

# press release

## McCloud Transportation is awarded contract to conduct ADA sensitivity training at Tampa International Airport

McCloud Transportation will conduct ADA sensitivity training workshops and proper techniques for communicating with persons with various types of disabilities.

**Tampa, FL. (August 2012)** – McCloud Transportation & Associates, LLC has been awarded a contract by Tampa International Airport (TIA) of Tampa, Florida to provide Americans with Disabilities Act (ADA) sensitivity training for its Public Information Officers and Assistant Directors of Operations. Training workshops will be conducted on the proper techniques for communicating with persons with disabilities.

“The purpose of the training is to show the human side of complying with the ADA” said Elita McMillon, TIA’s director of ethics, compliance and diversity. McCloud Transportation will customize the training for airport employees and will provide a brief history of the ADA, communication strategies for interacting with persons with different types of disabilities, and ways to increase the awareness of disabilities. Training will also include handouts, quizzes, role-play, videos and presentations by members of the disability community. “Proper communication with people with disabilities follows the basic rules of customer service and proper etiquette,” said Elaine R. McCloud, president & chief executive officer for McCloud Transportation. “The principles of people-first language emphasize the person, not the disability,” she said.

“It is important that the ADA training is tailored for airport employees,” said McCloud who noted that pot-bellied pigs must be granted passage on airplanes if they are used for “emotional support” by their owners, according to the Department of Transportation’s (DOT) draft manual on equity for people with disabilities in air travel.

Tampa International Airport is a world-class facility and is one of the preeminent airports in the world. The airport ranks 31st among airports in North America with annual passenger traffic of 16,820,859 in 2012.

### **About McCloud Transportation & Associates, LLC**

McCloud Transportation conducts ADA sensitivity training and communication techniques for interacting with persons with disabilities and meeting the requirements of the ADA law.

For more information, please visit [www.McCloudTrans.com](http://www.McCloudTrans.com) or call (813) 920-8683.