

# Rehab Nurses Instill Hope~Pursuing Travel Experiences to Promote Successful Living

Presented by:

Eric Bergman, BA, RN, CCM

Sue Brown, MSN, RN-BC, CRRN, CCM, RNA, CMAC

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# Speaker Disclosure Statement

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Eric Bergman, BA, RN, CCM is a Health Plan Outreach Manager at Compass Rose Benefits Group in Washington, DC.

No off-label use will be discussed.

Eric has no industry relationships to disclose.

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Sue Brown, MSN, RN-BC, CRRN, CCM, RNA, CMAC is a Case Manager at Health First Health Plans in Rockledge, FL.

No off-label use will be discussed.

Sue has no industry relationships to disclose.

# Objectives:

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Following the presentation the participant will be able to:

1. Provide guidance and support from an informed perspective, when discussing travel options with their patients/families.
2. Educate patients regarding the various disability travel resources and websites.
3. Understand the role and provide basic evaluation tools for choosing travel insurance while planning a trip.

# Background:

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Prior to the COVID-19 Pandemic, travel was a frequent leisure activity for many. In fact, domestic leisure travel increased to 1.9% in 2019 to 1.9 billion person-trips. Leisure travel accounted for 80% of all U.S. domestic travel in 2019. These travelers included those with chronic illness or disability.

People travel for many reasons including:

- medical tourism
- family events and visits
- leisure and relaxation
- adventure
- education

Disability does not decrease or change the need or desire for travel.

[https://www.ustravel.org/system/files/media\\_root/document/Research\\_Fact-Sheet\\_US-Travel-and-Tourism-Overview.pdf](https://www.ustravel.org/system/files/media_root/document/Research_Fact-Sheet_US-Travel-and-Tourism-Overview.pdf)

# Introduction:

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Rehabilitation Nurses should be able to educate and empower their patients to pursue domestic and international travel activities. It is especially important for those with newly acquired illness or disability to understand that travel is an activity that they can still enjoy (or pursue), and actively participate in with their loved ones or independently.

# Statistics on Disabled Travelers

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"Globally, it is estimated there are:

Over 1 billion persons with disabilities

Another 2 billion or more, such as spouses, children and caregivers of persons with disabilities

This represents almost a third of the world's population who are directly affected by disability.

This huge market for travel and tourism remains vastly under-served due to inaccessible travel and tourism facilities and services, as well as discriminatory policies and practices".

<https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html>

# Accessible Tourism - Why is it important?

Enables all people to participate in and enjoy tourism experiences

Ongoing endeavour to ensure tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age

Includes public & private entities

Collaborative process among all stakeholders, Governments, international agencies, tour-operators and end-users

[2006-UN Convention on the Rights of Persons with Disabilities](https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html) (CRPD) was adopted by the UN General Assembly-equal access for persons with disabilities to physical environment, information, transportation & other public entities

<https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html>





# Challenges for the Disabled Traveler

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- Untrained professional staff capable of informing and advising about accessibility issues
- Inaccessible booking services and related websites
- Lack of accessible airports and transfer facilities and services
- Unavailability of adapted and accessible hotel rooms, restaurants, shops, toilets and public places
- Inaccessible streets and transport services
- Unavailable information on accessible facilities, services, equipment rentals and tourist attractions

<https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html>

# Results of the Accessible Travel Study

The 2020 Accessible Travel Study was focused on readers of this website – people who tend to have mobility challenges and who have demonstrated an interest in accessible travel, even if they have not yet taken that first trip. The study group consisted of approximately 700 adults from all age groups, spreading a wide net across the various economic, nationality, racial and ethnic groups, and it is believed to be one of the most diverse groups included in an accessible travel study to date.

Although the survey participants came primarily from the United States (76%), 31 total nationalities were represented and respondents came from six continents. 64% were women and 35% were men.

The accessible travel market is enormous, measured in the billions of dollars per year. Disabled people belong to every economic group, meaning there is accessibility at every level — from the [European hostel](#) to the [5-star luxury hotel](#) in New York City.

According to the [U.S. Census Bureau](#), the median annual household income was \$68,703 in 2019. The data collected in this study suggests that disabled travelers are roughly on par with their nondisabled peers with respect to annual income, making the market segment a prime opportunity for the travel industry.

<https://wheelchairtravel.org/accessible-travel-study-2020-lessons-for-destinations-travel-providers/>

## Results of the Accessible Travel Study (continued)

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### **TYPES OF DISABILITY**

Although “wheelchair” is in the WheelchairTravel.org name, the website’s readership consists of a diverse group experiencing and adapting to many different conditions. We asked readers to indicate whether they...

Use a wheelchair or scooter full-time. — 68%

Use a wheelchair or scooter occasionally. — 23%

Use a walker, rollator, crutches or cane to aid mobility some or all of the time. — 29%

Use prosthetic devices some or all of the time. — 3%

Not all disabilities impact mobility. Approximately 4% of respondents reported that they are deaf or hard-of-hearing and 1% of readers are legally blind.

<https://wheelchairtravel.org/accessible-travel-study-2020-lessons-for-destinations-travel-providers/>

## Results of the Accessible Travel Study (continued)

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Ranking of accessibility when selecting a travel destination: in level of importance:

Accessibility 81%

Public transportation

Nature/outdoors

Museums/attractions

Cuisine

Nightlife

# Accessibility Concerns/Lodging

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- Convenient location
- Bathroom accessibility 79% said most important factor
- Bed height
- Nightly rate
- ADA shuttle

<https://wheelchairtravel.org/accessible-travel-study-2020-lessons-for-destinations-travel-providers/>

# Lack of Information

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More than 88% of respondents reported that the accessibility information provided by hotels is insufficient, a reality that often leaves travelers disappointed or unable to make full use of the facilities. By providing detailed and accurate information about the state of a property's accessibility, hotels can ensure that the guest's expectations align with the room they will actually receive.

Accessibility is important across the price spectrum, as disabled travelers book rooms at budget, midscale and luxury hotels.

<https://wheelchairtravel.org/accessible-travel-study-2020-lessons-for-destinations-travel-providers/>

## Disabled travelers lack confidence in air travel.

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- Approximately 85% of study participants reported having taken at least one flight with their disability, with 79% taking at least one round-trip each year. Delta Air Lines, American Airlines and Southwest Airlines were the top three most frequently utilized airlines for these journeys. 46% of respondents had taken at least one trip with a non-U.S. carrier such as Air Canada, British Airways, China Airlines or others.
- In asking travelers to assign a letter grade to the quality of [assistance provided when getting on and off the airplane](#), the results were striking.
- When asking the group if they believed airline assistance staff have been properly trained to help disabled passengers on and off the airplane (and to their seats), only 31% said yes — matching the number who had given an A or B rating to the quality of that assistance.
- There appears to be a significant opportunity for airlines to improve the quality of services offered to disabled passengers — improvements that could generate greater customer satisfaction and elevated interest in long-distance travel.

<https://wheelchairtravel.org/accessible-travel-study-2020-lessons-for-destinations-travel-providers/>

# Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

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“The International Air Transport Association is a trade association representing 296 member airlines around the world. The organization describes its mission as “advocating for the interests of airlines across the globe,” and it plays a major role in the development of airline policies, procedures and aviation standards”.

November 5-6, 2019, IATA held its first ever [Global Accessibility Symposium](#) in Dubai. The event provided a “platform to debate with stakeholders and passengers how air transport can be the leader of a truly accessible and inclusive industry for passengers with disabilities.”

<https://wheelchairtravel.org/5-takeaways-iata-global-accessibility-symposium-2019/>



# Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

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1. IATA wants to be an ally to the disability community
2. Wheelchair handling is a key action item for IATA.
3. Better service is coming to those with invisible disabilities
4. The industry has a disability representation problem.
5. Airlines are not interested in urgency

<https://wheelchairtravel.org/5-takeaways-iata-global-accessibility-symposium-2019/>

# Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

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## **Wheelchair handling is a key action item for IATA**

Data from the U.S. Department of Transportation shows that U.S. airlines are [damaging nearly 1,000 wheelchairs](#) each month. Although data from other countries is not publicly available, IATA has recognized that the mishandling of wheelchairs is a significant problem facing the industry. It's a costly one too — it inconveniences and immobilizes disabled travelers, and eats into the airline's bottom line.

<https://wheelchairtravel.org/5-takeaways-iata-global-accessibility-symposium-2019/>

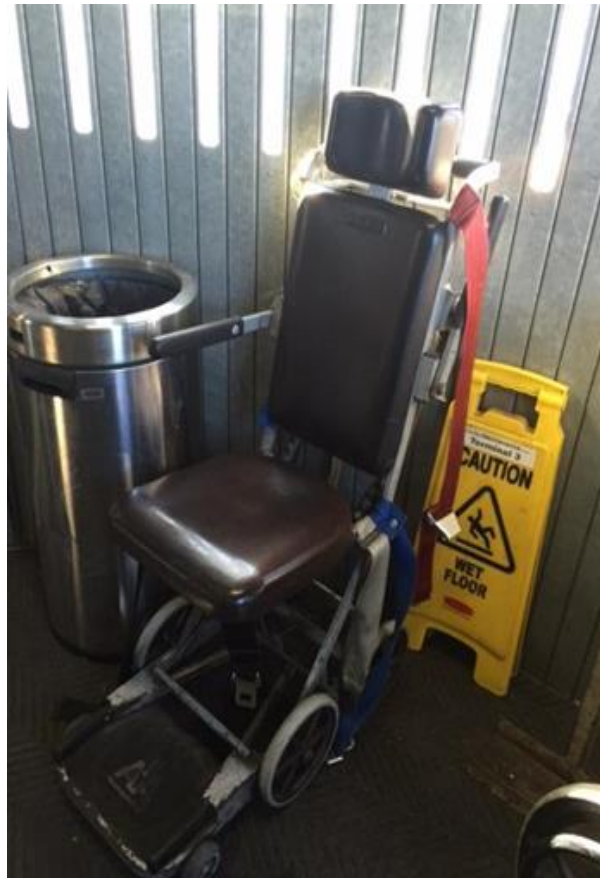
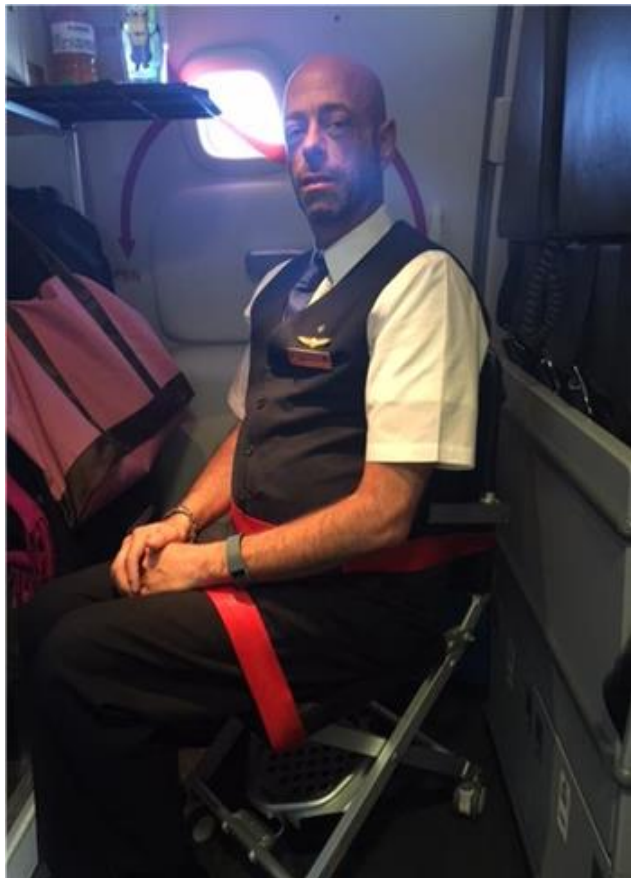
# Commercial Airline Support (Business Class seats)

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# Commercial Airline Support

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All US, and many foreign airlines, have an onboard wheelchair on every aircraft.

# Commercial Airline Support

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Many commercial airlines offer accessible lavatories on board.

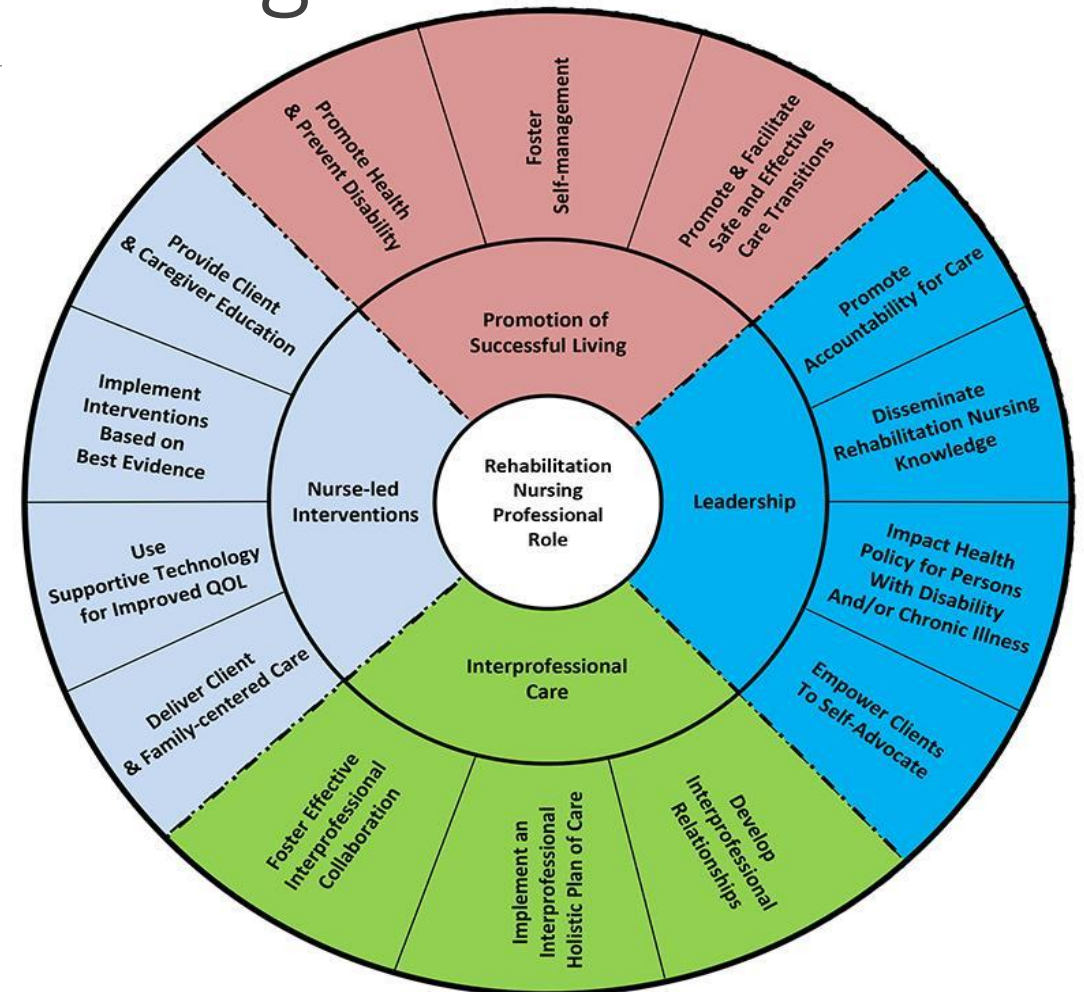


# Application of the Competency Model for Professional Rehabilitation Nursing

Domain 2: Promotion of Health & Successful Living in Persons with Disability or Chronic Illness Across Life-span

## 2.2 Foster Self-Management

<https://rehabnurse.org/advance-your-practice/practice-tools/competency-model>



# Adventure Travel

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# Adventure Travel

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# Adventure Travel



# Destination Research

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When traveling with a disability advance planning is more important than for the able bodied.

Issues to consider:

- accessibility
- healthcare availability/quality
- emergency services
- potential decompensation, and effect on return travel
- support for travel delays

Many websites can provide support and advice (see handout).

# Wheelchair Accessible Travel Guide

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- Attractions & Sights
- Wheelchair Accessible Hotels
- Public Transportation
- Wheelchair Taxis
- Sidewalk Accessibility
- Airport Accessibility

<https://wheelchairtravel.org/providence/>

# Wheelchair Accessible Travel Guide

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“Beehive of Industry” to Creative Capital. New England’s third largest city.

**Providence, Rhode Island** was founded in 1636, making it one of the oldest cities in the United States. The early colony was founded by Roger Williams, who left the Massachusetts Bay Colony to found the First Baptist Church in America. The congregation remains today, in a house of worship constructed in 1776. The city of Providence is largely a service and industrial economy. Seven institutions of higher learning are located in the city, including the Ivy League Brown University. The city is largely accessible to the disabled and wheelchair users, making it an easy to visit city in New England.

<https://wheelchairtravel.org/providence/>

# Accessible Theme Parks

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## Morgan's Wonderland

As the world's first fully accessible theme park, this magical destination simply has to be at the top of this list. Morgan's Wonderland opened in San Antonio in 2010 after Gordon Hartman witnessed discrimination against his own daughter, who has a disability. He wanted to create a place where those with and without disabilities could come together and play, and what a place he has created!

Morgan's Wonderland allows guests with special needs free admittance every day. Once inside the park, there are more than 25 [wheelchair-accessible](#) attractions to choose from. No aspect of Morgan's Wonderland is inaccessible because the entire place was built with wheelchair users in mind. Whether guests want to partake in an off-road adventure ride, ride an accessible train, play on an inclusive playground (complete with wheelchair swings!) or soar high in a Ferris wheel, the options truly are limitless at Morgan's Wonderland.

## Morgan's Inspiration Island

As the name suggests, this is the sister park to Morgan's Wonderland in San Antonio. However, instead of leisurely enjoying attractions such as a Ferris wheel and an inclusive playground, be prepared to get soaked at Morgan's Inspiration Island! This [fully accessible](#) waterpark is the perfect place to be on a hot Texas day. There are five splash pad areas and even a wheelchair-accessible riverboat ride.



# Accessible Theme Parks

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# Travel Insurance



Travel with disabled or chronically ill persons requires considerations for emergency support.

Travel insurance and travel assistance companies can provide just that needed support, but careful shopping is required.



# Travel Insurance vs. Travel Assistance

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## Travel insurance:

Covers the costs of loss, inconvenience, and emergency:

- lost luggage
- cancelled flights
- flight delays
- medical emergencies
- etc.

## Travel Assistance:

Services provided by a travel assistance company:

- administer travel insurance
- provide emergency advice/services
  - help to replace lost/stolen docs/items
  - Rx refill
  - case management
  - facility evaluation
  - emergency evacuation
  - repatriations



# Travel Insurance Will Support Your Clients

[www.insuremytrip.com](http://www.insuremytrip.com)

Travel Insurance. Compare & Buy.

Where are you traveling?

Travel Insurance protects travelers in case of emergency or interruption of a trip. You want peace of mind when you travel. With insuremytrip's guide process, you can research, compare and buy an affordable plan today. As the leader in trip insurance, our site aims to help you compare benefits, get quotes, buy policies, and save from unexpected expenses due to travel concerns. You can quickly compare plans of different levels of coverage and guard your travel plans against cancellation of flights and cruises, emergency medical expenses, emergency evacuation, and lost baggage. Our licensed insurance agents provide service to assist you in finding the right coverage. Our Anytime Advocates help you if you have a claim and have helped pay \$1,000,000 of coverage back in travelers' pockets. Please research our plans using our 50,000+ travel insurance reviews to find the right coverage.

Travel Coverage

[www.squaremouth.com](http://www.squaremouth.com)

Compare 110 travel insurance policies from 26 providers with 52,662 reviews

Start a new search View Help Center

Call us at: 1-800-240-0369  
24 hours a day, 365 days a year

airport standby list, please ensure you have the appropriate number of upgrades in your account prior to check-in. 500-mile upgrades are not valid for travel on American Airlines flights to/from Europe, South America or Asia. Contact AAdvantage Reservations for request an upgrade award.

Flight	Flight Details	Upgrade Required	Request Upgrade?
150	Depart: Chicago ( ORD ) Arrive: Paris ( CDG )	Contact AA for upgrade awards	N/A
151	Depart: Paris ( CDG ) Arrive: Chicago ( ORD )	Contact AA for upgrade awards	N/A

View 500-mile upgrade rules

**Trip insurance**

Protect your trip

Trip insurance is available to residents of the U.S., Canada and Mexico when purchasing a reservation online and helps protect against unexpected events that may impact travel. Learn more by visiting [Travel Insurance From Allianz Global Assistance](#).

**Additional Travel Needs**

Complete your travel - add a car, hotel, or activity!

Up to 35% savings plus AAdvantage®

Watch free entertainment on your flight

# Not All Travel Insurance Plans Are Equal

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## GOOD

- Pre-existing conditions *covered*
- 24/7 solid support
- Robust benefits

## NOT SO GOOD

- Pre-existing conditions *excluded*
- Support limited
- Inadequate benefits

# Mind the Fine Print

of opting out of your community aggregation program. If you enroll by affirmative consent, these Terms and Conditions and the enrollment information on the website are your consent ("Agreement"). If you remain in the community aggregation program by not opt-out, these Terms and Conditions and your opt-out notification are your Agreement. **6. Keep a copy of this Agreement for your records.**

is certified by the Illinois Commerce Commission ("ICC") as an Alternate Retail or Supplier ("ARIS") to sell competitive retail electric service to customers in the of Illinois utilizing existing transmission and distribution systems. FES is certified by ICC to operate as an ARIS in the service area of Ameren Illinois Company and its associated Edison Company. As an ARIS, FES will supply the electric generation to Electric Utility ("EU") based on your usage. Your EU then distributes or delivers the electricity to you. FES sets the generation prices and charges that customers pay. The ICC sets distribution prices and services. As authorized by 20 ILCS 3653-1-42, FES sells retail and related services and equipment ("Retail Electric Supply") to customers cities, municipalities or boards of county supervisors acting as governmental entities of residential and small commercial retail electrical loads located within the territory of the incorporated area of the county.

## NOTIONS:

- Electric Service** - Charge for the production of electricity
- Generation Service** - Charge for moving high voltage electricity from a generator to the distribution lines of a electric utility.
- Delivery Service** - Basic service for the physical delivery of electricity over a distribution system to customers from the transmission system.
- Right of Rescission** - If you do not opt-out or you give your affirmative consent and are able to receive generation service from FES, your EU will send you a confirmation e-mail. You will have the right to rescind your enrollment within ten (10) calendar days being the postmark date of the confirmation letter by contacting FES or your REC. Right of Rescission only applies when a customer enrolls in a generation supplier and you choose to opt-out of your governmental aggregator's program, you will continue receive the applicable tariffed service provided by your EU as required by 28 ILCS 536-1 and defined by its rules on file with the ICC pursuant to 22B ILCS 536-1 ("Tariffed Service"), unless you choose an alternate supplier of electricity.

## TERMS AND CONDITIONS OF SERVICE

**Eligibility.** All residential customers and any small commercial retail customers of an EU consuming 15,000 kilowatt-hours or less of electricity annually in the EU's service area are eligible customers for this offer from FES. Applicable residential and small commercial retail customers in an aggregation program shall not include customers of an ARIS that is not the chosen supplier of the aggregation program or customers participating in a residential real-time pricing program unless those customers affirmatively choose to join the aggregation program. FES also reserves the right to refuse enrollment to any small commercial retail customer with an outstanding electric bill balance.

**Basic Service Prices.** During the term of this Agreement, you agree to pay FES for certified electric transmission, generation and generation related charges. You will be notified electric transmission, generation and generation related charges. You will be notified at the price specified in the opt-out notification. If you are a net metering customer that has not contacted FES to sign a net metering agreement your net negative usage in a given month will be credited at 600 cents per kilowatt-hour. In addition to FES' charges, you will be charged by your EU for distribution and various other charges, which are detailed in the charge schedule sheet, if any regional transmission organization ("RTO") or other utility industry reliability or other entity, EU, governmental entity or agency, NERC and other industry reliability organization, or even requires a change to the terms of the Agreement, or impose upon aggregation, or even requires a change to the terms of the Agreement, or a change in the method or supplier now or additional charges or requirements, relating to your Retail Electric Supplier for determining charges or requirements, relating to your Retail Electric Supplier under this Agreement (any of the foregoing, a "Pass-Through Event"), which are not otherwise mentioned to FES. Customer agrees that Supplier may pass through to additional cost to Supplier of such Pass-Through Event, which may be variable, to additional cost to Supplier of such Pass-Through Event, including transmission or capacity charges that may include, without limitation, transmission or capacity

charges may result in your electric service being discontinued in accordance with your ECA tariffs.

- Penalty, Fees and Exceptions.** Your EU may charge a switching fee to the customer. If you do not pay the full amount owed to FES by the due date of the bill, FES may charge a 1.5% per month late payment fee.
- Cancellation/Termination Provisions.** If this Agreement is not rescinded during the rescission period, then enrollment will be complete. FES may terminate this Agreement at any time pursuant to the master agreement between FES and your governmental aggregator. You may terminate this Agreement at any time without a penalty. Upon termination, if you do not choose another ARIS provider you will return to the applicable Tariffed Service provided by your EU.
- Customer Consent and Information Release Authorization.** By choosing not to opt-out of your community's program or to affirmatively join it, you understand and agree to the terms and conditions of this Agreement with FES and wish to charge from your current generation service provider to FES. You authorize FES to obtain information from the EU that includes, but is not limited to billing history, payment history, historical and future electricity usage, meter readings, and characteristics of electricity service. FES reserves the right to determine if you credit, standing is satisfactory before accepting your enrollment request.

- Contract Expiration.** At the end of its term, this Agreement will expire. You are responsible for arranging your electric supply upon the expiration of the Agreement either through an aggregation program, another ARIS or by returning to your EU.
- Dispute Resolution.** You may contact FES with any questions concerning the terms a service by phone at 1-888-451-0206 (toll-free M-F 8AM - 5PM EST or in writing a 341 White Pond Drive, Allen, Central Administration, Allen, OH 44028. Our web address is [www.fes.com](http://www.fes.com). If your computer is not resolved after you have called FES and/or your EU, or for general utility information, you may contact the Customer Service Division of the ICC for assistance at between 8:30 AM and 5:00 PM, Monday through Friday by calling 1-800-234-6799 or TTY at 1-800-458-6177 or visit [www.illinois.gov](http://www.illinois.gov) or [www.illinois.gov](http://www.illinois.gov).
- Miscellaneous.** You may request from FES, twice within a 12 month period, up to 24 months of payment history, without charge.

FES is prohibited from disclosing a customer's social security number without the customer's affirmative written consent except as permitted or required by 22B ILCS 55-115, 511 ILCS 305/2B or other applicable law. FES is prohibited from disclosing a customer's billing, usage or load data except as permitted by 20 ILCS 3653-1-42, 22B ILCS 536-1-22 or other applicable law. FES environmental disclosure statement is available for viewing on our web site [www.fes.com](http://www.fes.com). FES will provide quarterly updates to the statement as a separate bill item as required under Section 16-127 of the Electric Service Customer Choice a Rate Relief Law of 1997 and the rules of the Illinois Commerce Commission, 65 Allen, Code 42).

FES may assign its rights to another party, including any successor, in accordance with the rules and regulations of the ICC.

FES assumes no responsibility or liability for the following items that are responsibility of the EU: operation and maintenance of the EU's electrical system; any interruption of service, termination of service, or discontinuation of the I service. **In the event of a power outage, you should contact your local EU.**

Customer is responsible for providing FES with accurate account information and information in accordance. FES reserves the right to opt-out the applicable tariffed service provided by your EU as required by 28 ILCS 536-1 and defined by its rules on file with the ICC pursuant to 22B ILCS 536-1 ("Tariffed Service"), unless you choose an alternate supplier of electricity.

**WARRANTIES SET FORTH IN THIS PARAGRAPH ARE EXCLUSIVE AN IN LIEU OF ALL OTHER WARRANTIES, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR A**

of opting out of your community aggregation program. If you enroll by affirmative consent, these Terms and Conditions and the enrollment information on the website are your consent ("Agreement"). If you remain in the community aggregation program by not opt-out, these Terms and Conditions and your opt-out notification are your Agreement. **6. Keep a copy of this Agreement for your records.**

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**WARRANTIES SET FORTH IN THIS PARAGRAPH ARE EXCLUSIVE AN IN LIEU OF ALL OTHER WARRANTIES, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR A**

of opting out of your community aggregation program. If you enroll by affirmative consent, these Terms and Conditions and the enrollment information on the website are your consent ("Agreement"). If you remain in the community aggregation program by not opt-out, these Terms and Conditions and your opt-out notification are your Agreement. **6. Keep a copy of this Agreement for your records.**

is certified by the Illinois Commerce Commission ("ICC") as an Alternate Retail or Supplier ("ARIS") to sell competitive retail electric service to customers in the of Illinois utilizing existing transmission and distribution systems. FES is certified by ICC to operate as an ARIS in the service area of Ameren Illinois Company and its associated Edison Company. As an ARIS, FES will supply the electric generation to Electric Utility ("EU") based on your usage. Your EU then distributes or delivers the electricity to you. FES sets the generation prices and charges that customers pay. The ICC sets distribution prices and services. As authorized by 20 ILCS 3653-1-42, FES sells retail and related services and equipment ("Retail Electric Supply") to customers cities, municipalities or boards of county supervisors acting as governmental entities of residential and small commercial retail electrical loads located within the territory of the incorporated area of the county.

## NOTIONS:

- Electric Service** - Charge for the production of electricity
- Generation Service** - Charge for moving high voltage electricity from a generator to the distribution lines of a electric utility.
- Delivery Service** - Basic service for the physical delivery of electricity over a distribution system to customers from the transmission system.
- Right of Rescission** - If you do not opt-out or you give your affirmative consent and are able to receive generation service from FES, your EU will send you a confirmation e-mail. You will have the right to rescind your enrollment within ten (10) calendar days being the postmark date of the confirmation letter by contacting FES or your REC. Right of Rescission only applies when a customer enrolls in a generation supplier and you choose to opt-out of your governmental aggregator's program, you will continue receive the applicable tariffed service provided by your EU as required by 28 ILCS 536-1 and defined by its rules on file with the ICC pursuant to 22B ILCS 536-1 ("Tariffed Service"), unless you choose an alternate supplier of electricity.

## TERMS AND CONDITIONS OF SERVICE

**Eligibility.** All residential customers and any small commercial retail customers of an EU consuming 15,000 kilowatt-hours or less of electricity annually in the EU's service area are eligible customers for this offer from FES. Applicable residential and small commercial retail customers in an aggregation program shall not include customers of an ARIS that is not the chosen supplier of the aggregation program or customers participating in a residential real-time pricing program unless those customers affirmatively choose to join the aggregation program. FES also reserves the right to refuse enrollment to any small commercial retail customer with an outstanding electric bill balance.

**Basic Service Prices.** During the term of this Agreement, you agree to pay FES for certified electric transmission, generation and generation related charges. You will be notified electric transmission, generation and generation related charges. You will be notified at the price specified in the opt-out notification. If you are a net metering customer that has not contacted FES to sign a net metering agreement your net negative usage in a given month will be credited at 600 cents per kilowatt-hour. In addition to FES' charges, you will be charged by your EU for distribution and various other charges, which are detailed in the charge schedule sheet, if any regional transmission organization ("RTO") or other utility industry reliability or other entity, EU, governmental entity or agency, NERC and other industry reliability organization, or even requires a change to the terms of the Agreement, or impose upon aggregation, or even requires a change to the terms of the Agreement, or a change in the method or supplier now or additional charges or requirements, relating to your Retail Electric Supplier for determining charges or requirements, relating to your Retail Electric Supplier under this Agreement (any of the foregoing, a "Pass-Through Event"), which are not otherwise mentioned to FES. Customer agrees that Supplier may pass through to additional cost to Supplier of such Pass-Through Event, which may be variable, to additional cost to Supplier of such Pass-Through Event, including transmission or capacity

charges may result in your electric service being discontinued in accordance with your ECA tariffs.

- Penalty, Fees and Exceptions.** Your EU may charge a switching fee to the customer. If you do not pay the full amount owed to FES by the due date of the bill, FES may charge a 1.5% per month late payment fee.
- Cancellation/Termination Provisions.** If this Agreement is not rescinded during the rescission period, then enrollment will be complete. FES may terminate this Agreement at any time pursuant to the master agreement between FES and your governmental aggregator. You may terminate this Agreement at any time without a penalty. Upon termination, if you do not choose another ARIS provider you will return to the applicable Tariffed Service provided by your EU.
- Customer Consent and Information Release Authorization.** By choosing not to opt-out of your community's program or to affirmatively join it, you understand and agree to the terms and conditions of this Agreement with FES and wish to charge from your current generation service provider to FES. You authorize FES to obtain information from the EU that includes, but is not limited to billing history, payment history, historical and future electricity usage, meter readings, and characteristics of electricity service. FES reserves the right to determine if you credit, standing is satisfactory before accepting your enrollment request.

- Contract Expiration.** At the end of its term, this Agreement will expire. You are responsible for arranging your electric supply upon the expiration of the Agreement either through an aggregation program, another ARIS or by returning to your EU.
- Dispute Resolution.** You may contact FES with any questions concerning the terms a service by phone at 1-888-451-0206 (toll-free M-F 8AM - 5PM EST or in writing a 341 White Pond Drive, Allen, Central Administration, Allen, OH 44028. Our web address is [www.fes.com](http://www.fes.com). If your computer is not resolved after you have called FES and/or your EU, or for general utility information, you may contact the Customer Service Division of the ICC for assistance at between 8:30 AM and 5:00 PM, Monday through Friday by calling 1-800-234-6799 or TTY at 1-800-458-6177 or visit [www.illinois.gov](http://www.illinois.gov) or [www.illinois.gov](http://www.illinois.gov).
- Miscellaneous.** You may request from FES, twice within a 12 month period, up to 24 months of payment history, without charge.

FES is prohibited from disclosing a customer's social security number without the customer's affirmative written consent except as permitted or required by 22B ILCS 55-115, 511 ILCS 305/2B or other applicable law. FES is prohibited from disclosing a customer's billing, usage or load data except as permitted by 20 ILCS 3653-1-42, 22B ILCS 536-1-22 or other applicable law. FES environmental disclosure statement is available for viewing on our web site [www.fes.com](http://www.fes.com). FES will provide quarterly updates to the statement as a separate bill item as required under Section 16-127 of the Electric Service Customer Choice a Rate Relief Law of 1997 and the rules of the Illinois Commerce Commission, 65 Allen, Code 42).

FES may assign its rights to another party, including any successor, in accordance with the rules and regulations of the ICC.

FES assumes no responsibility or liability for the following items that are responsibility of the EU: operation and maintenance of the EU's electrical system; any interruption of service, termination of service, or discontinuation of the I service. **In the event of a power outage, you should contact your local EU.**

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# Evacuation vs. Repatriation

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Evacuation - emergent move to a higher level of service - usually to the nearest suitable center of excellence.

- High quality care is available in almost all regions of the world and frequently in places most Americans do not expect it.

Repatriation - supported travel to home.

Can include:

- air ambulance transport - if recovery will require significant rehab or time
- medical escort on a commercial flight
- assistance with readmission at home for continued care
- covering the cost of new tickets to replace a missed return trip

# Resources for the Ill or Injured Traveler

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Comprehensive travel insurance supported by a skilled and reputable travel assistance company

The local US Embassy or consulate

Local medical care specialized in travelers

Caution: they can be predatory

High quality local medical/health care

# Conclusion:

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Disability can increase the difficulty and complexity of travel, but it doesn't change the benefits, desire, and need for it.

- relaxation
- rejuvenation
- family interaction
- celebration
- medical tourism

A well prepared and qualified nurse needs to be able to provide guidance, advice and support for their disabled patients who want or need to travel.



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# Questions?

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