

## **Navigating the Airport** (former title: Navigating MSP)

### **Notes for presenters:**

- This document has instructions and suggested text for the presenters to lead participants through this exercise.
- Copies of handout(s) for this exercise are at the bottom of this document and need to be printed for participants.
- Suggestions for alternative scenarios for the exercise are included at the end of this document.
- **Goal of exercise:**
  - Part 1: Participants will appreciate the complexity of actions/tasks in the airport terminal.
  - Part 2: Participants will appreciate how these actions/tasks are complicated by dementia, and what they, as airport staff/volunteers can do to assist air travelers living with dementia and their care partners/travel companions to improve the customer experience.
- **How to use this exercise in the Dementia Basics for Air Travel Industry Workers workshop:**
  - 1) Introduce this exercise immediately after introduction/welcome slide 4; (Part 1)
    - a. Note: text for slide 4 will/may need to be rewritten.
  - 2) Revisit this exercise (Part 2) after the dementia and communication sections of the workshop – discussion (slide 35)
- **Handouts for Part 1**
  - Handout (partially completed: buying a cup of coffee) is on table or in participant’s folder.
  - Alternative handouts for this exercise (using the public restroom in the terminal; getting through TSA security) are at the end of this document. These are incomplete, but should be easy to use.

### **Part 1:**

*Presenter reads the text below aloud and draws attention to the copies of the handout for the participants to use for this exercise.*

“Today we are going to talk about how dementia impacts cognitive functions and physical skills which a traveler needs to function in an airport or during air travel. We will identify what you can do to assist the impacted traveler and improve the customer experience for the traveler and their care partner/travel companion. To put the dementia-related loss of skills into a framework for our discussion, the first thing we want you to do is to complete the sample exercise with me.

You each have a handout titled **Task: Purchase a cup of coffee from a vendor on the concourse.**

Let’s complete this table together by identifying the physical skills, cognitive functions, and anything else needed to accomplish these actions/steps to complete this task.

We will assume this is an adult traveler with normal mobility, vision, hearing, speech, and cognition who is fluent in reading and speaking English.”

Encourage participants to shout out answers step by step. You are the lead.

Suggestion: Allow 10 minutes for this part.

| <b>Task: Purchase a cup of coffee from a vendor on the concourse.</b>  |                        |                            |
|--|------------------------|----------------------------|
| <b>Actions/steps</b>   | <b>Physical skills</b> | <b>Cognitive functions</b> |
| Scan businesses on the concourse and identify a coffee shop.   |                        |                            |
| Proceed to the coffee shop.  |                        |                            |
| Read the menu posted on the wall behind the counter.   |                        |                            |
| Decide which coffee you want to order: <ul style="list-style-type: none"> <li>• Type of coffee drink</li> <li>• Temperature of coffee drink</li> <li>• Size of coffee drink</li> <li>• Modifications to coffee drink performed by barista.</li> <li>• Price for coffee drink.</li> </ul>             |                        |                            |
| Wait in line, if necessary, to place your order for the coffee.  |                        |                            |
| If asked, answer the barista's questions: <ul style="list-style-type: none"> <li>• Details of your coffee order.</li> <li>• Your name or other identifying information.</li> </ul>   |                        |                            |
| Pay for your order: electronic payment or cash.  |                        |                            |
| Identify the section of the counter designated as 'pick up'.   |                        |                            |
| Move to the 'pick up' site.  |                        |                            |
| If necessary, wait your turn.  |                        |                            |
| Wait for the barista to call your name or order.   |                        |                            |
| Retrieve your order.   |                        |                            |
| Move to the counter to modify your order: <ul style="list-style-type: none"> <li>• Remove lid from cup.</li> <li>• Identify sugar, cream, etc. on counter.</li> <li>• Add selected sugar or cream, etc. to your drink.</li> <li>• Use a swizzle stick to mix the additives in your drink.</li> </ul> |                        |                            |
| Replace the lid on the coffee cup.   |                        |                            |
| Deposit any garbage from sugar, cream packets, etc. in the appropriate receptacle.   |                        |                            |

**Presenter:**

**Discussion points:**

“How many actions did it take to accomplish this coffee purchase?”

- What physical skills were required?
- What cognitive skills were required?
- Were any other skills or behaviors required?

Now, as we go through this workshop, consider how these actions would be altered/complicated by changes in the physical and cognitive abilities of the traveler.

**We will return to this exercise after our introduction to dementia to discuss how airport-related tasks are impacted by dementia.”**

## **Dementia presentation** slides 5 – 34

### **Navigating the Airport exercise**

#### **Part 2:**

*At end of dementia presentation for the discussion section, Presenter can either offer any of these tasks or ask the participants to identify actions that travelers need to complete in the terminal.*

**Presenter:** “Based on what you just learned, let’s identify how dementia might impact completion of these actions/tasks **and** what you can do to assist someone to successfully accomplish any of the these tasks in the terminal:

- *Solicit suggestions from participants and/or use these*
- Determine the departure time and gate for a traveler’s flight
- Navigate TSA security
- Navigate the terminal to reach the correct concourse and departure gate for the traveler’s flight
- Retrieve luggage from baggage claim”

*Time allotted tbd by presenters*

**Continue with remainder of workshop.**

Alternative scenarios for this exercise are on the following two pages.

| <b>Task: Getting through TSA security screening.</b>   |                        |                            |
|--|------------------------|----------------------------|
| <b>Actions/steps</b>   | <b>Physical skills</b> | <b>Cognitive functions</b> |
| Identify correct line for TSA regular or TSA PreCheck®   |                        |                            |
| Wait in line until it is your turn to approach the TSA agent   |                        |                            |
| Provide required identification: boarding pass; photo ID...  |                        |                            |
| Inform agent of special circumstances, including metal implant, pacemaker, .....   |                        |                            |
| Remove items to be placed in individual trays... for processing through x-ray scanner on conveyor belt <ul style="list-style-type: none"> <li>○ Clothing</li> <li>○ Empty pockets</li> <li>○ Electronics</li> <li>○ Other items</li> </ul> |                        |                            |
| Standing for an extended period of time  |                        |                            |
| Balancing to remove items of clothing...   |                        |                            |
| Cooperating with whatever mode of examination is indicated by TSO  |                        |                            |
| Reclaiming belongings on far end of security conveyor belt   |                        |                            |
| Repacking belongings   |                        |                            |
| Recomposing self and proceeding through terminal towards departure gate  |                        |                            |
|  |                        |                            |

| <b>Task: Locate and use a public restroom in the terminal.</b>   |                        |                            |
|--|------------------------|----------------------------|
| <b>Actions/steps</b>   | <b>Physical skills</b> | <b>Cognitive functions</b> |
| Identify restroom by signage   |                        |                            |
| Enter restroom   |                        |                            |
| Find empty stall   |                        |                            |
| Enter stall  |                        |                            |
| Close and lock stall door  |                        |                            |
| Do something appropriate with any luggage or whatever you are carrying.  |                        |                            |
| Do something appropriate with any coats, etc.  |                        |                            |
| Use facilities <ul style="list-style-type: none"> <li>• remove clothing as needed</li> <li>• discharge</li> <li>• clean</li> <li>• redress</li> </ul>  |                        |                            |
| Flush toilet   |                        |                            |
| Exit stall   |                        |                            |
| Use sink to wash hands <ul style="list-style-type: none"> <li>• Identify faucet(s) and how they operate</li> <li>• Identify soap dispenser and how it operates</li> </ul> Dry hands - make selection: <ul style="list-style-type: none"> <li>• identify towels <ul style="list-style-type: none"> <li>○ identify action needed to obtain towel(s)</li> </ul> </li> <li>• use towel(s) to dry hands</li> <li>• identify and use waste disposal</li> <li>• identify hand dryer <ul style="list-style-type: none"> <li>○ Determine action required to activate hand dryer</li> <li>○ Dry hands</li> </ul> </li> </ul> |                        |                            |
| Identify exit  |                        |                            |
| Exit restroom - <ul style="list-style-type: none"> <li>• Is there more than one exit?</li> <li>• Where do you wind up, if you take the different exits?</li> </ul>   |                        |                            |
| Locate travel companion  |                        |                            |
| Reorient in terminal   |                        |                            |