



Ottawa, February 1, 2006

# MEMORANDUM D2-5-3

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## **In Brief**

### **TRAVELLERS REQUIRING MOBILITY ASSISTANCE AT CANADIAN INTERNATIONAL AIRPORTS**

1. Revisions made to this memorandum are the result of a French language review.
2. The procedures as published on September 27, 2000, are the most recent and will be revised for organizational changes and/or technical reviews in future publishing of this memorandum.



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## **TRAVELLERS REQUIRING MOBILITY ASSISTANCE AT CANADIAN INTERNATIONAL AIRPORTS**

This Memorandum outlines the procedure for the customs clearance of travellers requiring mobility assistance at Canadian international airports.

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### **GUIDELINES AND GENERAL INFORMATION**

1. Stairs between the aircraft and the inspection area at Canadian international airports prevent travellers requiring mobility assistance from following the normal access route to the primary inspection area.
2. Airline ground agents are responsible for helping travellers using mobility aids, such as wheelchairs, through the most direct route to the inspection area. This may be through domestic areas of the terminal building.

3. Travellers using a mobility aid should proceed to the primary inspection area. However, if this is not possible, they may proceed to the secondary examination area for inspection.
4. If an attendant care person is accompanying a traveller using a mobility aid, the attendant should be allowed to stay with the traveller at all times unless there are extenuating circumstances that require separation.
5. It is the Canada Customs and Revenue Agency's objective to provide travellers using a mobility aid the highest degree of security for a safe transfer to the inspection area. This should be done without placing them in unduly stressful situations.

## REFERENCES

<p><b>ISSUING OFFICE –</b>          Travellers Division          Operational Policy and Coordination Directorate</p>	<p><b>HEADQUARTERS FILE –</b>          7815-2, 7815-12</p>
<p><b>LEGISLATIVE REFERENCES –</b>  <i>Customs Act</i>, sections 5, 6, 11, 12, 13, 98, and 164</p>	<p><b>OTHER REFERENCES –</b>          N/A</p>
<p><b>SUPERSEDED MEMORANDA “D” –</b>          D2-5-3, September 27, 2000</p>	

Services provided by the Canada Border Services Agency are available in both official languages.

