

MOVING AHEAD

Summer 2006

CANADIAN TRANSPORTATION AGENCY

Inside

Chairman's Message . . . 1

*Canadian Air Transport
Security Authority 4*

*Accessible
Transportation at
the Calgary
International Airport . . 6*

*Advancing the Inclusion
of People with
Disabilities 2005 9*

Web sites 11

How to Contact Us . . 12

*Best Practices for
Tourism Service
Providers for Persons
with Disabilities*

CHAIRMAN'S MESSAGE



On July 1, 2006, my term as **Chairman and Chief Executive Officer** of the Canadian Transportation Agency has come to an end. It has been a privilege to dialogue with you through this column over the last ten years. I am sure you will agree that those years have been particularly full of exciting developments and challenges, for both users of transportation and the transportation industry as well as for the Agency.

Freedom from undue obstacles to the mobility of persons with disabilities in the Canadian federal transportation network is a core element of the Agency's



AVAILABLE IN MULTIPLE FORMATS



Canadian
Transportation
Agency

Office des
transports du
Canada

Canada



mandate. Since the introduction of the accessible transportation provisions in 1988, the Agency has worked diligently to remove undue obstacles from this network through a combination of legislated means and other methods such as mediation and voluntary Codes of Practice.

I am proud of the quasi-judicial and regulatory work that the Agency Members and staff have carried out over the past ten years. Numerous precedents have been established in various areas and major decisions with respect to accessible transportation have been made. Corrective measures that were ordered, although related to individual cases, have benefited other travellers with disabilities by helping others to prevent future incidents. Significant rulings have been made on, for example, whether obesity and allergies are disabilities, the accessibility of VIA's newest rail cars and the provision of medical oxygen by air carriers.

When making those rulings, as an effective transportation regulator, it has always been the Agency's role to balance the interests of consumers against the interest of carriers. It must strike a balance between, on the one

hand, the rights of persons with disabilities to have equivalent access to the federal transportation network and, on the other hand, the carriers' commercial and operational considerations and responsibilities, including their obligations to other passengers.

The weighing of those interests will continue to be a challenge and the Agency is committed to balancing those interests in a fair and transparent manner. It may not please everyone all the time, but I do think, overall, that the Agency is successful.

This message that bears repeating was indeed reiterated at the 12th annual meeting of the Agency's Accessibility Advisory Committee, held last November. (Please visit www.cta.gc.ca for the full text of my speech.) I have had both the pleasure and honour to be present at all 12 meetings of that Committee over the years, a Committee composed of representatives of industry and the community of persons with disabilities. Listening to everyone's experiences and advice, it was indeed time well spent. Advisory committees such as these are, in my view, fundamental to making gains in the acces-

sibility of the federal transportation network. Transportation service providers that have struck their own accessibility advisory committees, as well, have seen the benefits from this form of collaboration with their customers with disabilities.

Over the past ten years the Agency has been able to be more responsive and accessible to persons with disabilities with the help of technology. Its Web site, in an accessible HTML format, offers online forms and publications, a subscription service for new content and general announcements, as well as an email function. There is both a toll-free and teletype (TTY) line for ease of access. Of particular note is the availability of Agency publications in multiple formats for persons with disabilities. I am proud of the efforts the Agency has made in this regard to ensure that it reaches all persons with disabilities.

In the coming years, the Agency will continue to be called upon to face challenges, make important decisions, innovate and communicate. It will succeed in doing so in large part due to the strength of its people. The ability, commitment and dedication of its staff and Members have left an indelible impression on me and on the transportation sector. It has been my good fortune to work along side all of them. And I trust, that all of you will continue to work with the Agency in improving both its efficiency and program delivery and the accessibility of the federal transportation network. ♦

Marian L. Robson



Canadian Air Transport Security Authority's Web site concerning Persons with Disabilities

www.catsa.gc.ca



The following is taken from the Canadian Air Transport Security Authority's Web site.

Pre-board screening officers have been specially trained to accommodate passengers with special needs and are dedicated to ensuring the safety and comfort of the passenger during the entire screening process.

Screening of all passengers and their belongings must be conducted at the pre-board screening (PBS) checkpoints.

Persons with Disabilities

Mobility Disability

Advise the screening officer if you require assistance with your carry-on baggage or mobility aid while proceeding through the PBS checkpoint.

Visual Disability

Ask the screening officer to explain the pre-board screening process and assist you through the checkpoint.

Hearing Disability

If you need clarification, ask the screening officer about the process at the PBS checkpoint or to repeat the information slowly while looking directly at you.

Pain or Sensitivity

If a physical search is conducted, advise the screening officer of any pain or sensitivity you may be experiencing due to a recent surgery or medical procedure.

Persons Travelling with Prescription Drugs

Ensure your medication is properly labelled (professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label) and place it in your carry-on baggage in case it is required. Medication requiring syringes and hypodermic needles must be for personal medical use, with the needle guards in place and accompanied by labelled medication.

Medical Implants, Artificial Limbs and Mobility Aids

Notify the screening officer upon entering the PBS checkpoint if you have medical implants (i.e. pacemaker, insulin pump, etc...) that may be affected by the magnetic fields of metal detection equipment. If your medical implant is sensitive to the metal detectors, you can ask the screening officer to perform a physical search. Inform the screening officer of any other implants (i.e. artificial hip, knee, pins or plates)

as they may set off the metal detection equipment.

Also, notify the screening officer of any artificial limbs or mobility aids that may trigger the metal detectors. A screening officer will ask permission to see and touch the artificial limb or mobility aid as part of the screening process. The mobility aid (i.e. walkers, canes, crutches, wheelchairs, etc...) will either be X-rayed or physically searched as part of the screening process. The physical search may be conducted at the PBS checkpoint, or upon your request, in a private search room.

It is recommended that you bring medical information verifying your condition. ◆

The Canadian Air Transport Security Authority welcomes your interest and would be pleased to address your inquiries.

Canadian Air Transport Security Authority
99 Bank St., 13th Floor
Ottawa, ON K1P 6B9

Telephone: 1 888 294-2202 (toll-free)
Facsimile: (613) 991-6726
Web site: www.catsa.gc.ca



Calgary Airport Authority / Administration de l'aéroport de Calgary

Calgary International Airport

Gateway to Banff and the Canadian Rockies

Accessible Transportation at the Calgary International Airport

by Pamela Huber

The Calgary International Airport was awarded the City of Calgary "Award for Accessibility". This award recognizes buildings or facilities that have significantly exceeded the minimum requirements of the Alberta Building Code for accessibility by persons with disabilities.

This recognition of accessibility builds on other initiatives in Canadian transportation facilities. For example, Sydney Airport will be using the money it is receiving from Transport Canada to enhance its accessible washrooms amongst other planned improvements.

In collaboration with the Canadian Transportation Agency, Transport Canada and the National Strategy for

the Integration of Persons with Disabilities, the Calgary International Airport, like other Canadian transportation facilities, has existing and future plans for improving accessibility at its facility. These are:

1) Structural/facility-based initiatives

Parking

Improvements to curb drop-off spaces have been made and others are being planned, e.g., more short-term and oversize parking as well as more remote parking facilities.

Ground Surfaces

Problems with ground surfaces often constitute a major barrier to persons with disabilities. The Calgary Airport Authority plans to address this

by creating rolling access everywhere in the airport. In addition, crosswalks will be raised and more curb cuts will be created.

Building Entrances

Building entrances are being widened and more automatic doors are being installed. Also, vestibule pedimats for reducing slush and vestibule rails which have the white cane detectable bars at the bottom have been added. The pedimats also provide a tactile cue indicating the location of the entrance.

Floors

Indoor flooring improvements include making them brighter for easier visibility. Next, to allow for less likelihood of falling, hard surfaces are to replace virtually all carpeted surfaces in the airport. Further, to make visual acuity easier for persons with visual disabilities, more colour definition around walls is currently being added. Lastly, floor stanchions for guidance and 7-foot wide aisles are planned throughout the airport.

Elevators and Escalators

Elevators and escalators are key to getting to the arrival and departure areas as well as to baggage retrieval areas and parking.

Improvements to elevators include increasing their dimensions and adding Braille and tactile signage to make it easier to identify where elevators are and to identify floor numbers when inside the elevator.

With respect to escalators, three level steps before the escalator turns into stairs have been added. This reduces the chances of stumbling. Coloured tread edges were also added to visually enhance each escalator stair.

Signage

All signage has been made brighter, with greater contrasting large font letters. Also, signage is now more varied and dynamic to make wayfinding easier.

2) Public/Service Facilities

Washrooms

Accessible washrooms have been given their own space, separate from the regular female/male washrooms. This separate accessible space has been gained by integrating it with the now existing family washrooms.



Telephones

A volume control function, phones of a more accessible height for all persons with disabilities, TTYs on more phones for persons who are deaf/hard of hearing and a port that allows for more internet service as an alternative have all been added.

Food, Beverage and Shops

Provisions for more accessible tables, accessible aisles, and for wheelchair parking have been made.

3) Airport-Specific Services

Pre-Board Screening

Accessible lanes for persons with disabilities have been added and special inspection processes implemented to serve persons with disabilities more quickly with dignity.

Customs, Canadian and American

Again, as with pre-board screening, accessible lanes for persons with disabilities are being added as well as a new line for international inbound passengers. More technical improvements include creating an alternative to the long escalator now available, a ramp to the present elevator and the addition of an international inbound elevator.

Animal Policy

For those persons with disabilities who use service animals, the Calgary International Airport reaffirmed that it allows service animals anywhere in the airport. Only non-service animals must be in a kennel.

Airlines' Perspective

As in all Canadian airports, carriers at the Calgary International Airport have committed to provide accessible service at no additional fee. This is found under the SSR code (Special Services Request) and can involve assistance for persons with disabilities for enplaning and deplaning or both. Travellers are advised to declare any specific needs to the airline at the time they book their tickets.

Airport Staff Who Interact with the Public

Similar to initiatives by other Canadian transportation service providers such as Marine Atlantic, the Calgary International Airport is committed to equip its staff with the proper tools, techniques and positive attitude to make all persons with disabilities feel welcome. To that end, sensitivity training, in keeping with the Schedule (Section 11 of the Personnel Training for the Assistance of Persons with Disabilities

Regulations) is undertaken for all airport staff that interact with the public. “Whitehatters” are especially identified in the Calgary case. They have at their disposal an electric vehicle for transporting persons on the arrivals level. They also have access to a quiet lounge where they may invite persons to enjoy a few minutes of quiet relaxation away from the hustle and bustle of the airport.

Working Together

The Calgary International Airport is one of many transportation facilities in Canada that the Canadian Transportation Agency and Transport Canada are working with to achieve greater accessibility for all. ♦

Advancing the Inclusion of People with Disabilities 2005

The following extract from Chapter 4 from the report Advancing the Inclusion of People with Disabilities – With a special section on seniors (December 2005) offers some interesting insights into Canada’s long-distance transportation services.

“Advancing the Inclusion of People with Disabilities 2005 is the Government of Canada’s third report detailing its progress on disability issues.”

Transportation

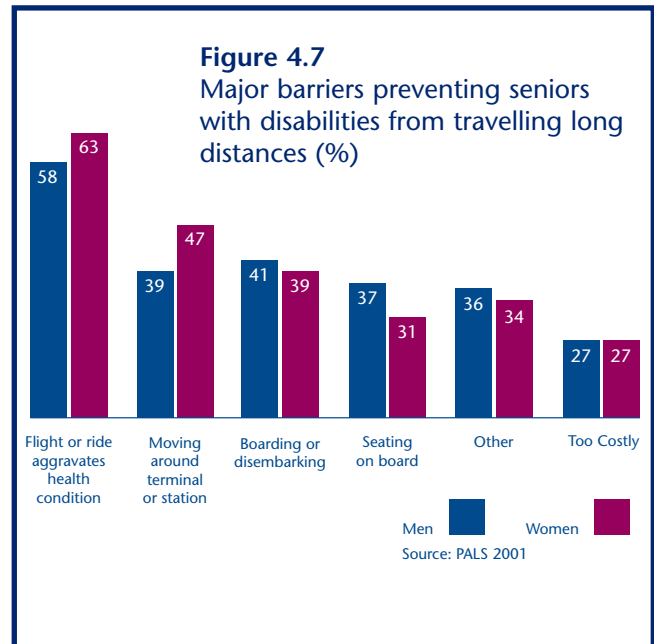
According to a recent Transport Canada study, detailed demographic projections of the Canadian popula-

tion between the years 2000-2026 reveal significant implications for an aging Canadian population on accessible transportation services. Estimates of future rates of mobility restrictions shows that the age groups that will experience the most dramatic increase will be adults 65-74 years of age and those 75 and over.



Barriers preventing seniors from travelling long distances were identified in the PALS survey. Figure 4.7 shows that 6 in 10 (58% of men and 63% of women) seniors with disabilities do not travel long distances because the flight or the ride aggravates their condition. Almost 5 in 10 women (46%) and 4 in 10 men (38%) who are prevented from travelling have difficulty moving around the terminal or station. Boarding or disembarking is an issue for 4 in 10 seniors with disabilities who cannot travel long distances. Seating arrangements and cost are also barriers to travel. Disability advocates believe that long distance travel for some people with disabilities such as people who use wheelchairs has actually become more difficult in recent years.

When it comes to local travel, approximately one-third of seniors with disabilities need to use public transit. However, approximately 5% are prevented from travelling locally by public transportation and another 10% experience difficulty. The most common barriers reported are getting on or off vehicles (48%), getting to or locating bus stops (32%) and service not available all the time



This Chart presents information only from people with disabilities who reported being prevented from travelling long distance. Respondents could name more than one reason.

(26%). Senior women with disabilities are more likely than men to need public transit and to experience barriers. As well, seniors 75 years of age and over are more likely to need public transport and to experience problems than younger seniors.

While almost all seniors with disabilities indicate a need to travel locally by car, about one in 10 is prevented or has difficulty in doing so. Reasons cited by seniors with

disabilities for being prevented from travelling locally by car are the need to have an attendant (32%), the lack of space for wheelchairs or other specialized equipment (16%) and the lack of proper equipment in the car (9.5%). ♦

Social Development Canada
Office for Disability Issues
Knowledge Development
Place Vanier, Tower B, 12B
Ottawa ON K1A 0L1

Telephone: (613) 948-6077
Fax: (613) 946-5284
Email: disability@canada.gc.ca

Web Sites

Persons with Disabilities Online

www.pwd-online.ca

Where you can access a wide range of disability related information.

Featuring:

- Accessible Transportation
- Adaptive Technologies
- Mapping for the Visually Impaired

Access to Travel

www.accesstotravel.gc.ca

Access to Travel provides information on accessible transportation and travel across Canada with the aim of making travelling an easier and more enjoyable experience for Canadians with disabilities.



Breaking Down the Barriers Newsletter

[www.infratrans.gov.ab.ca/
INFTRA_Content/docType55/
Production/pol210.htm](http://www.infratrans.gov.ab.ca/INFTRA_Content/docType55/Production/pol210.htm)

Breaking Down the Barriers is published by Alberta Infrastructure and Transportation to provide information about transportation issues of interest to persons with disabilities

and related organizations. It is distributed to municipalities, service providers, provincial organizations and consumer groups in Alberta. To be added to the distribution list, phone (780) 427-7944 or: 310-0000 for a toll free connection outside Edmonton.

HOW TO CONTACT US

Accessible Transportation Directorate
Canadian Transportation Agency
Ottawa, Ontario K1A 0N9

Voice: (819) 997-6828

1-888-222-2592

(Canada only)

TTY: (819) 953-9705

1-800-669-5575

(Canada only)

Fax: (819) 953-6019

Internet: www.cta.gc.ca

Best Practices For Tourism Service Providers For Persons with Disabilities



The Canadian Transportation Agency is responsible for ensuring that undue obstacles to the mobility of persons with disabilities are removed from federal transportation services and facilities. The Agency removes undue obstacles in two ways: on a case-by-case basis by resolving individual complaints, and on a systemic basis by developing regulations, codes of practice and standards concerning the level of accessibility in modes of transport under federal jurisdiction, such as air, rail and some marine.

The following is a compilation of best practices and tips intended to aid tourism service providers in providing the best services to persons with disabilities. The Agency urges service providers to strive to exceed standards wherever feasible.

It is strongly suggested that tourism service providers should undertake the following:

- Develop in-house programs to raise awareness, sensitivity and skill levels to provide more appropriate services for persons with disabilities.
- Maintain open communication with persons with disabilities and their organizations to exchange accurate and reliable information for strengthening services to better meet diverse consumer needs.
- Design Web sites to be fully accessible for persons with disabilities (take into consideration persons who are visually impaired navigating the Web site).

- Involve persons with disabilities with the requisite experience and skills in conducting access surveys of premises, and to serve as resource persons and advisors in improving services.
- Introduce barrier-free tourism into the agendas of regular meetings.
- Introduce accessibility as a criterion in the ranking of destinations, excursions, hotels and restaurants.

To make points of service accessible, ensure that:

- Appropriate task lighting is used.
- Stairs, steps and stoops are well illuminated.
- Throw rugs are eliminated as they can cause tripping.
- Thresholds are removed in doorways as they can also cause tripping.
- Handrails are installed on both sides of stairways.
- Doors are wide enough to accommodate people with mobility aids.
- Doors have door levers and not doorknobs.
- A stock of print materials in 14 point type print is available.
- Signage is bold and clear.
- Adequate seating is available.
- Work surfaces, desks and counters are clear and uncluttered.
- Personal contact is direct but secure (no glass partitions, dividers and communication speakers).



Remember:

- Exercise patience and adaptability.
- Build a rapport.
- Determine customer needs.
- Sell what the customers want, not what you think they should have.

Serving persons with disabilities in general it is best to:

- Speak directly to the client, not the interpreter or companion.
- Offer your help but do not insist.
- Ask how to help and what to do.
- Respect the person's determination of his/her own needs and level of autonomy.
- Avoid touching the person's wheelchair, cane or service animal without first asking the user.
- Provide information about accessible facilities, tours, etc.
- Try to convey the message that you are comfortable and not anxious when interacting with the client – relax and smile!
- Avoid making assumptions – ask!
- Do not hesitate to ask the client to repeat him or herself or to provide further clarification.
- Ask questions about the person's disability only when they are pertinent to his or her travel needs.
- Provide a detailed account of the client's needs to the carrier.
- Double-check any arrangements made with tour operators, carriers and hotel yourself.
- Do not take it for granted that Special Services Requests (SSR) have been passed on and accepted – get it in writing!
- Provide the client with a written copy of the SSR with his or her itinerary.



Remember:

- Provide access to facilities and services.
- Relax.
- Listen to the customer.
- Maintain eye contact without staring.
- Make the customer feel comfortable.
- Treat the customer with dignity, respect and courtesy.
- Ask the customer to tell you the best way to help.
- Deal with unfamiliar situations in a calm professional manner.



Serving customers who are blind or visually impaired:

- Speak to the customer when you approach her or him.
 - State clearly who you are; speak in a normal tone of voice.
 - Never touch or distract a service dog without first asking the owner.
-
- Tell the customer when you are leaving; never leave a person who is blind talking to an empty space.
 - Do not attempt to lead the customer without first asking; allow the customer to hold your arm and control her or his own movements.
 - Be descriptive when giving directions; give the customer verbal information that is visually obvious to persons who can see (e.g. if you are approaching steps mention how many and the direction).
 - If you are offering a seat, gently place the customer's hand on the back or arm of the chair and let her or him sit down by her or himself.
 - When dealing with money transactions, tell the customer the denominations when you count the money he or she is receiving from you.
 - Make sure the customer has picked up all of her or his possessions before leaving.
 - Ask if the customer needs assistance signing forms – offer to guide her or his hand to the appropriate space for signature.
 - Offer assistance if the customer appears to be having difficulty locating a specific service area.



Serving customers who are deaf or hard of hearing:

- Gain her or his attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).
- Identify who you are (i.e., show him or her your name badge).
- Look directly at the customer, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face; use short, simple sentences.
- Ask the customer if it would be helpful to communicate by writing or by using a computer terminal.
- If the customer uses a sign-language interpreter, speak directly to the customer, not the interpreter.
- If you telephone a customer who is hard of hearing, let the phone ring longer than usual; speak clearly and be prepared to repeat the reason for the call and who you are.
- If you telephone a customer who is deaf, use your provincial telecommunications relay service. The number is listed in the front of the telephone directory. Consideration should also be given to purchasing a teletype (TTY).
- Discuss matters that are personal (e.g., financial matters) in a private room to avoid staring or eavesdropping by other customers.



Serving customers with mobility impairments:

- Put yourself at eye level with the person using the wheelchair. If possible, sit next to the customer when having a conversation or stand further away from the person using the wheelchair.
- Do not lean on a wheelchair or any other assistive device.
- Do not assume the customer wants to be pushed; ask first.
- Provide a clipboard as a writing surface if counters or reception desks are too high; come around to the customer side of the desk/counter during your interaction.
- Offer assistance if the customer appears to be having difficulty opening the doors.
- Make sure there is a clear path of travel.
- If a person uses crutches, a walker or some other assistive equipment, offer assistance with coats, bags or other belongings.
- Offer a chair if the customer will be standing for a long period of time.
- If you telephone the customer, allow the phone to ring longer than usual to allow extra time for her or him to reach the telephone.

Serving customers with speech impairments:

- If you do not understand something do not pretend that you do; ask the customer to repeat what he or she said and then repeat it back.
- Be patient; take as much time as necessary.
- Try to ask questions that require only short answers or a nod of the head.
- Concentrate on what the customer is saying; concentrate on listening and communicating.
- Avoid barriers like glass partitions and distractions, such as noisy public places.
- Do not speak for the customer or attempt to finish her or his sentences.
- If you are having difficulty understanding the customer, consider writing as an alternative means of communicating, but first ask the customer if this is acceptable.
- If no solution to the communication problem can be worked out between you and the customer, ask if there is someone who could interpret on the customer's behalf.
- Discuss matters that are personal (e.g., financial matters) in a private room to avoid staring or eavesdropping by other customers.

Serving customers with cognitive disabilities:

- Be prepared to provide an explanation more than once.
- Offer assistance with and/or extra time for completion of forms, understanding written instructions, writing cheques or decision-making; wait for the customer to accept the offer of assistance; do not "over-assist" or be patronizing.
- If a customer has difficulty reading or writing, she or he may prefer to take forms home to complete.
- Be patient, flexible, and supportive; take time to understand the customer and make sure the customer understands you.
- Consider moving to a quiet or private location, if in a public area with many distractions.



General questions to ask when making travel arrangements:

- Are you an experienced traveller?
- Are you familiar with travel processes and procedures?
- Do you require any assistance during the flight?
- Do you have any medication that requires refrigeration?
- Do you have any medical condition such as diabetes or epilepsy that you wish to inform the carrier staff of?
- Will you be travelling alone, with friends, family or an attendant?

Some additional things to consider when making travel arrangements:

- When accompanied in travel by an attendant, explain the availability of, and criteria for, fare reductions.
- Accessibility of the destination's environment.
- Availability of adequate and accessible transportation.
- Climate of the destination at the time of travel (affects certain types of disabilities).
- Insurance needs.
- Will pre-boarding be required?
- Size of the aircraft(s) and number of seats.
- Reserving the most accessible seats and restrictions.
- Proper storage of mobility aids.
- Inform the client of flight attendants' assistance requirements and restrictions.

A client may:

- Require a refrigerator in the hotel room to store medication.
- Need to be reminded to bring medication on board in carry-on luggage.
- Require special meals on flight(s) due to dietary restrictions.
- Want to advise the carrier and flight staff of certain medical conditions, e.g. diabetes, epilepsy, asthma, severe anxiety, etc. Check with the carrier's medical department for its policy.
- Have severe allergies which may prompt certain inquiries about the flight or destination, e.g. the food of the region.
- Need to know the voltage of electrical outlets in hotels for the use and recharging of equipment such as wheelchair batteries and communication devices.
- Benefit from information on health care facilities for emergencies, and/or treatment such as dialysis.



Factors which can affect suitability of travel choice:

- The type of equipment.
- General services offered.

- Accessibility features such as:
 - Accessible check-in counters.
 - Space for manually-operated folding wheelchairs and other aids in the aircraft cabin.
 - On-board wheelchairs.
 - Washrooms that accommodate a wheelchair.
 - Method of aircraft boarding.
 - Space for a service animal.
- Route travelled.
- Number of stops or equipment transfers/changes.
- History of on-time performance.
- Volume of passengers.
- Scheduled times.
- Experiences of other travellers who have used a particular company or service.



A win-win situation: services you can offer:

- Advance requests to carriers for individual services for clients such as carriage of wheelchairs as priority baggage, ground assistance or space for service animals on board transportation vehicles.
- Provision of written travel documents outlining confirmation of individual services arranged.
- Advance seat selection of most appropriate seat for the customer at no charge.
- Itineraries in large print.
- Copies of airline accessibility service publications.
- Destination travel brochures for visitors with disabilities.
- Information about renting vehicles with hand controls.
- Brochures on accessible taxis or other ground transportation at Canadian airports.

Contact information

Our Internet site offers a variety of services including links to statutes and regulations enforced by the Canadian Transportation Agency, rulings, current issues and publications.

For more information or to file a complaint, visit our Web site at **www.cta.gc.ca** or e-mail us at **cta.comment@cta-otc.gc.ca**.

Canadian Transportation Agency
Ottawa, Ontario K1A 0N9

Telephone: 1-888-222-2592 or (819) 997-6828

TTY: 1-800-669-5575 or (819) 953-9705

Fax: (819) 953-6019