for x-ray screening. If you refuse, you will not be permitted to carry your medications and related supplies into the sterile area.

<http://www.bcasindia.nic.in/passengers/mentdis/perprodev.html>

MOBILITY AIDS

Persons with Prosthetic Devices, Casts, Body Braces

- Screeners will need to see and touch your prosthetic device, cast, or body brace as part of the screening process.
- You have the option of requesting a private screening at any time during the screening of your prosthetic device, cast, or body brace.
- A screening supervisor will need to check the relevant medical documents and conduct screening of your prosthetic device, cast or Body brace by visual examination or through some other prescribed method.
- The screening supervisor should offer you a private screening if clothing will need to be lifted or removed.
- You have the right to refuse the offer of a private screening; however, you'll need to allow the screening to be conducted publicly if you wish to proceed beyond the security checkpoint.

- You may have a companion or family member accompany you into the private screening area (once he or she has been screened) and remain throughout the screening process.
- BCAS will make every effort to have two screeners of the same gender as the passenger being screened present during the private screening.
- Please notify screeners if you need assistance during the screening process such as a hand, arm, or shoulder to lean upon, or a chair in which to sit.

Once the screening supervisor has determined that you do not represent a security risk, he or she will allow you to proceed through the checkpoint into the sterile area.

<http://www.bcasindia.nic.in/passengers/mentdis/Walkers.html>

Walkers, Crutches, and Canes

- Walkers, crutches, canes, and other devices that can fit through the x-ray machine must undergo x-ray screening (with exception of white collapsible cane)
- Ask the screener for assistance (arm, hand, shoulder to lean on) until you are reunited with your device.
- The screener will perform a hand inspection of your equipment if it cannot fit through the X-ray machine.
- Notify the screener if your device requires special handling.
- Walkers will be visually inspected and any attached basket, pockets, or compartment(s) will be physically inspected.
- All items hanging from a cane or walker must be submitted for x-ray inspection.
- Ask the screener for assistance, if needed, when placing items on the x-ray belt.
- Ask for assistance with your device if you need it.
- Collapse canes whenever possible before they are put on the x-ray belt.
- Once devices have been screened, screeners will hand back your device to you in such a manner that helps you proceed without difficulty.

<http://www.bcasindia.nic.in/passengers/mentdis/perorthodev.html>

Orthopedic Shoes, Support Appliances, and Other Exterior Medical Devices

- Advise the screener if you are wearing orthopedic shoes, support appliances, or other exterior medical devices and where the devices are located.
- If you are wearing an exterior medical device and are uncomfortable with going through the metal detector, you may request a pat-down inspection and visual inspection of your device instead.
- You should be offered a private screening if clothing is required to be lifted to complete the inspection process.
- Screeners should not be asking you to remove your orthopedic shoes, appliances, or medical device at any time during the screening process.
- If you have a non-invasive bone growth stimulator or other device that operates under a specific magnetic calibration, which cannot be x-rayed because the calibration of these units cannot be disrupted, you may request a physical inspection of your device in lieu of being x-rayed.

Transcutaneous Electrical Nerve Stimulator (TENS) and other exterior disability and medical related devices are allowed through the security checkpoint once they have been screened.

<http://www.bcasindia.nic.in/passengers/mentdis/serviceanimals.html>

Service Animals

- If you have a service animal, you are encouraged to inform the screener that the animal accompanying you is a service animal and not a pet. This will provide you with an opportunity to move you to the front of the screening line since the screener may need to spend more time with you.
- It is recommended that persons using a dog for assistance carry appropriate identification. Identification may include: cards or documentation, presence of a harness or markings on the harness, or other credible assurance of the passenger using the dog for their disability.
- Advise the screener how you and your dog can best achieve screening when going through the metal detector as a team (i.e., whether walking together or with the dog walking in front of or behind you while you continually maintain control of the dog with the leash and/or harness.
- The dog's harness will likely set off the alarm on the metal detector. In such cases, the screener will perform a hand inspection of the dog and its belongings (collar, harness, leash, backpack, vest, etc.) The belongings will not be removed from your dog at any time.
- The screener should ask permission before touching your service animal or its belongings.
- At no time during the screening process will you be required to be separated from your service animal.
- Screeners have been trained not to communicate, distract, interact, play, feed, or pet service animals.

If you need to leave the sterile area to relieve your animal, you must undergo the full screening process again. Inform the screener upon your return to the security checkpoint and she/him will move you to the front of the screening line to expedite the screening process.

<http://www.bcasindia.nic.in/passengers/mentdis/childrendis.html>

Passengers and users - Children with disabilities

Parents or guardians of children with disabilities should:

- Inform the screener if the child has any special needs or medical devices.
- Inform the screener if you think the child may become upset during the screening process as a result of their disability.
- Offer suggestions on how to best accomplish the screening to minimize an outburst for the child.
- Ask the screener for assistance during the process by helping you put your and the child's carry-on items on the x-ray belt.
- Know that at no time during the screening process will they be separated from the child.
- Know that if a private screening is required, you should escort and remain with the child during the private screening process.
- Tell the screener what the child's abilities are (e.g. Can the child walk through the metal detector, or needs to be carried through the metal detector by the parent/guardian).
- Know that at no time should the screener remove the child from his/her mobility aid (wheelchair or scooter). You are responsible for removing the child from his/her equipment at your discretion to accomplish screening.

Know that if your child is unable to walk or stand, the screener will conduct a pat-down search of your child while he/she remains in their mobility aid, as well as a visual and physical inspection of the equipment.

<http://www.bcasindia.nic.in/passengers/mentdis/permediconspl.html>

Persons with Medical Conditions and Special Situations

Persons with medical conditions or special situations should be aware that there's often no method for a

screener to recognize your particular medical condition or special situation. You can, but are not required, to inform the screener if you have a medical condition or special situation, which requires extra care, sensitivity, or special treatment during the screening process.

- If you are required to undergo a personal search, you can notify the screener that you are in pain due to a recent surgery or medical procedure (e.g. area where you just had surgery, have staples, sutures, reconstruction area, or newly implanted device) that will require greater care.
- Notify the screener when you have a special situation requiring sensitivity when a pat-down inspection is necessary. You may request a private area for this screening.
- Screeners should be sensitive to your condition by avoiding accidentally bumping or hitting the handwand against your body where a sensitive area is located. They should also use light pressure and contact when inspecting a sensitive area.

You can advise the screener when you have a special situation such as accompanying loved one's remains, accompanying a terminally ill parent/family member, en route to a medical facility for an operation, medical procedure, or treatment. Screeners have been trained to offer their support and assist you during these difficult times.
