



**JSX and Autism Double-Checked  
Proudly Present:**

**A Guide for Customers  
with Autism Spectrum Disorder  
(and other Cognitive Disorders)**

**JSX | SAC**



# Table of Contents

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<b>Location</b>	<b>Page #'s</b>
About this Guide	2
Important General Information	3-7
Preparing for Your Flight	8-9
Packing	10
Checking in	11
Boarding	12
During the Flight	13-14
Arrival	15
Lost Person Help	16
Index	17-19
For Further Information	20

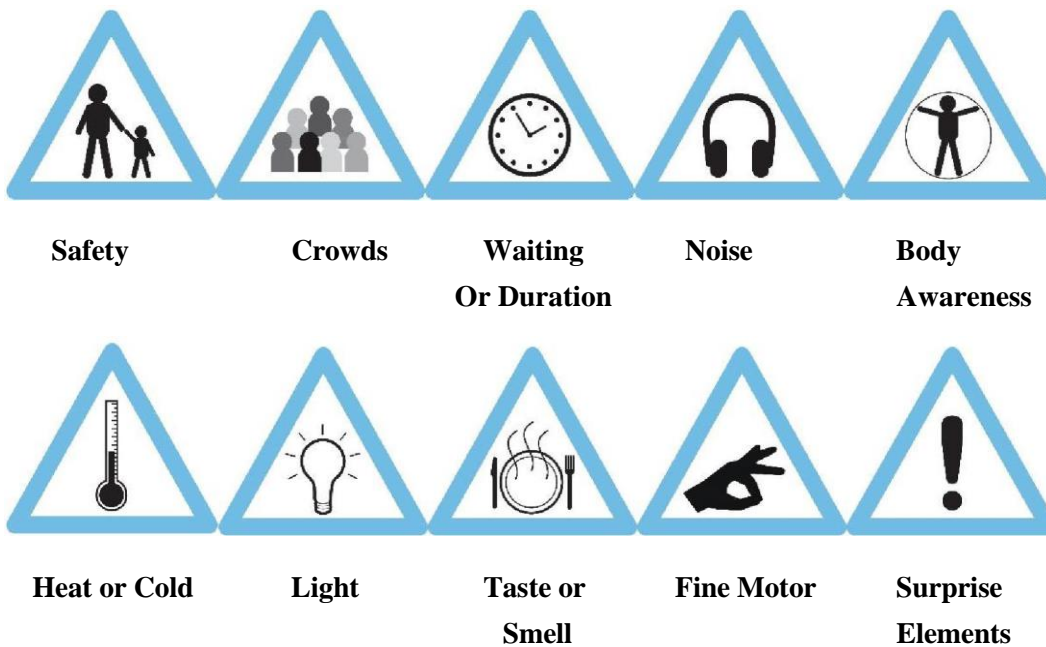
## About this Guide

This guide has been prepared by Autism Double-Checked in order to assist parents and caregivers of Customers with ASD when flying with JSX.

The objective is to give advance information about sensory and other issues that may need extra consideration for Customers with ASD. The Guide gives information about the nature of these issues and guidance for how to best handle them.

Due to the wide variety of issues that may arise for individuals with ASD, such guidance is general in nature. If you encounter something that is not covered in this guide, please seek the help of a JSX Crewmember.

Throughout this Guide, we will make use of the Sensory Issue Advisory Triangles below. Each Advisory Triangle is cross-referenced to the appropriate section in the Guide.



City	Burbank, CA
Airport	BUR - Hollywood/Burbank
Address	4561 W. Empire Ave Burbank, CA 91505
Parking	
Valet	Y- \$40/day plus taxes and fees (credit/debit only)
Self	No (rideshare only)
Min check-in time	20 minutes
Go-Rentals	Y
Nearest ER	Providence St Joseph Med Center 501 S Buena Vista St, Burbank (4mi from JSX location)
Nearest Pharmacy	CVS Pharmacy 511 N Hollywood Way, Burbank (3mi from JSX location)



### Special Notes



**Body Awareness:** Part of the waiting area at the Burbank location is inside an aircraft hangar with high ceilings although there is additional waiting space where this is not the case.

*If such areas may cause problems, it may help to practice in a similar structure near home prior to arrival. Alternatively, you may request to use one of the rooms with lower ceilings.*

**Noise.** Since the hangar doors are usually open, noise from aircraft may be an issue for some. There is a freight railway line directly across the street from Hangar 2. When trains pass there may be considerable noise. Trains do not run to a fixed schedule.

*If noise is a possible issue, even for children who are moderately sensitive, you may wish to utilize noise canceling headphones in the area outside of Hangar 2.*

**Phone Number for all locations: (800) 435-9579**

### Rental Car Information (All locations)

For most locations Go Rentals cars are available on arrival.

Please call Go Rentals at (949) 449-2833 or email [JSX@gorentals.com](mailto:JSX@gorentals.com) to book.

<b>City</b>	<b>Austin, TX</b>	<b>East Bay/Napa, CA</b>	<b>Dallas, TX</b>
<b>Airport</b>	<b>AUS - Austin Airport</b>	<b>CCR - Concord</b>	<b>DAL - Dallas, Love Field</b>
<b>Address</b>	<b>4321 Emma Browning Ave Austin, TX 78719</b>	<b>181 John Glenn Drive Concord, CA 94520</b>	<b>8555 Lemmon Avenue Dallas, TX 75235</b>
<b>Parking</b>			
<b>Valet</b>	<b>N</b>	<b>N</b>	<b>Y - \$40/day+tax (debit/credit only)</b>
<b>Self</b>	<b>N - Rideshare only</b>	<b>Y - Free parking</b>	<b>N - Rideshare only</b>
<b>Min check-in time</b>	<b>20 minutes</b>	<b>20 minutes</b>	<b>20 minutes</b>
<b>Go-Rentals</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Nearest ER</b>	<b>St. David's South Austin Med 901 W Ben White Blvd (11.3mi from JSX location)</b>	<b>J Muir Health, Concord Med Cent 2540 East St, Concord (2mi from JSX location)</b>	<b>William Clements Jr University 6201 Harry Hines Blvd, Dallas (2.6mi from JSX location)</b>
<b>Nearest Pharmacy</b>	<b>CVS Pharmacy 4405 E Riverside Dr (7.4mi from JSX location)</b>	<b>Walgreen's Pharmacy 1800 Concord Ave, Concord (1.5mi from JSX location)</b>	<b>CVS Pharmacy 5659 Lemmon Ave (1.5mi from JSX location)</b>

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<b>City</b>	<b>Denver/Boulder, CO</b>	<b>Houston, TX</b>	<b>Las Vegas, NV</b>
<b>Airport</b>	<b>BJC - Rocky Mountain Airport</b>	<b>HOU - Houston, Hobby</b>	<b>LAS - Harry Reid International</b>
<b>Address</b>	<b>11755 Airport Way Broomfield, CO 80021</b>	<b>8401 Nelms Street Houston, TX 77061</b>	<b>JSX, 5616-A Haven St Las Vegas, NV 89119</b>
<b>Parking</b>			
<b>Valet</b>	<b>N</b>	<b>Y - \$35/day (debit/credit only)</b>	<b>Y - \$35/day (debit/credit only)</b>
<b>Self</b>	<b>Y - For fee. Rideshare recomm</b>	<b>N</b>	<b>N - Rideshare only</b>
<b>Min check-in time</b>	<b>20-30 minutes</b>	<b>20 minutes</b>	<b>30 minutes</b>
<b>Go-Rentals</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Nearest ER</b>	<b>UCHealth Broomfield Hospital 11820 Destination Dr, Broomfield (1.5mi from JSX location)</b>	<b>Memorial Hermann Southeast 11800 Astoria Blvd (8.5mi from JSX location)</b>	<b>Desert Springs Hospital Med Cent 2075 E Flamingo Rd, Las Vegas (4mi from JSX location)</b>
<b>Nearest Pharmacy</b>	<b>Walgreen's Pharmacy 570 US 287, Broomfield (2.0mi from JSX location)</b>	<b>CVS Pharmacy 8234 Broadway St, Houston (2.9mi from JSX location)</b>	<b>CVS Pharmacy 3758 LAS Vegas Blvd, Las Vegas (2mi from JSX location)</b>

<b>City</b>	<b>Los Angeles, CA</b>	<b>Miami, FL</b>	<b>Monterey, CA</b>
<b>Airport</b>	<b>LAX - Los Angeles International</b>	<b>MIA - Miami International</b>	<b>MRY - Monterey Regional</b>
<b>Address</b>	<b>Signature Flight Support - LAX 6201 W Imperial Hwy, Los Angeles</b>	<b>3551 NW 59th Avenue Miami, FL 33122</b>	<b>200 Sky Park Dr Monterey, CA 93940</b>
<b>Parking</b>			
<b>Valet</b>	<b>N - Rideshare only</b>	<b>Y - \$35/day (debit/credit only)</b>	<b>N</b>
<b>Self</b>	<b>N - Rideshare only</b>	<b>N - Rideshare only</b>	<b>N - Rideshare only</b>
<b>Min check-in time</b>	<b>20-30 minutes</b>	<b>20 minutes</b>	<b>20 minutes</b>
<b>Go-Rentals</b>	<b>N</b>	<b>Y - With prior reservation</b>	<b>Y</b>
<b>Nearest ER</b>	<b>Cedars Mount Sinai 4650 Lincoln Blvd, Marina Del Rey (4.5mi from JSX location)</b>	<b>Jose Milton Memorial Hospital 2801 NW 79th Ave, Doral, FL (2.9mi from JSX location)</b>	<b>Westland House of Community 100 Barnet Segal Ln, Monterey (3mi from JSX location)</b>
<b>Nearest Pharmacy</b>	<b>Walgreen's Pharmacy 331 N Pacific Coast Hwy (1mi from JSX location)</b>	<b>Walgreen's Pharmacy 400 Hialeah Drive, Hialeah, FL (2.4mi from JSX location)</b>	<b>CVS Pharmacy 2170 N Fremont Street (1.5mi from JSX location)</b>

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<b>City</b>	<b>Oakland, CA</b>	<b>Santa Ana, CA</b>	<b>Phoenix, AZ</b>
<b>Airport</b>	<b>OAK - Oakland International</b>	<b>SNA - John Wayne/Orange County</b>	<b>PHX - Phoenix/Sky Harbor</b>
<b>Address</b>	<b>9351 Earhart Road Oakland, CA 94621</b>	<b>ACIJet: 19301 Campus Drive Suite 152, Santa Ana, CA 92707</b>	<b>2700 East Old Tower Road Phoenix, AZ 85034</b>
<b>Parking</b>			
<b>Valet</b>	<b>Y - \$40/day (debit/credit only)</b>	<b>Y - \$40/day Limited</b>	<b>Y - \$29/day</b>
<b>Self</b>	<b>N - Rideshare only</b>	<b>N - Rideshare Only</b>	<b>N - Rideshare only</b>
<b>Min check-in time</b>	<b>20 minutes</b>	<b>20 minutes</b>	<b>20 minutes</b>
<b>Go-Rentals</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Nearest ER</b>	<b>Alameda Hospital 2070 Clinton Ave, Alameda (4mi from JSX location)</b>	<b>Hoag Hospital Newport Beach ER 1 Hoag Dr, 1st Flr, Newport Beach (6mi from JSX location)</b>	<b>Valleywise Medical Center 2601 E Roosevelt St, Phoenix (3mi from JSX location)</b>
<b>Nearest Pharmacy</b>	<b>Walmart Pharmacy 1919 Davis St, San Leandro (3mi from JSX location)</b>	<b>CVS Pharmacy 3911 S Bristol St, Santa Ana (3.9mi from JSX location)</b>	<b>Walgreen's Pharmacy 3945 E Southern Ave, Phoenix (4mi from JSX location)</b>

<b>City</b>	<b>Reno, NV</b>	<b>San Diego, CA</b>	<b>White Plains, NY</b>
<b>Airport</b>	<b>RNO- Reno-Tahoe International</b>	<b>SAN - San Diego International</b>	<b>HPN - Westchester County</b>
<b>Address</b>	<b>485 South Rock Blvd., Reno, NV 89502</b>	<b>Signature Flight Support - SAN 3300 Admiral Boland Way, San Diego, CA 92101</b>	<b>JSX @ Signature Flight Support (W) 85 Tower Road, White Plains, NY 10604</b>
<b>Parking</b>			
<b>Valet</b>	<b>Y - \$30/day</b>	<b>N</b>	<b>N</b>
<b>Self</b>	<b>N</b>	<b>N - Rideshare only</b>	<b>N - Rideshare only</b>
<b>Min check-in time</b>	<b>20 minutes</b>	<b>20-30 minutes</b>	<b>20 minutes</b>
<b>Go-Rentals</b>	<b>Y</b>	<b>Y</b>	<b>Y - With prior reservation</b>
<b>Nearest ER</b>	<b>Renown Children's Hospital 1155 Mill St., Reno, NV 89502 (2.8 mi from JSX location)</b>	<b>Scripps Mercy Hospital ER 407 Fifth Ave., San Diego (2.5mi from JSX location)</b>	<b>White Plains Hospital ER 401 E Post Road, White Plains, NY (4.8mi from JSX location)**</b>
<b>Nearest Pharmacy</b>	<b>Walmart Pharmacy 2425 East 2nd St, Reno, NV (2.7 mi from JSX location)</b>	<b>Rite-Aid 1411 Kettner Blvd., San Diego (1.2mi from JSX location)</b>	<b>Stop N' Shop Pharmacy 154 Westchester Ave, White Plains (4.6mi from JSX location)</b>

**\*\* Please note that the airport is outside of town. Expect longer drive times than the mileage might indicate.**

<b>City</b>	<b>Destin, FL</b>	<b>Gunnison/Crested Butte, CO</b>
<b>Airport</b>	<b>DSI - Destin Executive Airport</b>	<b>GUC - Gunnison/Crested Butte</b>
<b>Address</b>	<b>Atlantic FBO 1001 Airport Road, Destin, FL</b>	<b>711 West Rio Grande Avenue Gunnison, CO 81230</b>
<b>Parking</b>		
<b>Valet</b>	<b>N - Rideshare recommended</b>	<b>N - Rideshare only</b>
<b>Self</b>	<b>N - Rideshare recommended</b>	<b>Y - For fee - Rideshare recomm</b>
<b>Min check-in time</b>	<b>20-30 minutes</b>	<b>20-30 minutes</b>
<b>Go-Rentals</b>	<b>Y</b>	<b>Y</b>
<b>Nearest ER</b>	<b>HCA Florida - Destin ER 200 Tequesta Dr, Destin (5mi from JSX location)</b>	<b>Gunnison Valley Health Hospital 711 N Taylor St, Gunnison (1.6mi from JSX location)</b>
<b>Nearest Pharmacy</b>	<b>CVS Pharmacy 853 Harbor Blvd, Destin (1.6mi from JSX location)</b>	<b>Walmart Pharmacy 900 N Main St, Gunnison (1.8mi from JSX location)</b>

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## Preparing for Your Flight



Make use of the company website at: [www.JSX.com](http://www.JSX.com)

Download and use the Social Story and the Flier's Guide from the website.

JSX operates scheduled service from small office-like facilities and on small (30seater) jets and therefore offers a semi-private jet experience. **This style of operation (from much calmer and less crowded airport facilities) should be extremely helpful to most Customers with ASD.**



**Crowds.** In general terms the months of March-August & November/December are the busiest and the months of February, September & October are the quietest.

In general terms, Sunday, Monday, Thursday & Friday are the busiest days of the week and Tuesday, Wednesday & Saturday are the quietest.

*Customers who have problems with crowds may wish to take this information into account when planning a flight and in addition may call JSX for advice on times of day that may be least crowded.*

JSX lounges are uncrowded and should seldom present problems for most people.

*If needed, a small room off the main lounge has been designated as a 'quiet room'. Customers may request the exclusive use of this room. A Crewmember will alert you when it is time for boarding.*

**Heat or Cold.** Boarding is outdoors, by way of stairs or a ramp on the tarmac.

*Customers who have problems with either heat or cold may need to wear clothing that they will find comfortable when considering outdoor temperatures.*

**Waiting or Duration.** Check in is very quick and does not involve long lines.

Upon arrival at the departure lounge, Customers may check any bags that need to be checked, obtain boarding pass and then wait in the lounge.

It is usually possible to arrive at the lounge as little as 20-30 minutes prior to departure. Please see Important General Information for specifics at each location.

*Potential Customers may contact JSX in order to arrange an inspection of the facilities. This opportunity can be turned into a ‘practice run’ if desired.*

**Noise.** JSX lounges have low volume background music playing.

*Customers may ask a Crewmember to lower the volume of the music, if that might be helpful. Alternatively, they may request use of the ‘Quiet Room’*

Noise cannot be avoided when flying.

*If your child is very sensitive to noise, you probably already have noise-canceling headphones. If your child has less sensitivity but has occasional trouble with noise, try using the headphones in advance so you can be sure that they will be tolerated.*

**Body Awareness.** While anybody may feel some discomfort if internal organs “inflate” due to the reduced pressure in the airplane, a child who already has gastrointestinal (GI) issues may experience extra problems.

*Speak to your physician ahead of time about suitable remedies.*

During flight changes in pressure may cause ears to “pop” or just general discomfort during adjustment.

*Practice all of the possible techniques for dealing with this that are not already familiar to your child. You won’t know, until you are in the air, which ones are going to work so you need your child to be familiar with all of them. (See “During the Flight” section for details). Try EarPlanes™ in advance to see if they are tolerated.*

## Packing.



JSX aircraft do not feature overhead bins for storing carry-on items. You may bring a personal item on board. Every family member is allowed one personal item that will need to fit underneath the seat in front of you. This personal item should be no bigger than 13" X 11" X 17".

***You will need to pack all other items into checked bags.*** In addition to one personal item, JSX "Hop-on" fares allow each Customer to check two (2) bags up to 50 lbs each free of charge. Customers purchasing our "All-in" fares are allowed three (3) checked bags up to 50lbs each.

***Things that you may need to pack in your 'personal item':***

- ***iPad or similar***
- ***iPod or similar for music, if not using the above***
- ***Other electronic games that your child likes***
- ***Headphones for all of the above.***
- ***Non-electronic games and activities - for those periods when electronic devices are not allowed. This can be anything that you know your child will like and is sufficiently portable.***
- ***Extra sweater and/or blanket if your child is sensitive to cold. Cold pack, if sensitive to heat.***
- ***If your child is sensitive to strange smells, bring tissues or a handkerchief with acceptable perfume/odor: Strongly flavored snacks may also work for this.***
- ***Wipes, if your child likes to touch everything in order to investigate.***
- ***Gum, hard candy, straws and/or juice boxes, EarPlanes™ (See "During the Flight" for details).***
- ***Medications. Always in carry-on, never in checked bags. Have an extra supply in case something is dropped or lost.***
- ***Snacks. Although snacks, including some gluten-free are provided, it will still help to have a good supply of your child's favorite. This way you can be sure that you'll have preferred brands and flavors.***

## Checking in



**Waiting or Duration.** Sufficient parking is available just outside most facilities (see Important General Information). Check in is quick and uncrowded.

*The process should be acceptable for most people with autism. If your child has considerable issues with waiting, or with strangers touching their bag, please arrange a visit to the facility beforehand in order to assess waiting times and procedures.*

**Noise.** Gentle background music plays in the waiting lounge. It is at a level that is acceptable to most people.

*If the noise level is too much for your child, ask a Crewmember member to lower the volume. Alternatively ask for use of the 'quiet room'. Persons with very acute sensitivity to noise may need to use noise-canceling headphones.*

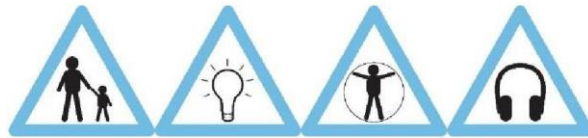
**Body Awareness.** Part of the waiting area, at the Burbank and Las Vegas locations, is inside an aircraft hangar with high ceilings although there is additional waiting space where this is not the case.

*If such areas may cause problems, it may help to practice in a similar structure near home prior to arrival. Alternatively, you may request to use one of the rooms with lower ceilings.*

**Taste or Smell.** A small supply of gluten-free snacks is available in the waiting lounge.

*If your child has very particular 'favorite' snacks, it will be advisable to bring your own supply.*

## Boarding



**Safety.** Boarding is outside on the tarmac. The aircraft is entered via a small ramp or small set of stairs.

*It is important to keep your child close to you at this time even though this is only a short walk.*

**Light.** Since boarding is outside, normal daylight conditions apply.

*If your child has sensitivity to light you will need to take the normal precautions that you take for any other outdoor situation.*

**Body Awareness.** The aircraft are small and boarding is very quick and not generally disruptive.

*If you feel that your child may still be disrupted by other Customers boarding, you may ask a JSX Crewmember to board either first or last.*

**Noise.** Since boarding is on the tarmac, you should expect noise levels to be high.

*Even those with moderate noise sensitivity may benefit from the use of noise canceling headphones.*

## During the Flight.



Please speak to the flight attendant after boarding in order to make any special requests or just to let them know that you are traveling with an autistic person and may need their help at some time.

**Safety.** Everybody is required to wear a seatbelt during taxiing, take off, landing and preferably throughout the flight especially if turbulence is expected.

*Your child will probably find the lap belt familiar. If you have concerns that they may wriggle out of the regular belt, you may use a CARES Safety Harness. For a size of up to 40" tall and 44 lbs in weight, this is FAA approved. A larger size is available but you will need an exemption from the FAA to use this. Please go to: <http://kidsflysafe.com/instructions/cares-for-special-needs-flyers/> for further information.*

**Heat or cold.** Cabins are climate controlled to a temperature that is comfortable for most people.

*You may wish to bring extra layers to wear for a child that is sensitive to cold. If your child is sensitive to heat they may need to wear their lightest clothing. You could also have a cold pack on hand, a portable fan or both.*

**Waiting or duration.** While flights are of short duration, they do involve sitting in the seat for all, or nearly all, of the time.

*Have plenty of activities that will hold your child's attention. Many parents introduce a new activity every 20 minutes but you should judge this based upon your knowledge of your child. Make sure that some of the activities are non-electronic for the times when electronic devices are not permitted.*

**Noise.** JSX aircraft do have extra sound insulation. Even then, flying is noisy.

*Even children who have moderate noise sensitivity may benefit from the use of noise canceling headphones.*

If your child needs to use the bathroom, be alert to the loud sucking noise that airplane toilets make when flushed. The wash basin makes a similar noise when draining.

*It may make sense to have your child exit the bathroom first and for you to flush and/or drain after they leave.*

**Body Awareness.** Be prepared ahead of time for cabin pressure changes. These mostly occur during ascent and descent but can happen at any time. Remember that your child may be more sensitive to such events than you are.

*If you found that your child will tolerate EarPlanes™, place them in advance of takeoff and try to keep them in place until you have landed.*

*If your child doesn't tolerate them or if they seem not to be effective, keep trying possible remedies until you find which one is working for them on the day. Remember that the solution that works may vary between the outbound and return flights.*

Once the 'Fasten Seatbelt' light is off, you are allowed to take a walk around the aircraft with your child.

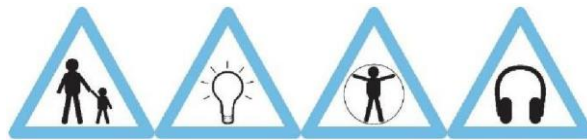
*You should walk around if you think that this will help you child with the inactivity of sitting. On the other hand, if your child is happy and content in their seat, you won't want to disturb that calm state.*

**Taste or smell.** A small supply of gluten-free snacks and juice boxes is available in-flight.

*If your child has very particular 'favorites' of either, it will be advisable to bring your own supply.*

**If your child does get distressed at any time during the flight, remind the flight attendant of your earlier conversation and let them do the explaining to other Customers that your child has autism and is not just misbehaving.**

## Arrival.



**Safety.** Deplaning is outside on the tarmac. The aircraft is exited via a small ramp or small set of stairs.

*It is important to keep your child close to you at this time even though this is only a short walk.*

**Light.** Since deplaning is outside, normal daylight conditions apply.

*If your child has sensitivity to light you will need to take the normal precautions that you take for any other outdoor situation.*

**Body Awareness.** The aircraft are small and exiting is very quick and not generally disruptive.

*If you feel that your child may still be disrupted by other Customers leaving, you may wait until last.*

**Noise.** Since boarding is on the tarmac, you should expect noise levels to be high.

*Even those with moderate noise sensitivity may benefit from the use of noise canceling headphones.*



## Lost Person Help.



**Safety. Since JSX locations are small and the time spent in them is short, somebody getting lost is highly unlikely. However if this does happen:**

- If a family member gets lost, immediately report it to a JSX Crewmember and ask them to request an alert to all Crewmembers who may be able to assist in searching.
- Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share that with the JSX team.
- Stay at the check in desk. This will enable the JSX team to locate you as soon as possible once your family member has been located.
- If you utilize an RF or GPS tracking system, inform the Crewmember of this, contact your service provider and ask them to cooperate with the JSX Crewmember.
- Project Life Saver™ has service in the area around most facilities. SafetyNet by LoJack™ does not have service in these areas.
- For other services, please check with your provider.

In normal circumstances GPS functions throughout the premises and there are no “blind spots”.

## **Index of Advisories.**

Advisories for the following sensory issues are located as follows:



### **Safety**

#### **Boarding**

**Page 12**

#### **During the Flight**

**Page 13**

#### **Arrival**

**Page 15**

#### **Lost Person Help**

**Page 16**



### **Crowds**

#### **Preparing for Your Flight**

**Page 8**



### **Waiting or Duration**

#### **Preparing for Your Flight**

**Page 9**

#### **Checking in**

**Page 11**

#### **During the Flight**

**Page 14**



## **Noise**

**Important General Information**

**Page 3**

**Preparing for Your Flight**

**Page 9**

**Checking in**

**Page 11**

**Boarding**

**Page 12**

**During the Flight**

**Page 14**

**Arrival**

**Page 15**



## **Body Awareness**

**Important General Information**

**Page 3**

**Preparing for Your Flight**

**Page 9**

**Checking in**

**Page 11**

**Boarding**

**Page 12**

**During the Flight**

**Page 14**

**Arrival**

**Page 14**



## **Heat or Cold**

**Preparing for Your Flight**

**Page 9**

**During the Flight**

**Page 13**



**Light**

**Boarding**

**Page 12**

**Arrival**

**Page 15**



**Taste or Smell**

**Checking in**

**Page 11**

**During the Flight**

**Page 14**

## **For Further Information.**

Further information about the Autism Double-Checked program can be obtained from:

**Autism Double-Checked LLC**

**156 Seaside Avenue, Suite 250**

**Stamford, CT 06902**

**Web: [www.AutismChecked.com](http://www.AutismChecked.com)**

**Email: [Info@AutismChecked.com](mailto:Info@AutismChecked.com)**

**Phone: (203) 750-0000**

**This Guide has been prepared in order to give as much information as possible so that parents and caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter any sensory challenge(s) that has not been addressed, please contact Autism Double-Checked and let us have of any suggested inclusions.**