



JWA Helping Hands

Presented to:
**ACI – NA/AAAE Airport
Customer Experience
Symposium**

Presented by:
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What is Helping Hands?

Helping Hands is JWA's newest 'concierge type' of program geared towards travelers with hidden disabilities.

- We understand that all guests are unique and may need different levels of support custom-fit to their needs.
- The intended goal is to be unified as one JWA team (airlines, concessions, TSA, Customer Relations, etc.) in assisting individuals with hidden disabilities and helping to ease navigation through the Airport for those who may need a 'Helping Hand.'



Benefits of Helping Hands Program

Helping Hands will assist travelers with hidden disabilities when a traveler makes a request by phone or when completing the easy on-line form. Other ways we assist:

- **Day of Travel Appointment**
- **Personal Guide**
- **Scheduled Tour**
- **Optional Helping Hands bracelet**



Helping Hands Launch

Helping Hands Launch Event took place on November 15, 2018. JWA partnered with Orange County Autism, University of California, Irvine's Center for Autism, Orange County Alzheimer's Association, Southwest and United Airlines, and Airport Tenants to introduce the program.



Helping Hands Materials

- Logo
- Helping Hands Guides
- Resource Guide and Contact List
- Next Step Business Card
- Helping Hands Buttons



Helping Hands
Personalized
Travel Assistance

Please visit one of our information booths, call us at 949.252.5200, dial "0" from a white courtesy phone, or email us at info@ocair.com for more information.

This service is provided at no charge and is available daily from 6 am – 11 pm.



Helping Hands Training

Training and skill building promotes sensitivity, understanding and improved customer service. Training opportunities include:

- **ACI's Disability Sensitivity Training**
- **Regularly Scheduled Trainings**
- **In-House Resources**



Helping Hands Training

JWA encourages training and skill building for our Customer Relations staff, volunteers and tenants.

“We can’t thank you enough for the invitation to the Helping Hands training. This is a dear matter close to all of our hearts. We will make sure to include this information in our training when holding staff meetings. Thank you for making us feel at home and including us in your beneficial meetings.”

Mehran Torkzadeh (Manager LAZ Parking).



Expanding Helping Hands

- The Arc, a national organization that heads up the Wings for Autism® program, coordinates an airport “rehearsal” type of event specially designed for individuals with Autism spectrum disorders and people with other hidden disabilities, their families and aviation professionals.
- The program provides families with the opportunity to practice entering the airport, obtaining boarding passes, going through security and boarding a plane.
- In the future, JWA, TSA and airlines hope to partner together with Arc, to host an annual Wings for Autism® event.



Expanding Helping Hands

- 'Yellow Bracelet Tour' for tenants, TSA and airlines
- Helping Hands Presentations to local organizations
- Participation in events and fairs that benefit the Hidden Disabilities community



Helping Hands Success

- Between November 2018 and February 2019, the Airport has provided assistance to 23 families or individuals through the program.
- Assistance through the program has been provided to individuals and families who have been touched by Autism, Alzheimer's, wounded veterans as well as other hidden disabilities.
- Three publications have printed articles on the Helping Hands program, we have received 8,733 Twitter impressions, reached 4,292 Facebook followers, and received 59 likes on Instagram.



What's Being Said?

We welcome feedback for improving the Helping Hands program.

"That was the best service that I have ever received at an airport, period!" ~ U.S. Army Soldier

"Thank you to all! This is amazing team work and superior customer service! Kudos to each of you and thanks to Southwest Airlines! Great job!" ~ Mother of two children with Autism



Helping Hands Flying Forward

As we look to the future, we hope to expand the program with:

- A Video tour of the Airport to include O.C. Autism's mascot, "Austin" and our Helping Hand's official family.
- Specialized promotional items and collateral geared towards Autism sensory and cognitive challenges.
- Implementing Arc's Wings for Autism® program





**As we move forward in growing the
Helping Hands Program we are
encouraged that . . .**

**“It is in our hands to create a better
world for all to live in it.**

~ Nelson Mandela



Any questions?



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