



## Hidden Disabilities Program

### What is it?

MidAmerica St. Louis Airport (BLV) is a member of the global Hidden Disabilities Sunflower Program. The program helps identify passengers who wish to discreetly alert staff that they may need a bit of extra time or assistance because of a hidden disability. Hidden disabilities can be physical, mental, or neurological conditions that limit or challenge a person's movements, senses, or activities but are not obvious to others.

BLV staff received training about ways in which to offer support to those with hidden disabilities. The training included "*Sunflower Conversations*," which gave the team a deeper understanding through interviews with people who wear the Sunflower by sharing their personal stories about the sunflower's role and the value and support the programs provides.

The Hidden Disabilities Sunflower indicates to anyone approaching – especially those in customer service roles – that a person wearing an item (lanyards, wristband, pins, tags or ribbons) with the program insignia may need more assistance and that their patience is appreciated.

As a Sunflower member, BLV can provide a green sunflower pin, lanyard, wristband, tag or ribbon, to any passenger who requests one to identify themselves as an individual with a hidden disability, if they don't already own a Hidden Disability Sunflower item. This lets Allegiant Air agents and TSA staff know that the passenger may require patience, understanding, or additional assistance while at the airport ticket counter, TSA security checkpoint, and gate boarding areas.

Anyone with Sunflower Program identification will also receive: **A free non-alcoholic beverage from our concessionaire, Tailwind.**



## How it Works

### It's simple!

Travelers can ask for a lanyard, wristband, tag or pin at the airline ticket counter and determine for themselves when to wear them. Anyone who feels they have a hidden disability can request one. There are no prerequisites for asking for or wearing an item. When someone working at the airport sees someone wearing a Hidden Disabilities Sunflower-branded lanyard, wristband, or pin, they will then know that this person may need extra assistance/patience.