

## Travelling as an Ostomy (stoma) passenger

Travelling with an ostomy bag can be a concern for passengers, especially when it comes to airport security screening.

This procedure defines the process to compliantly screen passengers with an ostomy bag. There are specific procedures and considerations in place to make sure the process is as smooth and discreet as possible, whilst being compliant with security requirements.

Here's what to expect during the security screening process at Jersey Airport:

### Tips for a smooth experience

- **Pack your medical supplies in your hand luggage**  
Make sure that you have all your necessary ostomy supplies in your carry-on hand luggage, as checked luggage can sometimes be delayed or lost.
- **Place scissors in your checked in luggage**  
Make sure you place your scissors (classed as sharps) for cutting ostomy bags to size, in your checked-in hold luggage, where possible.  
Any ostomy bags required for the duration of your journey need to be pre-cut before arriving at the airport.
- **Remain calm and respectful**  
We understand these situations can be very challenging for all concerned.
- **Stoma-friendly facilities**  
Stoma friendly facilities are available in all our Disabled toilets located throughout our airport.

While the process may feel intrusive, staying calm and communicating with the officer can help smooth the interaction.

By being prepared and understanding what to expect, you can help reduce the stress associated with travelling with an ostomy bag. The aim of airport security is to ensure the safety of all passengers while always respecting individual medical and disability requirements.

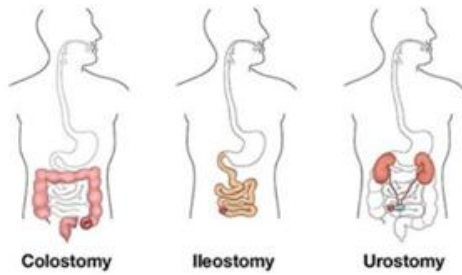
Please note that security procedures and processes may vary between airports, and not all airports operate in the same way as Jersey. As a result, there may be some variations encountered when travelling.

### Types of Ostomy (stoma) bags

- Ileostomy – usually located on the lower right-hand side
- Colostomy – usually located on the lower left-hand side

- Urostomy - usually located on the right-hand side

### The 3 Types of Ostomies



Before you arrive at the airport

### Medical documentation

We recommend obtaining a travel certificate or a letter from your healthcare provider that explains your condition and the medical supplies you carry. While this documentation is not mandatory, it can be helpful if any additional questions arise during the screening process.

You may keep your medical documentation with you and take it through the body scanner. Please present it to the security officer conducting the body screening for their awareness. The document will be hand searched by the officer before being viewed and will then be returned to you promptly.

Below are examples of the types of travel certificates that may be available.



### Pre-book with the Assisted Travel Team

The Assisted Travel team at Jersey Airport offer assistance for passengers with medical conditions and disabilities. You don't have to use Assisted Travel, but it may help make your journey through the airport smoother.



To pre-book your assistance, you need to contact the airline you are flying with at least 48 hours in advance. Your airline will then inform the Assisted Travel Team.

If your travel is booked through the Jersey Hospital Travel office, you will need to let them know if you want assistance when you're travelling.

You can contact our Assisted Travel team with questions before your journey, by email: [pojassist@ports.je](mailto:pojassist@ports.je). The team will respond within 24 hours.

### Medication, dietary liquids, pastes or gels

Please ensure that all medication, dietary liquids, pastes, or gels are packed at the top of your hand luggage to allow for easy access during security screening.

Upon arrival at the airport, your medical supplies should be placed into an Assisted Travel bag (as shown below), which will be loaned to you by the Assisted Travel desk for security screening purposes. These Assisted Travel bags do not need to be pre-booked.



Scissors are classified as sharp items and, where possible, must be packed in checked-in hold luggage.

Any ostomy bags required for the duration of your journey should be pre-cut prior to arrival at the airport.



### Comfortable, loose-fitting clothing

Choose loose or stretchy waistbands, to allow for easy access if required. You should avoid wearing belts or clothing with metallic fastenings. Support ostomy waistbands will not be removed.

### Hidden disability lanyard or wristband

If you have a Hidden Disability Sunflower lanyard or wristband and are comfortable wearing it, please keep it visible while travelling through the airport. This will help staff recognise that you may require additional support, understanding, or extra time during your journey.



### On the day of travel and at the Airport

#### Assisted Travel team

If you have booked assisted travel, please report to the Assisted Travel Desk upon arrival at Jersey Airport. The desk is located in the Departures Hall, adjacent to the café.

The Assisted Travel team will support and guide you through the check-in process before accompanying you to Security.

Prior to security screening, you will be loaned a green Assisted Travel bag for your medication, liquids, pastes, and gels. This bag is easily recognisable by security staff and indicates that it contains medical supplies.



The team will explain each step of preparing for security screening to support a smooth and comfortable journey.



### At the security checkpoint (security screening and tray loading area)

### Hidden Disability lanyard or wristband

If you have a hidden disability sunflower lanyard or wristband, please keep them on when travelling through security. This will help make sure you receive the necessary support from the security team.



**Before going through  
the scanning process**



**During the  
scanning process**

If you have any items attached to your lanyard or pin badges, you will need to remove them and put them into the security trays with your other items before entering the body scanners.

### Inform Security Personnel

As you approach the security checkpoint, please inform a member of the security team that you have an ostomy bag. If you wish, you will be offered the option of a private search, conducted discreetly away from the public area.

### Assisted travel bag

Please place your Assisted Travel bag, containing your medical items, into a security tray for screening.

Once you have passed through security, you will be shown to the Assisted Travel quiet lounge area, where you may re-pack your items into your own bags. The Assisted Travel bag should then be returned to a member of the Assisted Travel team.

### Screening process

You will be asked to go through the standard screening process, which involves being scanned by the body scanner technology.

### What happens if the body scanner is alerted?

If a body scanner alert is triggered due to your ostomy bag, please be reassured that this is recognised and managed with care, discretion, and sensitivity. A security officer will explain that an alert has been identified during screening and will discuss the available options with you. You will be given a choice as to how you would like the screening process to continue, in accordance with security procedures.

**A private search**, carried out in a private search room, or

**A search at the scanner**, if you prefer not to move to a private room.

If you choose to remain at the body scanner, the security officer will carefully and discreetly carry out a hand search of the indicated area over your clothing. A handheld metal detector may also be used where necessary. Any alerts will be resolved by checking only the specific area identified by the scanner, ensuring the process is as quick, respectful, and comfortable as possible.

### Swab testing

The officer may ask to take a swab; this is used to test for traces of prohibited substances around the

ostomy bag area where the stoma is located (this will take place over the top of your clothing) as well as from your hands. You will never be asked to expose your stoma or ostomy bag at any point.

### Your comfort, privacy and dignity

All screening is carried out with care, respect and dignity at all times.

If any additional checks are required, or if the officer has any concerns, a supervisor will attend to support the process.

Please be assured that if at any point you feel uncomfortable, you may request a supervisor or ask for the screening to continue in a private area.

Our priority is to ensure that your experience through security is as smooth, respectful, and discreet as possible, while maintaining the safety of all passengers.

### What to expect during the screening process

#### Respect and privacy

Security officers are trained to carry out screening with care, sensitivity, and respect for your privacy at all times. If you feel uncomfortable at any point, you may ask for a supervisor to attend and provide additional support.

#### No removal required

You will not be asked to remove or empty your ostomy bag at any point during the security screening process.

### After screening

#### Recompose yourself

After screening, you are welcome to take a moment to ensure you feel comfortable before continuing your journey. If you require additional time or support, please do not hesitate to speak with a member of the security team or the Assisted Travel team, who will be happy to assist you.