

Challenges with Airport Special Assistance



The dominance of the wheelchair symbol at the airport special assistance counter and the continued use of the aviation acronym 'PRM' (People with Reduced Mobility) can prevent people with hidden disabilities like dementia from asking for the support they are entitled to. Heathrow Airport in the UK no longer uses "PRM" as Sara Marchant, Service Manager for the Heathrow Passengers Requiring Support Service, explains ^[1]:

"... We have stopped using PRM and are now using the phrase 'passengers requiring support' or "PRS" as we think this is a much more inclusive and realistic description. It raises our bar from concentrating on the 1.4% of our passengers who have mobility issues to include the 39% of passengers who tell us they have some form of support requirement when travelling through the airport".

1. Marchant, S., *Heathrow Survey and PRS* (Personal email to Warren, A. and Turner, K.). 2021.

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