



Petitioning Airport Authorities for a **Standard Policy for Insulin Pumps at Airport Security**

"I had a near miss at Faro Airport in Portugal last year when the guy insisting I go through the full body scanner finally read the last line of my doctor's letter that I had given him, which stated that I should NOT take my pump OFF!"

Vanessa, United Kingdom

"I'm a pump user and I don't like being treated like a criminal and airports are different throughout the UK in their knowledge and treatment of people with pumps."

Alison, United Kingdom

"My 3 year old daughter has an insulin pump. We had a letter from our diabetic team for going to Paris. It was fine going from Glasgow but difficult on the way back. It took loads of convincing to not put the pump through the x ray machine."

Pauline, United Kingdom

"I have problems all the time taking my 2 year old diabetic through airports and having to fight to not have her pump put through the scanner!"

Shelley, United Kingdom

"I wear a pump and a continuous glucose monitor (Dexcom). I have had a couple of problems when going through airport security. It makes you very uncomfortable and makes you not want to fly EVER when airport security wants you to go through the X-ray and body scanner. I paid thousands of dollars for the medical equipment I wear that saves my life. I don't want it broken or be unable to fly because TSA doesn't know how to handle it!"

Abigail, United States

"We have experienced problems with my daughter's insulin pump after walking through full-body scanners."

Sibel, United Kingdom

"27 years facing hassle getting Diabetic equipment through airport security! ENOUGH!"

Triona, Ireland

“I have an animas pump and it was exposed to x-rays which made it go wrong. There was a line on the screen and it was not giving the correct dose. It is very important that the device does not go through x-ray machine.”

Maria, Spain

“My daughter is T1 and we find airports extremely stressful due to all the checks and no two airports are the same. We have had medical supplies taken off us as staff did not understand need for them.”

Roisin, Ireland

“There seems to be great disparity between airport policies to insulin pumps and continuous glucose monitor system equipment, and all should be working to the same rule so as not to jeopardise the diabetic person safety.”

Annie, United Kingdom

“I am an insulin pump user of 5 years. I had difficulties coming back from Rome last year where they kept insisting I walk through the scanner. I refused and they gave in eventually. I even had Italian translated guidance from Medtronic.”

Penny, United Kingdom

“I am also an insulin pump user and I was also held up in an airport security check because of it. They wanted me to remove it for the entire flight. Unacceptable!”

Keith, United States

“I am an insulin pump user and regularly have the stress of arguing with airport security staff when they try to insist that my pump and controller unit get scanned by the x-ray and don't understand that this bad practice could actually kill me!”

Matt, United Kingdom

“I'm signing because I'm tired of every airport handling insulin pumps and CGMs differently, being told by TSA that I have no idea what I'm talking about and having to insist that my child's devices be hand- screened.”

Beth, United States

“I am type 1 diabetic, wear an insulin pump and constantly have bad experiences in airports. This not only makes the experience more stressful, but also has a secondary effect on my blood sugar.”

Bethaney, United Kingdom

“I am signing because I have diabetes, I travel on a weekly basis and each time we are picked out for additional control. It is very tiring that people sometimes never heard of diabetes or pumps.”

Tom, Belgium

“I'm signing because TSA doesn't know what to do when a child has a pump. Each airport does something different and it causes delays and stress.”

Tom, United States

“I am a type 1 diabetic and have faced the TSA on this very issue. There needs to be full training so as not to risk the health and well-being of diabetics worldwide.”

Yvonne, United States

"I am an insulin pump wearer and was treated like a terrorist on my last trip to Glasgow airport."

Laura, United Kingdom

"I was subject to abuse by airport security staff after I refused to disconnect my pump for it to be x-rayed. Staff need have adequate training on insulin pumps."

Gillian, United Kingdom

"Security at the airport in Dublin was very rude to me and my parents. When I showed my letter and said my pump couldn't go through the x-ray the young girl went to get her supervisor as it was her first day which was fair enough but the supervisor was very unhelpful and quite frankly embarrassed me in front of the whole terminal. A letter was sent to the airport by my endocrinologist because she was outraged at such treatment in this day and age. I am yet to hear from the airport with any form of apology and this occurred almost a year ago."

Sara, Ireland

"I'm a pump user who travels frequently and I always have to explain why my pump can't go through the x-ray machine."

Ginny, United States

"This problem occurs virtually every time I fly - internal or international. Heathrow put me off using them forever. The policy seems to be based upon what one guy thinks about a relative."

Simon, United Kingdom

I'm an insulin pump wearer and have had a similar experience at Gatwick Airport where I was embarrassed by the security staff; I'm now reluctant to fly anywhere.

Anita, United Kingdom

"This affects all type 1 diabetics. We've had some horrendous experiences - Gatwick is particularly bad, so we actively avoid it, although it's the closest airport to our home...."

Catherine, United Kingdom

"My daughter had a very unpleasant experience in Dublin airport where she was taken to a room to be searched because the manager was arrogant and had no knowledge of insulin pumps and was not willing to listen or read the letter which we had with us from our daughter's medical team."

Kathy, Ireland

"I'm signing this because I have experienced this type of inconsistency myself while travelling through Heathrow and Budapest airports."

Justine, United Kingdom

"I had a very distressing experience at Exeter airport where I was made to feel like a big time criminal and all this in front of my young children and rest of the passengers."

Debbie, United Kingdom

"Our family has had a similar experience in France where we were yelled at and told if the pump didn't go through the x-ray we were not allowed to pass through. Our son who was 16 at the time was humiliated and terribly upset and our entire family was shaken by the whole ordeal. It is definitely time for all security staff at all airports is educated about pumps."

Amanda, Australia

“I've had the same experiences in Thailand airports and worry about travelling overseas because of the stress surrounding it and fear of how far their misunderstanding of our situation could be taken. I almost had my pump literally pulled off me in a Thailand airport because they didn't understand English and didn't trust that what I was wearing wasn't a bomb or other weapon. This shouldn't be acceptable in 2016.”

Andi, Australia

“I am a type 1 diabetic with an insulin pump and I always have problems going through airports and sometimes even arguing with the staff when they say that its fine for me to go through when I know it's not. It takes up a lot of time and it is highly embarrassing when people are watching.”

Clare, United Kingdom

“I am signing this because for the last 2 years my son who is now 12 years old has been made to feel like some sort of criminal when traveling from Manchester airport! The staff are so rude and clearly need educating about type 1 diabetes.”

Karen, United Kingdom

“My son has type 1 diabetes and every TSA officer has told us something different. Many agents are not happy when I explain the procedures of wiping the pump and then wiping my son's hands! Very stressful!”

Regina, United States

“I have a daughter with type 1 diabetes travelling with Insulin Pumps and diabetes supplies. We have also had problems at Phuket Airport. There does need to be an international standard for screening of said supplies to avoid such stress.”

Belinda, Australia

“We had a very stressful time 3 years ago flying from Heathrow with x2 Type 1 daughters. Unfortunately the person dealing with us did not understand English very well, and caused a great deal of stress to our 17 year old. The USA airports on the other hand were brilliant!”

Melanie, United Kingdom

“I am an insulin pump user and find it very stressful having to explain this to airport security particularly when in a different country who speak another language.”

Gemma, United Kingdom

“As a frequent flier I have had very varied experiences in relation to being a pump user and also poor service regards to privacy.”

Arlene, United Kingdom

“Security has been a different experience for me at every airport I've attended and though I come prepared, I'm never sure how it's going to play out. One policy for the ever growing number of insulin pump users would streamline the process and make things easier not only on the pump user, but airport security as well.”

Erika, United States

“I am always anxious when travelling with my daughter who is on a pump after being treated poorly at San Francisco airport, leaving both of us in tears.”

Elizabeth, United Kingdom

"I am a type 1 diabetic on an insulin pump and have been on the pump for 5 years. I have been made to go through full body screening and x-ray machines on numerous occasions even had my pump pulled off me!"

Jayne, United Kingdom

"I've experienced trained staff in airports trying to intimidate me to go through a full body scanner."

Emma, United Kingdom

"Recently I have been subject to unfair treatment by airline staff due to wearing an insulin pump. It left me feeling annoyed but also vulnerable."

Rachel, United Kingdom

"I was subject to a very similar incident at Heathrow airport February of this year. Security was adamant that my back up pump had to go through the x-ray machine. It was one of the most stressful situations of my life. They were rude and very unsympathetic. I asked to speak to a supervisor and he was even worse! However, coming back through London, there was no issue. I think the security people feel they have all the power and control and unfortunately in this case they do. Just thinking back to my experience is making me stressed and my heart is racing. This is the impact the incident had on me. All airports should have mandatory training regarding insulin pumps and should be consistent at every airport."

Pratibha, Canada

"I was treated so badly at Birmingham airport in February 2016. They could seriously affect someone's health."

Gaynor, United Kingdom

"I have spent too long explaining and justifying to airport staff why my pump cannot go through these machines despite a letter from my hospital!"

Máiréad, United Kingdom

"Only last week had to argue with security in Portugal about not putting an insulin pump through x-ray and scanner. They refused to read paperwork explaining even though I had it translated. Senior staff called and once explained again with all relevant documents all ok. It was very stressful and distressing especially for my daughter who was in tears by this stage. Her pump is her lifeline and while I fully realise the security aspect some international understanding would go a long way."

Rachael, United Kingdom