Canadian Transportation Agency

Office des transports du Canada

Accessibility of Non-National Airports System Air Terminals

Code of Practice

available in multiple formats

Canada

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Introduction

A. Role of the Canadian Transportation Agency

The Canadian Transportation Agency is a quasi-judicial administrative tribunal and economic regulator of the Government of Canada. Under Canadian legislation, the Agency has the responsibility for ensuring that persons with disabilities obtain access to this country's federal transportation system by eliminating unnecessary or unjustified barriers. One way to achieve this goal is to develop and administer accessibility standards covering the transportation network under federal jurisdiction. Other ways include resolving disputes through the formal process, mediation, facilitation, and by consulting with stakeholders.

Under subsection 170(1) of the *Canada Transportation Act*, the Agency may make regulations to eliminate undue obstacles in the transportation network under federal jurisdiction. For example, the Agency may regulate:

- the design, construction or modification of means of transportation and related facilities and premises and their equipment;
- signage;
- training of personnel interacting with persons with disabilities;
- the tariffs, rates, fares, charges and terms and conditions of carriage of persons with disabilities; and
- communication of information for persons with disabilities.

B. Purpose of this Code of Practice

This Code contains accessibility standards developed to achieve a minimum level of accessibility for persons with disabilities when using non-National Airports System (non-NAS) air terminals, and sets out what the Agency expects of these air terminal operators when they are serving persons with disabilities.

While this Code focuses on the needs of persons with disabilities while they travel, the terminal enhancements contained in the Code will benefit most travellers. The Agency recognizes that the availability of some of the services described in this Code can only be provided when passengers communicate their needs. Passengers with disabilities may need to self-identify to take advantage of services that may be available.

The Agency emphasizes that this Code presents minimum standards that those subject to the Code are expected to meet and urges them to strive to exceed these standards wherever possible.

C. Scope

This Code is applicable to public facilities and services, operated and maintained by terminal operators, and located inside or outside the main terminal facility and which are necessary to the successful execution of a trip. This includes parking, passenger drop-off and pick-up areas, transportation within terminals and baggage claim areas. This also includes work which may be contracted out by terminal operators and which is necessary to the successful execution of a trip, such as parking services or ground transportation. While this does not include retail outlets such as shops and restaurants, or other areas or services that are not vital, integral or necessary to the operation of a terminal, these are nevertheless encouraged to meet the provisions of this Code to better serve the needs of all of their customers.

The Code covers four main aspects of accessibility for non-NAS air terminal operators:

1. **Facility Accessibility:** It is important to provide a minimum level of accessibility for passenger air terminals across Canada and to further improve the accessibility of terminals for persons with disabilities on a systemic basis as they use the federal transportation system.
2. **Disability-related services:** This section sets out the key elements that will enable terminal operators to provide a means for passengers with disabilities to get information, assistance, and accommodation which will help ensure the successful execution of their trip.
3. **Personnel Training:** Training is an integral part of terminal accessibility and plays a key role in many of the provisions contained within this Code.
4. **Communication:** Effective and accessible communication of transportation-related information to persons with disabilities is vital to the accessibility of the federal transportation network.

There is nothing in this Code that relieves any organization to whom this Code applies from complying with the provisions of any applicable safety or security standards or building codes.

D. Who is covered by this Code

Non-NAS terminal operators with a minimum of 10,000 enplaned and deplaned passengers annually are expected to comply with the provisions contained within this Code (air terminals that form part of the NAS are expected to implement and comply with the *Passenger Terminal Accessibility: Code of Practice*).[1]

[1] www.cta.gc.ca/eng/publication/passenger-terminal-accessibility

The Agency acknowledges that, although the objectives underlying the various provisions contained in this Code are applicable to all of the above-noted non-NAS air terminals, the means by which they can be achieved will vary. Non-NAS air terminals are comprised of a wide range of terminals in terms of their size, and the nature of their operations. Smaller operations may need to use different methods than those used by larger non-NAS air terminals. Terminal operators are encouraged to refer to the accompanying Resource Tool for guidance on how to meet the objectives underlying the Code provisions.

E. Background Research and Consultations

This Code has been developed in cooperation with representatives of the air industry, associations representing persons with disabilities, and other government departments. Additional research and consultation took place with the Regional Community Airports Coalition of Canada, including two site visits of non-NAS air terminals.

F. Administration

The Agency will monitor the progress on the implementation of this Code using a variety of means. For example, the Agency may monitor via site visits, discussions with terminal operators, websites, review of contracts, or other methods deemed appropriate to obtain information on compliance by industry. In addition, the Agency will undertake periodic reviews of the Code. Any problems identified will be addressed by the Agency.

G. Implementation

Those covered by this Code are to implement its provisions as soon as possible, but by no later than March 2015 (2 years after release). The only two exceptions to the 2015 implementation apply to the Technical Specifications for Accessibility under section 1 which deals with new construction and renovations and subsection 1.71 which deals with ground transportation.

The Technical Specifications for Accessibility under section 1 and subsection 1.71 are to be effective immediately to ensure that any contract or document pertaining to both new construction and renovations, and ground transportation, drawn up or renewed at any time after the release of the Code includes the provisions contained within this Code. That is, as contracts or other documents are drawn up for new buildings, renovations or replacement of equipment covered under the Canadian Standards Association's (CSA) standard, such contracts or documents will require that buildings, renovations or changes will conform with the provisions contained within the CSA's standard, as set out in section 1 of the Code. In addition, as contracts with ground transportation service providers are drawn up or renewed, those contracts will include

clauses that require the provision of accessible ground transportation as set out in subsection 1.71 of the Code.

H. Accompanying Resource Tool

To assist terminal operators in implementing the provisions of this Code, a Resource Tool[2] has been developed by the Agency. This Resource Tool provides technical and community resources for implementing the Code, as well as examples of best practices. The Resource Tool was developed as a practical information resource and is not intended to restrict or specify any operational decisions to be taken during implementation of the Code. Air terminal operators to which the Code applies should consult the accompanying Resource Tool.

I. Definitions

"Barrier-Free Design" refers to design which makes buildings accessible to persons with a range of disabilities.

"Ground Transportation Service Providers" include taxis, limousines, motor coaches, shuttle buses and rental vehicle companies that operate from a terminal under contract or permit with the terminal operator.

"National Airports System" is comprised of a number of Canadian airports as determined by Transport Canada and amended from time to time, and includes airports serving the national, provincial and territorial capitals. Refer to Transport Canada's National Airports Policy[3] for more details.

"Terminal Operators" include organizations, authorities and operators responsible for the management and operation of air terminals.

"Transportation Service Providers" include air carriers and air terminals covered by this Code.

"Universal Design" is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. Refer to the Centre for Universal Design[4] for more details.

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[2] www.cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-resource-tool
[3] www.tc.gc.ca/eng/programs/airports-policy-nas-1129.htm
[4] www.design.ncsu.edu/cud

Section 1: Facility Accessibility

Technical Specifications for Accessibility

Canadian Standards Association's CAN/CSA-B651, *Accessible Design for the Built Environment*

The Agency recognizes the expertise of the Canadian Standards Association (CSA) in establishing appropriate dimensions and design features for buildings and other facilities which are meant to ensure access and use by persons with disabilities.

The CSA is an association engaged in the development of standards and certification activities. CSA standards reflect a national consensus of producers and users, including consumers, retailers, unions, governmental agencies, and manufacturers. The standards are used by industry and have been adopted by all levels of government in their regulations, particularly in the fields of health, safety, building and construction, and the environment. Approximately one-third of the CSA standards have been referenced into law by provincial and federal authorities.

The CSA's CAN/CSA-B651, *Accessible Design for the Built Environment* (CSA design standard) is a national, technical standard covering a broad range of building and environmental facilities that can be referenced in whole or in part by adopting authorities.

The CSA design standard contains requirements for making buildings and other facilities accessible to persons with a range of physical, sensory and cognitive abilities. The provisions contained in this standard are minimum levels and include requirements for, among other things, operating controls (door handles, faucets, etc.), floor and ground surfaces, protrusion hazards, detectable floor and ground surfaces, doors, handrails, stairs, ramps, elevators, signs, washrooms, parking, ticketing machines for parking, drinking fountains, etc.

Air terminal operators should specify in requests for proposals, contracts and other governing documents for the design and construction of new buildings; the alteration, reconstruction and renovation of existing buildings; and the replacement of equipment, that they should comply with the applicable provisions of the CSA's design standard. That is, as new buildings are constructed, existing buildings are renovated, or equipment covered under the CSA's standard such as drinking fountains and handrails are replaced, those buildings, renovations, or changes should comply with the provisions contained within the CSA's standard.

The Agency emphasizes that the CSA design standard presents minimum standards, which air terminal operators are encouraged to exceed.

Air terminal facilities may be in shared premises with other tenants. As such, common areas may be operated and maintained by a landlord, and not an air terminal operator, and may be governed by other codes and standards, such as building codes, which contain accessibility provisions. Where this is the case, air terminal operators should work actively with landlords to ensure that the needs of passengers with disabilities are met, and in this regard, are encouraged to use this Code and the accompanying Resource Tool as references.

Universal Design

Barrier-free design generally refers to design which incorporates specific elements to make buildings more accessible, focussing on disability and accommodating persons with disabilities in the environment.

In contrast, universal design results in design that is useable by the widest range of users, not just an "average" user. This means that a design is intended for use by all users, not just persons with disabilities. For example, a lift at staircases is a barrier-free design solution which provides a means to change levels for persons who use wheelchairs. A ramp or an elevator in addition to stairs, however, allows all persons an alternative to using the staircase, including persons who use wheelchairs and persons with strollers or luggage.

Universal design in air terminals benefits all travellers, including persons with disabilities, persons who are elderly, persons travelling with many suitcases, heavy luggage, luggage on wheels, and persons travelling with young children in strollers. This may result in an increased use of public transportation as transportation becomes more accessible for all.

Refer to the accessible transportation references on standard and guidelines[5] for a list of the Principles of Universal Design©[6] and examples of their implementation.

1.1 General Considerations

1.1.1 The needs of persons with physical, sensory or cognitive disabilities should be included at the planning and design stage of projects including renovations and new construction, rather than after a project has been completed. The Agency is of the opinion that it is important to consult with persons knowledgeable in disability issues, such as a working group or an advisory committee. This is especially important when addressing issues that are not already considered in

[5] www.cta.gc.ca/eng/standards-and-guidelines
[6] The Center for Universal Design (1997). The Principles of Universal Design, Version 2.0 Raleigh, NC: North Carolina State University.

other relevant accessibility standards such as the CSA's design standard referred to in section 1.

In addition, during the planning stage of projects, air terminal operators should apply the Principles of Universal Design© (see Resource Tool[7] for more information).

1.1.2 During the design phase of new construction and renovations, air terminal operators should incorporate wayfinding methods that allow a person to find their way to a given destination.

Buildings should be designed to minimize reliance on directional signage. Wayfinding considerations include, among other things, the positioning of entrances and exits, the use of colour contrasting, pattern direction on floors or walls, tactile markings, the arrangement of architectural features such as walls or columns, acoustics, and lighting. These features can help direct people to their intended destination.

1.1.3 Air terminal operators should ensure that accessibility features are maintained in good working order.

1.1.4 To avoid the creation of new barriers, the repair of uneven surfaces and the removal of furniture, fixtures or obstructions that encroach on corridors or accessible paths of travel and other such maintenance should be performed on a regular basis.

If repairs or maintenance are required, or if an obstruction must remain in the path of travel, air terminal operators should ensure that the obstruction is detectable by persons who use canes for guidance and clearly colour-contrasted so as to be detectable by persons with a visual disability.

1.2 Outdoor Considerations

1.2.1 Drop-off and pick-up areas for passengers with disabilities should be available at the curb, at the entrance and exit areas. Where this is not possible, drop-off and pick-up areas should be as close as possible to the entrance and exit areas.

1.2.2 Exterior accessible paths of travel, including for example, from parking areas or drop-off and pick-up areas, should be kept clear of snow and ice for the safety of all passengers. It is recognized however, that there may be extenuating circumstances, such as severe winter storms or breakdown in equipment, that may hinder the timely removal of snow and ice.

[7] www.cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-resource-tool

1.3 Rest Areas

Some people have difficulty standing for long periods or walking long distances and may find areas of certain air terminals problematic if seating is not provided. Potentially problematic areas include, for example, baggage retrieval areas and passages to boarding platforms or boarding gates.

Although this may be less of a problem in smaller air terminals where circulation paths are relatively short, where there are problematic areas, airport operators should provide seating along the circulation path at regular intervals to ensure that travellers who need to rest, have a place to do so. If seating is not possible, some other means should be available upon request to assist passengers with mobility impairments in getting to their destination.

1.3.1 In some areas there may be long waiting periods and inherent problems in providing fixed seating due to queuing systems, such as those for ticket sale counters, check-in counters, and secured screening and customs areas. Air terminal operators should discuss with the authorities who operate and maintain these areas the provision of alternative means for persons with disabilities to avoid having to stand for long periods of time.

1.4 Designated Seating at Boarding Gates and Departure Areas

1.4.1 Where seating is provided, designated seating for passengers with disabilities should be provided at boarding gates and departure areas within viewing distance of communication boards and/or personnel and identified by the universal symbol of access.

An example of the universal symbol of access can be found in section 1.4 of the Resource Tool.

1.5 Relieving Areas for Service Animals

People travelling with service animals need to relieve their animals regularly, particularly during lengthy trips. In many cases, the location and layout of the facility will already provide suitable space outdoors where animals may be relieved. However, if passengers who need to relieve their animals have limited connecting time between flights, leaving and re-entering the secured screening area can pose an additional challenge. To avoid unnecessary delays or problems, staff or volunteers should be provided with the necessary information to direct travellers along a safe path of travel, to the location of the nearest suitable relieving area, whether designated or not.

1.5.1 Air terminal operators should ensure that there is an area available for service animals to relieve themselves, whether designated or not. However, air terminal operators are strongly encouraged to create a designated relieving area.

Where designated relieving areas are provided, they should be clearly identified and accessible directional signs to these designated relieving areas should be provided. Signs should comply with section 4.5. In addition, air terminal operators should ensure that there is a safe path of travel between the terminal and relieving areas.

Where possible, persons travelling with service animals should have access to a relieving area within secured areas for use between connections. Where this is not possible, a relieving area should be located as near as possible to the secure area to minimize the time required to relieve the service animal and ensure the person can make their connecting flight.

1.5.2 Air terminal operators should ensure that air terminal staff or volunteers, who may interact with the public, as well as carriers operating from that terminal, are made aware of the location of relieving areas, whether designated or not, so that they may make known to the public, upon request, where service animals may relieve themselves.

1.5.3 Air terminal operators should ensure that staff, volunteers and carriers are made aware of any procedures, if applicable, to facilitate passage for travellers from security screening areas to a relieving area for service animals, and re-entry to make connections.

1.5.4 Designated relieving areas should be adequately maintained.

1.6 Transportation Within and Between Passenger Terminals

Although for most small airports there will only be one terminal, in cases where there is more than one terminal, all modes of transportation between passenger terminals (e.g. shuttle buses) should be accessible.

Public announcements should be made in a manner which allows passengers with disabilities to know when they have reached their destination.

1.7 Ground Transportation

Ground transportation is a key element to the successful execution of a trip for passengers who do not have their own means of transportation from a terminal. As such, air terminal operators should ensure that accessible ground transportation is available for passengers and enter into contracts to this end. Where there are no such contracts, information on companies that provide accessible ground transportation should be made available.

1.7.1 Air terminal operators should include in contracts with ground transportation service providers, as contracts are being drawn up or renewed, clauses that require the provision of accessible ground transportation.

Key elements for the provision of accessible ground transportation that should be included by air terminal operators in their contracts with ground transportation service providers such as those that operate rental cars, buses, shuttles or taxis are included in the accessible transportation references on facility accessibility.[8]

1.7.2 Ground transportation service providers should have adapted vehicles to accommodate the transportation of people with disabilities using large mobility aids.

In some circumstances, ground transportation service providers may not, themselves, own or operate adapted vehicles. Where a ground transportation service provider does not have the necessary means to transport a person with a disability using a large mobility aid, the ground transportation service provider should have an agreement with an alternative provider that is able to do so.

In cases where an equivalent level of service is not available, but another means of accessible transportation is available in the community, whether through another commercial service provider or a community organization, air terminal operators should advise the public of the means to access these other service providers. Upon request, air terminal operators should also make their best efforts to assist passengers with disabilities who have difficulty making suitable ground transportation arrangements.

1.7.3 Air terminal operators should have means to inform the public of the types of ground transportation available at the terminal and resource information for these services, including accessible ground transportation, in advance of travel.

In addition, air terminal operators should ensure that information is available to the public about the procedures for the provision of ground transportation services to persons with disabilities. For example, passengers should be made aware of any need to make advance reservations for accessible ground transportation. Where accessible ground transportation is, however, not available at the terminal for persons using larger mobility aids, air terminal operators should include this fact in public information on ground transportation. It is recommended that where air terminal operators have websites, information about this service is provided on the website.

[8] www.cta.gc.ca/eng/facility-accessibility

Section 2: Disability-related Services

2.1 Passenger Assistance

2.2.1 Air terminal operators should provide a means for passengers to get information or assistance, during hours of service, once they arrive at the terminal. The means to get information or assistance should be available as close as possible to all major terminal entrances.

2.2.2. Where air terminal operators provide information using automated information kiosks, they are encouraged to follow section 4.3 of this Code.

2.2 Customer Service

Open communication between parties goes a long way towards resolving issues which may arise between a passenger and an air terminal operator. Passengers with concerns about accessibility issues should address these directly to air terminal operators so that they may be resolved at the earliest possible stage. Air terminal operators should address any such concerns or complaints as expeditiously and effectively as possible, directly with the passenger.

2.2.1 Air terminal operators should have a process in place to deal with public concerns or complaints. This process should include a designated person or group to deal with accessibility-related concerns.

2.2.2 Air terminal operators should have a means, such as staff training or complaint forms, to inform the public of the availability of this service, including how to voice a concern or make a complaint. Where air terminal operators have websites, it is recommended that these provide information about this service.

Websites should follow section 4.2 of this Code.

The Agency works to resolve accessibility disputes and to address concerns in three ways: by facilitation, mediation and complaint adjudication. In situations where a disability-related concern cannot be resolved between a person and an air terminal operator, the air terminal operator should contact the Agency for assistance or inform the person that they may contact the Agency directly.

How to contact us:

Canadian Transportation Agency
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Tel: 1-888-222-2592
TTY: 1-800-669-5575
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E-mail: info@otc-cta.gc.ca
Web: www.cta.gc.ca

2.3 Escort Passes

Having an escort who is not travelling, such as a family member or a friend, accompany a passenger with a disability to the boarding area, is useful for many passengers. For example, if a passenger uses oxygen and cannot take their own supply on board, an escort can provide additional assistance to the passenger.

2.3.1 Air terminal operators should work with carriers to have a process in place to provide temporary passes to escorts, so that persons with disabilities can be escorted by someone of their choosing, in addition to carrier or air terminal staff or volunteers through secured areas to boarding areas.

2.4 Boarding and Deboarding

Ownership and operation of boarding equipment varies greatly. Boarding equipment may be owned by an air carrier, an air terminal operator or a contractor. Accordingly, air terminal operators should work with carriers and other entities responsible for boarding and deboarding to ensure that appropriate boarding equipment is available as required.

2.4.1 Boarding bridges, platforms, or gangways should be accessible to persons with disabilities.

2.4.2 Where the usual route of travel for boarding or deboarding is not accessible to persons with disabilities because of the presence of stairs, escalators or for other reasons, an alternate safe, dignified, and accessible route should be available. Any alternate route should be adequately maintained.

2.4.3 Where mobility aids must be stored in the cargo hold of the aircraft, there should be a means to securely transfer the aid to or from the boarding level in preparation for carriage, without hand carrying it (where possible), to minimize the risk of damage and/or injury.

2.4.4 Where air terminal operators own and operate boarding devices or equipment, they should be properly maintained and available for use.

2.4.5 Boarding equipment should be used in a manner to provide safe and dignified boarding and deboarding of persons with disabilities.

2.5 Facility and Service Awareness Program

2.5.1 Air terminal operators should have a means to make terminal accessibility features and services known to passengers.

This allows passengers with disabilities, including those who may travel infrequently or who may be uncomfortable travelling, to be aware of what accessibility features and services are available at air terminal facilities prior to travel.

This also allows passengers to familiarize themselves with any required accessibility information independently, prior to travel. In addition, it helps to ensure that if air terminal operators expend resources to provide accessible features and services, the intended users will be aware of their existence and be able to make use of them.

2.5.2 At a minimum, information on the following features and services, where applicable, should be made available to the public:

- hours of operation;
- location of designated parking areas;
- location of designated drop-off and pick-up areas;
- passenger assistance information, including telephone numbers for accessibility information;
- wheelchair or electric cart service;
- location of designated relieving areas for service animals;
- accessible ground transportation;
- complaint resolution service; and
- escort passes.

2.5.3 Where air terminal operators have a website, the website should provide information about the features and services listed in section 2.5.2.

Air terminal operators should also follow section 4.1 and section 4.2 of this Code dealing with provision of transportation-related information in multiple formats and website accessibility.

Section 3: Personnel Training

3.1 Staff Training

3.1.1 Every air terminal operator should ensure that, consistent with its type of operation, all employees and contractors of the air terminal operator who provide transportation-related services and who may be required to interact with the

public or to make decisions in respect of persons with disabilities receive a level of training appropriate to the requirements of their function in the following areas:

a) the policies and procedures with respect to persons with disabilities;

b) the needs of those persons with disabilities most likely to require additional services, including but not limited to, those who are Deaf, deafened, or hard of hearing; partially sighted; blind; deaf-blind; mobility impaired; or cognitively impaired. Training should include recognition of those needs, and the responsibilities of the air terminal operator in relation to those persons, including the level of assistance, methods of communication and aids or devices generally required by persons with disabilities; and

c) the necessary skills for providing assistance to persons with disabilities, including the role of a personal care attendant, and the needs of persons with disabilities travelling with a service animal, including the role and the needs of that animal.

3.1.2 Air terminal operators should ensure that all their employees and contractors who may be required to provide physical assistance to a person with a disability receive training.

3.1.3 Air terminal operators should ensure that they provide training to their employees and contractors who may be required to interact with the public or to make decisions in respect of persons with disabilities as soon as possible after commencement of employment, ideally within 60 days of hiring. In the interim, new employees or contractors should work alongside personnel who have already received disability-related training.

3.1.4 Air terminal operators should also ensure that all their employees and contractors receive periodic (e.g. every three years) refresher training sessions appropriate to the requirements of their function.

3.1.5 Air terminal operators should keep their training programs current by incorporating, at the earliest opportunity, any new information on procedures and services offered, or any specific technologies introduced to assist persons with disabilities.

Section 4: Communication

4.1 Provision of Transportation-Related Information in Multiple Formats

Multiple formats are formats that substitute or complement conventional print and video products and that address the communication needs of persons with visual, hearing or

cognitive disabilities. These can include: accessible electronic text formats, large print, audio format such as MP3, Braille, captioned video, sign language video and described video.

4.1.1 Air terminal operators should develop and follow a multiple format policy to ensure that information related to the successful execution of a trip is available to all travellers in a format that is accessible to them.

4.2 Website Accessibility

This section pertains to terminal operators who have websites.

4.2.1 Websites should be made accessible to persons with disabilities by following the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines. Web-based information related to the successful execution of a trip should also be made available by other means of communication upon request.

4.3 Transportation-related Dispensing Machines and Automated Information Kiosks

This section relates to a variety of kiosks which may be owned by different entities, such as terminal operators or air carriers. Where a terminal operator is not the owner of a kiosk, it is encouraged to work with the owner of the kiosk to help ensure accessibility.

4.3.1 Where dispensing machines or automated information kiosks are used to provide transportation-related products or services (e.g., ticket or boarding pass dispenser), at least one of those machines in each separate service area should allow a person who uses a wheelchair, is blind or partially sighted, has a speech impairment or is Deaf, deafened, or hard of hearing, to use the machine independently and securely. The availability of accessible dispensing machines or automated information kiosks should not preclude a passenger's option to seek assistance from an employee.

4.3.2 Accessible dispensing machines and information kiosks are to be appropriately identified with the universal symbol of access (consists of a blue square overlaid in white with an image of a person using a wheelchair).

4.3.3 Adoption of the technical specifications in the Canadian Standards Association's B651.2 *Accessible Design for Self-Service Interactive Devices* will ensure that new equipment is accessible and their use is encouraged.

4.3.4 Where a transportation-related dispensing machine or information kiosk has not yet been made accessible to persons with disabilities, an equivalent level of service, such as assistance from an employee, should be provided to those

persons who are unable to use the dispensing machine or information kiosk independently.[9]

4.4 Telecommunication Systems

4.4.1 Where public telephones are provided, air terminal operators should ensure that there is an adequate number of accessible public telephones that allow a person who uses a wheelchair, is blind or partially sighted, has a speech impairment, or is Deaf, deafened or hard of hearing, to use the machine independently. At least one accessible public telephone (including teletypewriters or "text phones", i.e., TTY[10] or other alternative communication system) should be provided in each separate unrestricted and restricted departure and arrival area 24 hours a day. Accessible public telephones should be located in each of the following areas if public telephones are provided: arrival and departure areas, boarding gate, baggage claim areas and corridors leading to each of these areas.

4.4.2 Accessible telephones and TTYs should be clearly identified using the universal symbol of access or the identification symbol for TTYs. Signs providing direction to public telephones should also provide direction to the nearest TTY or alternative communication system using the appropriate symbol. Also, where a bank of regular telephones is not equipped with an alternative communication system, directional signage indicating the location of the nearest device should be placed adjacent to this bank, using the appropriate symbol.

4.4.3 Air terminal operators should ensure that alternative communications systems are properly maintained and kept in good working order.

4.5 Signage

Signage that is provided in public areas of air terminals should be accessible to all passengers. The application of the Canadian General Standards Board *Passenger Information Symbols Standard* (CAN/CGSB-109.4-2000) is encouraged, as it will ensure the uniform application of accessibility criteria for signage.

4.5.1 Signs used for washrooms, emergency exits, elevators, stairwells, doors or passageways off main corridors and for gate or departure area numbers should

[9] Please note that this section is under review. It is recommended that terminal operators that are planning to install kiosks should first contact Agency staff to discuss their plans. Agency staff can provide useful information and guidance to ensure that persons with disabilities have equal access to automated dispensing machines and automated information kiosks.

[10] Teletypewriters or "text phones" are used as an alternative communication system by some persons who are Deaf, deafened, hard of hearing or speech impaired.

include Braille and tactile symbols. For those signs that do not include text, tactile symbols should be used.

4.5.2 Signs should also be provided at other key decision-making points and should be positioned at eye level (1.5 metres +/- 25 mm above the floor), wherever possible. Signs should also be positioned to avoid shadow areas and glare.

4.5.3 Where an overhead sign is used, it should be placed at a height of 2.03 metres +/- 25 mm so that it can easily be seen by a person in a wheelchair.

4.5.4 Signs located at a doorway should be on the wall to the right of the door, with the centre at a height of 1.5 metres +/- 25 mm above the floor.

4.5.5 Letters, numbers, symbols and pictographs should be glare-free and presented in high contrasting colours (i.e. a light colour on a dark background or a dark colour on a light background, with light on dark being preferable).

4.5.6 The font for letters should be sans serif[11] and numbers should be Arabic. Letters and numbers should have at least a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10.

4.5.7 Letters, numbers, symbols and pictographs should be at least 200 mm high for a maximum viewing distance of 6 metres, 100 mm high for a maximum viewing distance of 2.5 metres and 50 mm high for a maximum viewing distance of 1.5 metres.

4.5.8 Tactile signs (where letters, numbers and symbols can be read by touch) should be used for general orientation and specific information signage. When tactile signs or markers are used, letters, numbers, symbols and pictographs should be raised at least 0.8 mm and should be between 16 mm and 50 mm high. If a tactile sign is mounted on a wall, its centre should be 1.5 metres +/- 25 mm above the floor.

4.5.9 Signs supplemented with Braille are encouraged. Braille text should be placed so that it can be easily reached and in a consistent position at the bottom of the sign. Grade One Braille should be used for signs with ten words or less. Grade Two Braille should be used for signs with more than ten words. Braille signs should conform to the standards of the Canadian Braille Authority in English and in *Braille intégral* that meets the standards of the *Code braille français uniformisé pour la transcription des textes imprimés* (CBFU) in French.

4.5.10 Illuminated signs where red coloured text is lighted through a dark background should not be used.[12]

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[11] Arial, Universe, Helvetica and Zurich are examples of sans serif fonts.

4.6 Public Announcements

4.6.1 Public announcements related to the successful execution of a trip should be made in a format that can be understood by persons with disabilities in all passenger service areas inside air terminals. These announcements include, but are not limited to: information concerning departure delays, gate assignments, and schedule or connection changes.

Where a terminal does not have the capacity to make announcements in such formats, alternate means should be used to ensure that persons with disabilities receive this vital information. This may include terminal personnel providing the message directly to individuals, or ensuring that carriers are aware of the limitations of the public announcement system so that they can provide information to their passengers.

4.6.2 Public announcements should be of good quality, in plain language, with clear enunciation and spoken slowly enough to be easily understood. Messages should be repeated. Pre-recorded messages should be used as often as possible to improve the clarity of announcements.

4.7 Arrival/Departure Monitors and Other Electronic Signage

4.7.1 Some or all monitors should be installed at eye level (1.5 metres above the floor +/- 25 mm) in each area where monitors are used.[13] Where monitors are placed above eye level, they should be placed at a height of 2.03 metres +/- 25 mm so that they can be seen easily by a person in a wheelchair. The information displayed on the monitors should be in plain language that is easy to read, avoiding acronyms where possible.

4.7.2 When monitors or other electronic signs are used, good colour contrast should be provided, such as a light colour on a dark background or a dark colour on a light background, with light on dark being preferable. Monitors should be positioned to avoid glare. Red lettering on a black background should not be used. Scrolling, flashing or dot matrix text also create accessibility barriers for some users and should be avoided, where possible.

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[12] Amber on black is the preferred colour combination where L.E.D. signs are used.
[13] Technical specifications for monitors can be found in CAN/CSA B651.1-09, Accessible *Design for Automated Banking Machines.*