

TRAVEL AND HOSPITALITY

Emirates host cabin crew, ground staff trainings for World Autism Day

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Specially trained Emirates employees wear a pin bearing a sunflower, an internationally-recognized emblem, to make themselves visible to passengers with autism. Image credit: Emirates

By LUXURY DAILY NEWS SERVICE

Dubai, U.A.E.-based airline **Emirates** is making efforts to equalize accommodations across the board.

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Coinciding with the advent of World Autism Day on April 2, the brand shares that more than 24,000 members of Emirates' in-flight crew and ground staff will have completed an online training course on how to assist passengers with hidden disabilities, covering approaches for responding with empathy.

Developed in accordance with the U.A.E. National Policy for People of Determination, the online course provides guidance on recognizing signs of autism in passengers as well as a series of mindful measures to ensure a pleasant traveling experience for all.

A helping hand

A developmental and neurological disorder, autism can present itself in vastly different ways.

The condition is often aggravated by the sensory stimuli inherent to air travel such as loud noise, bright light and close proximity to large crowds. To accommodate this, Emirates has incorporated autism-specific elements into its accessible travel protocol.

All People of Determination (POD) flying with Emirates across the globe are offered in-flight options to ensure their comfort. Beyond more broad options of noise-canceling headphones, pre-ordering special onboard meals and pre-planning entertainment offerings, POD and their traveling companions are welcome to select, at no extra cost, seats most suitable to their needs.

Those POD arriving at DXB will receive two hours of complimentary parking across all terminals. Once inside the airport, the group has the option of following DXB's Autism Friendly Route, a dedicated priority lane taking them comfortably through the checking-in process through to boarding, all the while supported by specially trained Emirates staff.

Emirates staff receive sensitivity and awareness training for religious observances as well.

Earlier this month, the airline launched its initiative to provide special in-flight meal options for passengers practicing fasting during the holy month of Ramadan ([see story](#)).

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