

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

1. 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.

2. 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.

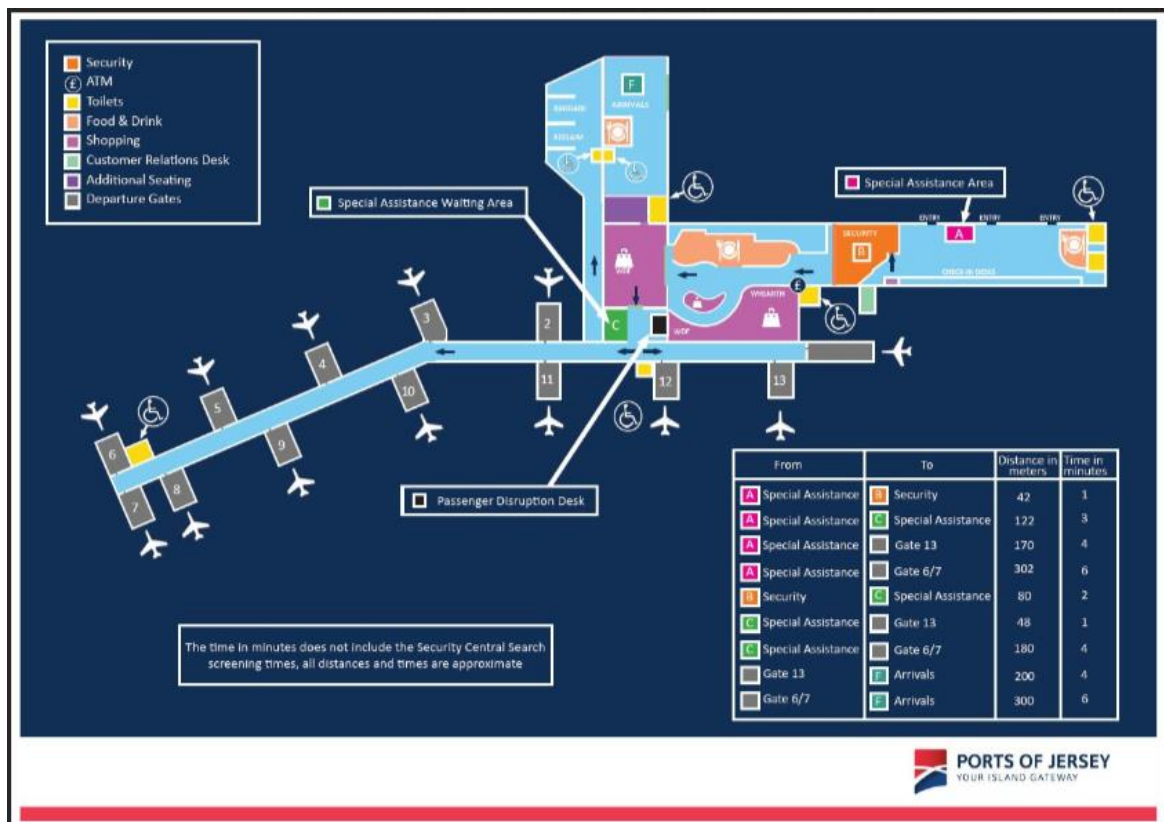
Any ostomy bags required for the duration of your journey need to be pre-cut before arriving at the airport.

3. Remain calm and respectful

We understand these situations can be very challenging for all concerned.

4. Stoma-friendly facilities

Stoma friendly facilities are available in all our disabled toilets located throughout our airport. Please refer to the plan below for the exact locations.



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

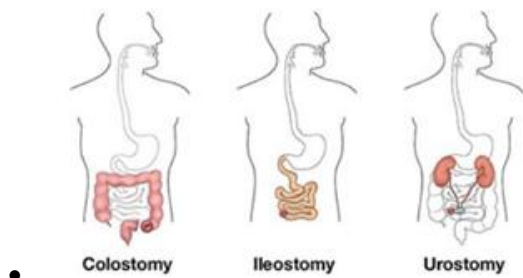
By being prepared and knowing what to expect, you can reduce the stress associated whilst traveling with an ostomy bag. The aim of airport security is to ensure everyone's safety while respecting your medical or disability requirements, as well as respecting your dignity.

Please note, not all airports have the same procedures and processes as Jersey.
There will be some variations and possible issues encountered.

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

1. Medical documentation

We advise getting a letter from your healthcare provider that explains your condition and the supplies that you carry. Although it's not mandatory, it can help if there are any questions during the screening.

Your medical documentation can be held by you and taken into the body scanner. You'll need to hand it to the officer carrying out the body scanning, for their information and awareness. Your document will be hand searched by the security officer, before handing it back to you. Below are some examples of the types of travel certificates available.



2. 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 book assistance before you travel, but it may help make your journey through the airport smoother.



Please pre-book assistance
with your airline before you
fly.

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. The team will respond within 24 hours.

3. Medication, dietary liquids, pastes or gels

Please make sure all your medication, dietary liquids, pastes or gels are packed at the top of your hand luggage for ease of access. When you arrive at the airport, your medical supplies will need to be put into an Assisted Travel bag loaned by the Assisted Travel desk for security purposes. These Assisted Travel bags do not need to be pre-booked.

Scissors are classed as sharps and will need to be placed in your checked-in hold luggage, where possible.

Any ostomy bags needed for the duration of your journey will need to be pre-cut before arriving at the airport.



4. 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 do not need to be removed.

5. Hidden disability lanyard or wristband

If you have a hidden disability sunflower lanyard or wristband and you are happy to wear these, please keep it on when travelling through the airport. This will help make sure you receive the necessary support throughout your journey.



On the day of travel and at the Airport

Assisted Travel team

1. If you have booked assisted travel, on arrival at Jersey Airport, please go to the Assisted Travel desk located in Departures Hall, next to the Cafe.
2. The Assisted Travel team will assist and guide you through the check-in process before going through to Security.
3. You will be loaned a Green Assisted Travel Bag for your medication, liquids, pastes and gels before heading to security. Security staff will automatically recognise this bag as carrying medical supplies.



4. The team will talk you through how to prepare for security, to make sure you have a smooth journey.



All liquids, pastes and gels should be in containers no larger than 100ml.



Remove outer clothing and empty your pockets before going through security



New body scanners



Where possible, check in online and print your boarding pass before you arrive at the airport.

At the Security Checkpoint (bag loading area)

1. 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.

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.



**Before going through
the scanning process**



**During the
scanning process**

2. Inform Security Personnel

As you approach the security checkpoint, you should inform the security personnel that you have an ostomy bag. You will be offered a private search, away from the public.

3. Assisted travel bag

Put your assisted travel bag that includes your medication in a security tray.

Once you have cleared security, you will be shown to the Assisted Travel quiet lounge area for you to re-pack your items into your own bags.

The Assisted Travel bag is then returned to the Assisted Travel team member.

4. Screening process

You will be asked to go through the standard screening process, which involves being scanned by the body scanner technology. If your ostomy bag sets off the alarm or requires further investigation, the officer will have to carry out a secondary search which may include a pat-down of the area.

This should be done with sensitivity and respect for your privacy in a private search room, by an officer of the same gender, supported by a security supervisor. You are also permitted to bring someone in with you as a witness or for safeguarding. The officer should not ask you to remove or expose the ostomy bag, unless there is reason for concern.

Personal belongings that have been declared clear, can be collected before going into the private search room.

Items that have been rejected and require further investigation will be kept secure on the inside of the security lane away from the public and under CCTV observation.

Once the private search is completed you will be escorted back to the security lane to identify your items and oversee the secondary search and to answer the standard security questions.

5. **Swab testing**

The officer may ask to take a swab, which is used to test for traces of prohibited substances around the ostomy bag area. The swab will be placed on your clothing and then analysed. They may also need to use a Handheld Metal Detector as part of the search process.

What to expect during the screening process

1. **Respect and privacy**

The security officers are trained to conduct screenings with respect for your privacy. If you feel uncomfortable at any point, you can request a supervisor to intervene.

2. **No removal required**

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

After screening

1. **Recompose Yourself**

After the screening, you can take a moment to make sure you are comfortable before proceeding. If you need extra time or help, don't hesitate to ask security personnel or the Assisted Travel team for further assistance.