

# TRAVEL COMMUNICATION CARD

COMPLIMENTS OF THE UNITED OSTOMY ASSOCIATIONS OF AMERICA, INC.

This is provided to travelers in order to simplify communication with federal Transportation Security personnel and airline flight attendants, at those times when you wish or need to communicate in a non-verbal way, as is your legal right.

This is not a certificate and it is not a pass to help you avoid screening. Please print out on any weight of paper you wish, trim to wallet-size and laminate if desired. The blue color is important, as it is a "flash-card" developed by the TSA so their own officers will recognize it and be guided to treat the traveler with discretion and sensitivity. If laminated in a double-side manner, it can be used 'blue side out' during security screening, and the white side out when communicating non-verbally with airline personnel.

**JUST PRINT IN COLOR, CUT OUT, FOLD, AND PUT WITH TRAVEL DOCUMENTS**

## TSA NOTIFICATION CARD: INDIVIDUALS WITH DISABILITIES AND MEDICAL CONDITIONS

I have the following health condition, disability or medical device that may affect my screening:

I understand that alternate procedures providing an equivalent level of security screening are available and can be done in private. I also understand that presenting this card does not exempt me from screening.

Information • Assistance Requests • Compliments • Complaints

TSA Cares 1-855-787-2227 (Federal Relay 711)

Weekdays: 8 a.m. to 11 p.m. ET

TSA-ContactCenter@tsa.dhs.gov

Weekends/Holidays: 9 a.m. to 8 p.m. ET Hablamos Español  
Automated information offered in 12 languages

Call 72 hours prior to traveling to request the assistance of a Passenger Support Specialist (PSS) at the checkpoint. If a PSS is not available, you may ask for a Supervisory TSA Officer at the checkpoint.

FOLD LINE

**SHOW THIS SIDE** - for use during screening before boarding. Intended for the passenger to inform the TSO at the beginning of personal screening - before being patted-down or entering a full-body scanner.

**NOTES:** You may always have a travel companion with you during a private screening.

- TSA officers should NOT ask you to show your pouch—you may be asked to rub over your pouch outside your clothing so they can test your hand to rule out explosive residue.
- To file a complaint, send email to TSA-ContactCenter@tsa.dhs.gov (with copy to gfsalamy@ostomy.org, please).

# RESTROOM COMMUNICATION CARD

## \*\*RESTROOM ACCESS NEEDED NOW\*\*

The cardholder contains body waste in an **OSTOMY POUCH (stool/urine) and/or carries pouches and related supplies and/or a catheter to manage personal hygiene.**

**S/he needs access to the restroom now in order to empty the pouch – this is critical for the cardholder's well-being and for public sanitation.**



## RESTROOM COMMUNICATION CARD

Provided by UOAA which promotes quality of life for people with ostomies and continent diversions through information, support, advocacy and collaboration.

**United Ostomy Associations of America**  
**www.ostomy.org 1-800-826-0826**

FOLD LINE

**SHOW THIS SIDE** - this is designed to show in the event it is needed while in flight and the pilot has chosen to limit restroom access—or when passengers are supposed to be belted in during turbulence. It is the flight crews discretion whether bathroom access is granted as passenger safety is their main consideration. You might wish to show it to a flight attendant during boarding and/or getting settled, so he or she will be mindful of your situation.