



Hawaii Traveler Tips

Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our web site at www.hawaii.gov/health/dcab. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.



Lihue Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Lihue Airport. Visual Display Units are located throughout Lihue Airport displaying gate departure times and other flight information. Obtain this Access Guide for Lihue Airport at www.hidot.hawaii.gov/airports/ada. For more information, contact the Visitor Information Program at the Lihue Airport at **(808) 274-3800** or www.hidot.hawaii.gov/airports/visitor.



Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems or would like general information or have questions on the rights of travelers with disabilities can

call the DOT hotline at **(800) 778-4838 (V)** and **(800) 455-9880 (TTY)**.

- Information about the Air Carrier Access Act which prohibits discrimination on the basis of disability in air travel and filing a complaint can be found at: www.dot.gov/airconsumer/complaints-alleging-discriminatory-treatment-against-disabled-travelers.

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, can provide information for travelers with disabilities and medical conditions in preparing for airport screenings at "Travelers with Disabilities and Medical Conditions" at **(855) 787-2227** or at www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions.



Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from the airport or airport car rental booth to the vehicle pickup point, or deliver the vehicle to the airport terminal.

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Alamo Rent-A-Car	(800) 327-9633 (Toll free)
Avis Rent-A-Car	(800) 321-3712 (Toll free)
Budget Rent-A-Car	(800) 527-7000 (Toll free)
Dollar Rent-A-Car	(866) 434-2226 (Toll free)
Hertz Rent-A-Car	(800) 654-3011 (Toll free)
National Rent-A-Car	(800) 227-7368 (Toll free)



Accessible Van Rentals

The following businesses rent wheelchair accessible vans. Call in advance to make reservations, arrange for pickup of the van, and if needed have hand controls installed in the van.

Wheelchair Getaways of Hawaii

(800) 638-1912 (Toll free)

Web site: www.wheelchairgetaways.com

Wheeler's Van Rentals of Hawaii LLC

(877) 735-6365 (Toll free)

Web site: www.wheelersvanrentals.com



Transportation

The County of Kauai operates a public fixed-route and paratransit bus service. All buses are wheelchair accessible. Contact the County of Kauai, Transportation Agency for information on bus routes, schedules, and hours of operation, and paratransit service at **(808) 241-6410**.

County of Kauai Transportation Agency

3220 Ho'olako Street

Lihue, HI 96766

(808) 241-4460

(808) 241-6417 (Fax)

Email: TheKauaiBus@kauai.gov

Web site: www.kauai.gov/Transportation



Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated accessible parking spaces. Parking placards may hang from the vehicle's rearview mirror or placed on the front dash when the vehicle is parked in a designated space.



Access to Beaches and Trails

All terrain wheelchairs are available at selected beaches on Kauai. Contact the County of Kauai, Department of Parks and Recreation for further information at **(808) 241-4460**.

For information on trails throughout the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program on Oahu **(808) 973-9782** or visit www.hawaiitrails.org.



Medical Equipment

The following medical supply and health care companies sell and rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Sup-

plies for more listings. Contact the medical supply and health care companies in advance to ensure your equipment needs are ready when you arrive in Hawaii.

Apria Healthcare

Apria Healthcare on Oahu also services Kauai.
98-720 Kuahao Place
Pearl City, HI 96782

(808) 485-0178

(800) 232-2549 (Toll free from Kauai to

Apria Healthcare on Oahu)

(808) 485-0169 (Fax)

Web site: www.apria.com

Gammie HomeCare

3206 Akahi Street
Lihue, HI 96766

(808) 632-2333

(808) 632-2422 (Fax)

Web site: www.gammie.com

Hawaii Home Infusion

4490-B Kolopa Street
Lihue, HI 96766

(888) 779-8477 (Toll free)

(808) 245-3787

(808) 245-1700 (Fax)



Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or other health conditions. Fees are charged for all services. Contact the business in advance for information.

Bayada Home Health Care

3083 Akahi Street
Lihue, HI 96766

(808) 245-5841

(808) 245-5103 (Fax)

Web site: www.bayada.com

Hawaii Professionals Homecare Services

2970 Kele Street, Suite 213

Lihue, HI 96766

(808) 245-5841



Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

Sign Language Interpreters and other Communication Access Providers

Isle Interpret

(808) 445-9125

Toll Free: 855-475-3874

Videophone (808) 791-0505

Email: info@isleinterpret.com

Hawaii Interpreting Services

(808) 394-7706

Email: info@interpretinghawaii.com

Web site: www.interpretinghawaii.com



Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

Hawaii Department of Agriculture Animal Quarantine Branch

99-951 Halawa Valley Street
Aiea, HI 96701-5602

(808) 483-7151

(808) 483-7161 (Fax)

Email: rabiesfree@hawaii.gov

Web site: www.hawaii.gov/hdoa/ai/ags/info

Web site on quarantine information for service animals: www.hdoa.hawaii.gov/ai/ags/animal-quarantine-information-page



Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

Visitor Aloha Society of Kauai
(808) 482-0111

Web site: www.visitoralohasociety.org

This guide was prepared by State of Hawaii, Department of Health
Disability and Communication Access Board

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814
(808) 586-8121 (V/TTY) • (808) 586-8129 (Fax)

Web site: www.health.hawaii.gov/dcab • Email: dcab@doh.hawaii.gov

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4614 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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