

Hidden Disabilities Sunflower Lanyard Program Employee Information

The Hidden Disabilities Sunflower Lanyard Program was started in London's Gatwick Airport in 2016. It is now recognized by most airports in the UK as well as supermarkets, railway stations, museums, and sport venues. A few airports in the US have started to recognize the program as well.

What are hidden disabilities?

Hidden disabilities are not always visible but can affect the daily life of a person living with them. Types of hidden disabilities include, but are not limited to: Low Vision or hearing loss, autism, anxiety disorders, dementia, Crohn's disease, epilepsy, fibromyalgia, lupus, rheumatoid arthritis, Asperger Syndrome, post-traumatic stress disorder (PTSD), learning disabilities, or mobility issues.

How does the MCO Hidden Disabilities Sunflower Lanyard Program work?

Wearing a sunflower lanyard enables passengers to self-identify to staff that they have a hidden disability. It is a voluntary program and passengers are not required to participate. Passengers may choose to disclose their disability on the card, but they do not have to. They may also have a contact name and phone number on the card, which would be helpful if they are lost or are separated from their party. Airport staff are trained to recognize the lanyards and to be understanding if additional help is needed. The lanyards are available at the Main Terminal Information Booths on Level 3 (Departures Level, prior to the security checkpoint).

How can you help?

- by being patient and kind
- allowing more time to complete travel process
- speaking face-to-face to allow lip reading
- using clear and easy-to-understand language
- please be discreet when interacting with these guests

Wearing a lanyard DOES NOT guarantee fast tracking through security or any preferential treatment. Passengers are still required to arrange special assistance with their airlines and TSA Cares.

If you have any questions about this program, please email guestrelations@goaa.org

Not all
disabilities
look like this

