

# MOVING AHEAD

Spring 2002



CANADIAN TRANSPORTATION AGENCY

## Inside

Chairman's Message . . .	1
Information to Go! . . . .	4
Check-List for Travel Agents . . . . .	7
Disability Weblinks . . .	10
A World of Choice . . . .	11
Issues That Have Triggered Complaints . . . . .	13
Winnipeg International Airport. . .	16
Web Resources . . . . .	19
How to Contact Us . . . .	20

## CHAIRMAN'S MESSAGE



Marian Robson

*"With our hearts let us see,  
with our hands let us break  
every chain. Then, indeed,  
shall we know a better  
and nobler humanity."*  
(Helen Keller – 1913)

These very meaningful words were written almost a century ago, in 1913, by a very famous lady, who was deaf and blind, Helen Keller. She fought for her place in society, and for that of persons with disabilities, in an age when "out of sight, out of mind" would have been a close reflection of how they were treated. Most of them had to live in institutions helped by caregivers who, even with the best intentions, didn't know for the most part how to tap the potential of people who were different from the norm. The fact that these words are just as meaningful today, as they were in 1913, shows us that even though we have climbed a few hills toward inclusiveness since then, there are still obstacles to overcome to reach the summit.

The Canadian Transportation Agency was an active supporter and participant in the Inclusion by Design World Congress recently held in Canada to promote universal design and inclusive service strategies. Thus, it is timely to pause to consider the role of people with



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disabilities within the transportation network in this move toward service for all. The system's approach of moving large volumes of people in compressed time frames over great distances, particularly in the air industry, presents significant challenges to meeting the unique and diverse needs of each and every passenger. The removal of undue obstacles moves us closer to inclusive transportation.

At the Canadian Transportation Agency we are committed to inclusion within our work place. Agency staff are becoming more knowledgeable about how to identify and remove workplace barriers, how to work with diverse teams and how to provide inclusive services and programs. They understand better the importance of knowing and appreciating people from diverse backgrounds and abilities. We are becoming better equipped to provide appropriate service to our clients from diverse backgrounds and to research solutions for unexpected requests and situations.

The Ottawa Rehabilitation Centre regularly provides interactive disability awareness training sessions. This training is intended to help Agency

staff in their interactions with citizens with disabilities. The focus of the training is to help employees become more aware of the needs of persons with disabilities with emphasis on travel and transportation. The Members of the Agency and I have also taken this disability awareness training. The most senior decision makers in the organization have made a conscious effort to become more knowledgeable.

Employees of the Agency have a variety of jobs: some deal with persons with disabilities who have had transportation problems and are filing complaints; other employees receive inquiries and calls from the general public, some of whom are people with disabilities; other employees are responsible for the establishment and maintenance of systems such as websites or the distribution of information such as brochures, and it is necessary for them to understand the importance of these services being inclusive and accessible. The Agency employs quite a number of individuals with a variety of disabilities; thus, all employees come into contact with customers or colleagues with disabilities on a day-to-day basis.



I believe that employment equity requires the commitment of employees from top to bottom and that all of us are responsible for ensuring its success – particularly my senior management and those in leadership roles. This approach requires us all to seek out and consider a variety of perspectives. In this spirit of diversity I share the following thoughts with you. A member of the Employment Equity Committee at the Agency, Ray Barfitt, wrote a short essay a few months ago which he called, “Accommodating People with Disabilities or Normalizing Disability”. He wrote in part:

*“I believe that the vast majority of persons with disabilities would prefer to have their disabilities normalized rather than accommodated. Accommodation smacks of charity and paternalism and often robs us of dignity, self-respect and independence. Intersection curb cuts are not an accommodation for people with wheelchairs. They are a normalization of a public facility to include people with wheelchairs. The same is true of audible pedestrian traffic signals, building entrance ramps, television and film signage for deaf people, talking elevators, Braille elevator button indicators, wheelchair accessible washrooms, tactile and large*

*print signage and so on. These are not accommodations for people with disabilities. They are normalization of facilities to include the greatest possible number of people.”*

This is a notion which causes us all to stop and ponder how we are delivering services and what our goals are. I challenge all in the transportation industry to better our best practices in inclusion. The Agency is not the best but we are working at being better. I hope the transportation sector will showcase its best practices in inclusion so that we all can learn from one another’s successes as a way of fuelling the acceleration of the journey toward transportation for all.

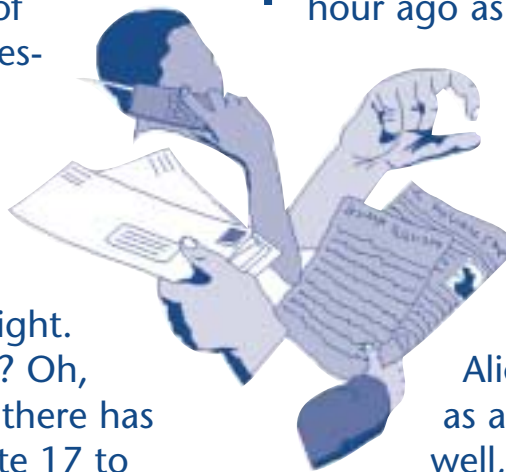
*“If we take care of our employees, they will in turn take care of our clients and everything else will take care of itself.”*

This spirit of inclusion is reflected in the *Information To Go* article, which is being reproduced in this newsletter, of the address by Mr. Penner to a world conference in which he promoted access to transportation related information for travellers with unique information needs. ♦



## INFORMATION TO GO!

Alice, an airline passenger, sitting in a departure lounge, awaiting to board her flight, is deeply absorbed in the reading of a new mystery novel by P.D. James, the renowned British author. The passenger raises her head in the process of giving her eyes a rest from the page, peers around and then notes with dismay that the lounge is empty of other travellers. She feels a sense of panic, glances around desperately in an effort to locate a flight monitor and when she finally spots one, she rushes over to it and looks for information about her flight. "Where is it? Where is it? Oh, there it is – O my gosh, there has been a gate change. Gate 17 to Gate 31. That is a long way to go. Can I make it in time?" She glances at her watch. Only 15 minutes before flight departure. Hurriedly, she grabs her carry-on bags and moves as quickly as she can to the re-assigned gate. Her heart is racing within her. Every small delay along the way is a source of anxiety to her. She has to make that flight – hurry, hurry. She has to be on that plane. She is on her



way to her only brother's wedding. If she misses the flight, she will arrive too late for the big ceremony. At last she is at the gate. "Oh thank God, I made it."

The airline agent at the gate snatches her boarding pass and tells her, most indignantly, that she should have been there a half-an-hour ago as the announcement instructed. The passenger does not respond, but only smiles. She has heard nothing. She is deaf!

At the time of check-in, Alice had identified herself as a person who is deaf. As well, she had taken the same action at the time of booking her flight. This vital, essential and very important piece of information, however, had failed to follow her down the line; and hence, the terrible experience that she had.

Yes, she had managed to make her flight and was able to attend her brother's wedding. For nearly half of the four-hour flight, though, she



remained in a highly agitated state, saying over and over again to herself, "That was close, that was just too close."

Those who care about and concern themselves with difficulties that are faced by travellers with disabilities, may categorize this incident which I have described as "A Barrier to Communication". Well, it is certainly that, but, I call it a crying shame!

Someone may well say, upon hearing this story, that there ought to be a law!

And it is true. Good laws and carefully-drafted regulations, all strictly enforced, would go far in preventing unhappy and unfortunate situations for travellers with disabilities. But the passing of laws and the making of regulations and getting them approved and implemented have their own peculiar set of difficulties and problems. Consequently, in Canada, we have opted for a different initial approach and this we refer to as: codes of practice.

These codes of practice are designed to help ensure that persons with disabilities, when they travel,

have the fullest possible access to the Canadian transportation system. These codes have been and are being developed jointly by those from the various modes of the transportation industry, working along with representatives from the community of persons with disabilities. These efforts are made under the leadership and with the co-ordinating endeavours of the Canadian Transportation Agency. The Agency is currently developing a Communication Code of Practice.

This code, like the others for the rail, air and marine industries will be essentially voluntary in nature; that is, it is not, strictly speaking, legally binding. There is, however, and perhaps more importantly, a corporate commitment to make the code work. These codes, it is true, represent only minimum standards that transportation carriers and terminal operators agree to meet. Striving to exceed these standards, however, is also a part of that commitment to which I earlier referred.

Travel, even under the most favourable of circumstances, can often be trying and even exasperating. If the system creates further obstacles because of deficiencies in the means of communication, then



the traveller with a seeing or hearing disability, for example, is at a severe disadvantage.

It has been estimated that, in Canada, a country of some 30 million people, nearly 4 million of our citizens, 15 years and over, have some level of disability. In addition, we have an aging population, so the incidence of disability is bound to increase over time.

In any given year, half a million Canadians with disabilities use our rail system. 700,000 people with disabilities travel by air and 168,000 such persons use ferry services within Canada. No wonder then, that the Parliament of Canada has directed our Agency, by way of statutory authority, to make every effort to see to it that all these persons have the fullest access possible to our transportation system.

Communication is a prerequisite for the establishment of any society. When it so happens that the means of that communication is, in any way, limited, restrictive or otherwise defective in its operation, it can be said that such a society is not fully developed. What we then have is a deficient society.

Thus, in Canada, with our new Communication Code of Practice, we are striving to ensure that all transportation-related information is readily available to all who need it, when they need it. For example, safety instructions, travel itineraries, and various sorts of travel brochures must be provided in a variety of formats, including: oral, Braille and large text.

The code suggests that all public announcements – in terminals and on board – be provided both visually and verbally. It is just not acceptable for a train conductor to walk through the car calling out the next station stop. He must know if any of his passengers have a hearing impairment. Knowing this, these persons, too, can be properly informed. The code endeavours to see that TTYs (teletypewriters) are provided, where needed, and that adequate signage is posted at all key decision points.

Now, if the code fails to provide what it is expected to, and since mere humans are involved in its design and implementation, there are bound to be some shortcomings from time to time.



In these cases, travellers may then complain to our Agency. We have a very effective and very responsive complaint resolution system in place. If the Agency determines that there has been some obstacle in the way of a person's mobility, and if that obstacle is determined to be undue, then it may order corrective measures to be taken.

My final point has to do with the question of compliance with these codes of practice. As mentioned earlier, they are essentially voluntary in nature, but after the Communication Code of Practice goes into effect, it, along with the other codes, will be subject to periodic Agency surveys

to monitor the progress of its implementation.

Does communicating information to passengers require a code of practice?

Maybe not, but then again the practical, the obvious, the common sense approach and the required degree of sensitivity to human need are not always – and not by everyone – put to good daily use.

A Code of Practice begins by changing behaviour. Attitude, it is hoped and believed, will quickly follow. ♦

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## ***CHECK-LIST FOR TRAVEL AGENTS – ORGANIZING AN EASIER FLIGHT***

A new air travel tool is available – free of charge – from the Canadian Transportation Agency. The *Reservation Check-List – Air Travel* has been designed to simplify and de-mystify the process of meeting the diverse needs of your clients with disabilities in a minimum of time. Travel agents were consulted extensively

during the development of this tool, and a whopping 86% indicated they would actually use the Check-List.

A recent Agency survey of 1,120 persons with disabilities who travel by air established that 66% of travellers with disabilities book their flights through a travel agent. The survey



also revealed that 19% of special requests made at booking were not properly passed on to the carrier personnel.

When taking a trip, one in four customers with disabilities could need additional services such as transfer assistance by wheelchair between connecting flights, accommodations for service animals in the aircraft cabin, or written versions of audio announcements. Obtaining prior written confirmation of these services for passengers with hearing, vision or mobility impairments can be confusing and time consuming. All travellers, including people with disabilities, want requested air travel services available when they need them. This new tool identifies the most commonly requested accessibility-related services that air carriers provide to travellers with disabilities.

Thanks to the *Reservation Check-List – Air Travel*, discussing the additional needs of all of your customers is now much easier. The Check-List



allows for some 60 possible disability-related services or accommodations to be identified under 20 themes, all of which fit on two pages. It includes space to indicate the date the request for services was made to the booking agent, the date the booking agent notified the carrier of the request and the date the carrier confirmed with the booking agent that the services would be provided to the traveller with a disability. Items covered by the Check-List include: travel-related information, accessible seating, advance notice, arrival and departure services, on-board aircraft services, assistance animals, use of personal manual wheelchairs during the journey, and the carriage of mobility and technical aids.

The *Reservation Check-List* is based on the “Air Transportation Regulations Part VII Terms and Conditions of Carriage of Persons with Disabilities” which prescribe the air services to be provided to travellers with disabilities. These regulations require:





- that information on available services and under which conditions they are offered must be provided to those who request the services when a reservation is made;
- that passengers with disabilities must be asked what services they will require;
- that where possible, information on services to be provided must be recorded in a passenger's reservation record; and
- that a written confirmation of the services to be provided must be given to the passenger.

The diversity of need is a business opportunity to be captured by the travel agent with initiative. This Check-List provides a great focal point to discuss the service needs of customers with disabilities. It is a systematic approach to the exchange of essential information between traveller and travel professional that will contribute to a smooth flight.

For more information about the services listed in this Check-List, please consult the Agency's publications: *Air Travel Accessibility Regulations*, and the *Code of Practice: Aircraft Accessibility for Persons with Disabilities*.

Your clients with disabilities will find another Agency publication, *Taking Charge of the Air Travel Experience: A Guide for Travellers with Disabilities*, helpful in planning their trip and in providing you with the necessary information to complete the Check-List.

By giving your customers a copy of this completed Check-List, they will have a useful travel aid during their trip. It will remind everyone of when and by whom confirmed services are to be delivered.

All of the publications mentioned in this article, including the Check-List, are available by calling 1-800-883-1813 (TTY:1-800-669-5575) or on the Canadian Transportation Agency's Website at:

[http://www.cta-otc.gc.ca/access/index\\_e.html](http://www.cta-otc.gc.ca/access/index_e.html)



## **DISABILITY WEBLINKS**

### *“One-stop” Internet Site for Persons with Disabilities*

For the first time, persons with disabilities across Canada have a dedicated Internet site, Disability WebLinks ([www.disabilityweblinks.ca](http://www.disabilityweblinks.ca)), that will provide them with quick access to information on government-related disability programs and services. Disability WebLinks was announced on April 25 by the Honourable Jane Stewart, Minister of Human Resources Development Canada (HRDC) and the Honourable Harry Van Mulligen, Minister of Saskatchewan Social Services on behalf of Federal/Provincial/Territorial Ministers Responsible for Social Services.

Developed in consultation with persons with disabilities and service providers, the site contains information on disability related programs, services and initiatives, as well as key contacts. Information on the site is categorized under key topics such as: accessibility, education, employment, health, financial and personal support, housing and residential services, tax programs, and transportation.

Staff at all levels of government and others who serve persons with disabilities and have access to the Internet will also be able to use the site as a quick, convenient, supplementary information resource to assist their clients.

“I am very pleased that all governments across Canada are participating in this initiative,” said Minister Stewart. “Disability WebLinks is a collaborative and practical tool that helps ensure persons with disabilities and other Canadians have access to an easy-to-use Internet resource that gives them quick and up-to-date information on disability related programs and services.”

Human Resources Development Canada is managing the site under the direction of the Federal/Provincial/Territorial Ministers Responsible for Social Services. The site has been specifically developed for persons with disabilities and the site design, layout and technical features reflect the requirements identified by members of the community and internationally accepted guidelines for accessibility.



“The Internet is a growing communication and information tool that more and more Canadians are using,” said Minister Van Mulligen. “It is important that governments and other information providers ensure the needs of persons with disabilities are reflected when making information available on the Internet. Disability WebLinks is a very good site

and I hope others will follow this example.”

To ensure Disability WebLinks remains relevant for persons with disabilities, comments submitted on the site and other feedback mechanisms will be used as part of an ongoing evaluation process. ♦

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## ***A WORLD OF CHOICE***

*by Chris Stark*

Taking that dream, desired or essential trip starts with planning. Choice is an important factor in today’s transportation marketplace. Once you know your goal, ask around. Service and features vary between scheduled charter and package tour choices for domestic and international travel. The time of year and the duration of the stay are just two of the many factors affecting ticket prices which vary greatly from day to day and company to company.

If you are willing to travel at less busy times or stay over a Saturday or

Sunday night at your destination, considerable savings can be obtained. Always ask about the fare options and the limitations of each choice. Generally speaking, the cheaper the ticket price the less you will be able to make a change after payment. Some tickets do not allow any changes. Other cheaper tickets allow changes by paying more money for the change.

There are not any restrictions on the time of travel, size of aircraft or the type of fare available to travellers with disabilities. As a member of the



travelling public, you can use any service offered. However, one service may more adequately meet your needs than another. Factors which could effect suitability of a travel choice include:

- the type of equipment,
- general services offered,
- accessibility features such as:
  - 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 service animals,
- route travelled,
- number of stops or equipment transfers/changes,
- record of keeping to the schedule,

- volume of passengers,
- scheduled times, and
- experiences of other travellers who have used a particular company or service.

If your destination is an unfamiliar place, find out as much as possible about the local conditions and services before you reserve your trip. Many Canadian provinces and cities have visitor information services with toll-free numbers. Writing or calling for information will give you a better idea of what to expect, especially when travelling outside Canada. Many other countries have tourist offices within Canada. Ask your travel specialist or use the reference section of your local library for information. Travel books, either purchased or borrowed from the travel section of your local library, can also be helpful. Many of these books contain specific sections for travellers with disabilities.

You can contact transportation providers and ask about the company's services for passengers with disabilities. Some companies have brochures which can be sent to you for reference. Company world-wide-



web pages are also a good source of information. Also, there is a wealth of information for travellers with disabilities to plan and prepare a trip from the Canadian Transportation Agency's Web site. Finally, the guide for persons with disabilities, designed by the Agency, entitled: *Taking*

*Charge of the Air Travel Experience*, is full of useful tips and advice. It is an absolute must.

Remember that careful trip planning is not a luxury; it is a necessity. Have a good trip! ♦

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## **EXAMPLES OF ISSUES THAT HAVE TRIGGERED COMPLAINTS FROM THE CANADIAN TRANSPORTATION AGENCY'S ANNUAL REPORT 2000**

### ***Telephone-Teletype Devices (TTYs)***

A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

Complaints have led the Agency to conclude that the availability of

TTYs may be a systemic problem. Complainants raised the following issues: Are there an adequate number of TTYs in airport terminals? And should ground transportation service providers at airports be required to make themselves accessible via TTY services?

Other TTY-related issues that arose in 2000 included carriers' failure to provide TTY service, and carriers' failure to promote their TTY numbers as widely as they promote their regular



numbers in media such as advertisements, timetables and websites. Carriers and service providers undertook corrective measures that the Agency ordered.

The Agency will discuss these issues during consultations with industry and community representatives and other interested parties, while developing a Code of Practice on the Communication of Information.

### *Seating*

Seating issues continued to form part of many complaints the Agency reviewed and investigated. One such complaint involved the seating assignment that Royal Aviation Inc. provided to a person who needed a seat with extra leg room due to his disability. The person was not assigned such a seat. When a customer identifies a need for a seat to accommodate a disability, such as a seat with extra leg room, the carrier should give priority to that customer over someone who prefers such a seat but does not require one. The Agency found that Royal's failure to assign to the complainant, at the time of booking, a seat with extra leg room constituted an undue obstacle.

Consequently, Royal was required to issue a bulletin to remind its reservation agents of Royal's aircraft seating configurations, and to amend its seating policy.

### *Accessible Washrooms*

The Agency received a complaint about the inaccessibility of the washroom facilities in the domestic flights area of the aeroquay at Montreal International Airport (Dorval). The traveller, who uses a wheelchair, attempted to use a washroom that a pictograph identified as accessible. The traveller was unable to use this facility because the doors of the toilet stalls were not wide enough to accommodate a wheelchair.

The Agency indicated that accessible washrooms in airports are essential facilities that should be available in all public and secure areas and clearly identified. While there were accessible washrooms in all areas of Dorval airport except the domestic flights area of the aeroquay, the Agency found that the lack of accessible washrooms in that area constituted an undue obstacle for travellers who need accessible washrooms. The airport was required to renovate the accessible washroom facilities in the domestic flights area.



### *Ground Transportation*

A person who uses an electric wheelchair filed a complaint about accessible ground transportation service at the Fredericton Airport. Because he could not reserve with either of the two companies that provide accessible ground transportation, he cancelled his trip.

The Agency recognized the integral role that accessible ground transportation plays in ensuring that travellers have seamless access to the federal transportation network. While travellers have several options when travelling to airports, ground transportation services for travellers leaving airports are often restricted by exclusive contracts between service providers and airport operators. The Agency found that there was an undue obstacle in that the airport operator failed to ensure that its contractors had procedures and policies in place to effectively provide the accessible ground transportation services outlined in the contract. The Agency ordered the airport to report on what it had done to prevent a recurrence of the situation and the ground transportation company was instructed to issue a bulletin to its employees and to its subcontractors summarizing this incident.

### *Self-determination*

The Agency investigated a complaint about Air Canada's refusal to allow a person with limited mobility due to arthritis to travel unattended on a flight operated on behalf of United Air Lines, Inc. from Montreal to Washington. In an effort to give the traveller easy access to the onboard washroom, an Air Canada flight attendant offered the traveller a seat at the back of the cabin.

The traveller declined as "she was unable to use the washroom by herself." The flight attendant determined that the traveller was non-ambulatory and non-self-reliant, and could not travel unattended. Despite her protests and insistence that she could travel alone, the attendant insisted that she deplane. The next day, a family member travelled from Washington to accompany her.

The Agency found that the flight attendant's failure to accept the traveller's self-determination of the assistance, if any, she needed during her travel constituted an undue obstacle. It disrupted her travel plans and inconvenienced her family. The flight attendant should have talked with the traveller to ensure that she could travel unattended and did not



require extraordinary services. Air Canada was required to report on the corrective measures it has taken to make its employees aware of this incident; to submit the training

records of the flight attendant who interacted with the traveller; and to reimburse all of the out-of-pocket expenses of her family member. ♦

## WINNIPEG INTERNATIONAL AIRPORT

### UNIVERSAL DESIGN ADVISORY COMMITTEE NOTE

Winnipeg International Airport has had a Barrier Free Committee for many years. This committee focused on the removal of barriers to persons with disabilities who made use of facilities and services provided at the Airport. Membership was made up of representatives from Transport Canada and from the community of persons with disabilities.

In 1999, the committee changed its focus, with members unanimously accepting a new Terms of Reference and a change in name to the Universal Design Advisory Committee. Universal Design is defined as “The design of products and environments to be useable by all people, to the greatest extent possible, without the need for adaptation or specialized

design.”<sup>1</sup> Through the continued efforts of the Barrier Free Committee, committee members recognized that design modifications could increase accessibility for persons with disabilities while also improving functionality for a wide range of airport users. The committee acknowledges that travellers have different levels of abilities. In addition, the demographics of an ageing population demonstrate that there are an increasing number of individuals with diminishing functional capabilities due to ageing.

The Universal Design Advisory Committee membership is comprised of representatives from both the Facilities and Air Terminal Building Services spheres of Winnipeg Airports Authority (WAA), who co-chair the

<sup>1</sup>Bettye Rose Connell et al., *Principles of Universal Design*, version 2.0, (NC State University: The Center for Universal Design, 1997), 1.





*Renovations to the pedestrian bridge included replacing the stairs with ramps, improvements in colour contrast between the floor and walls, and changing flooring colour and texture. Moving between the two buildings is not only easier for persons with disabilities but also for travellers pushing baggage carts and for children in strollers!*

Committee along with a representative elected by the Community groups on the Committee. Community groups include representatives from various organizations of persons with disabilities, seniors and/or children as well as airline representatives. An advisor to WAA on universal design also attends Committee meetings. The Co-chairs meet quarterly with the WAA Advisor on universal design.



*The curved path of the entrance to this public washroom eliminates the need for a door. This clear opening of the doorway is not only beneficial to persons in wheelchairs or those with limited mobility, but it also makes manoeuvring of baggage carts and strollers easier. Travellers carrying baggage do not have to fight to get through the door while holding on to their bags. These are an added convenience for all users.*

Planned and existing projects and services offered at the airport are discussed amongst Committee members at meetings as well as concerns and issues raised by Committee members, with the aim for consensus on resolutions.



Since the Committee began to look at Winnipeg International Airport in the broader perspective of universal design, accomplishments include:

- WAA retaining the consulting services of a universal design professional who is involved at the planning stage of all projects.
- Universal Design standards adopted for washrooms. New accessible public washroom facilities were added on the mezzanine level of the Air Terminal Building (ATB) and in the U.S. pre-clearance area on the main floor.
- New lighting standards were established. Lighting has been enhanced at check-in counters, departure gates, and in Canada Customs. Ongoing lighting improvements are planned.
- New elevators have been installed at the north and south ends of the ATB.
- The pedestrian bridge between the Air Terminal and Administration Buildings was renovated to meet universal design standards.
- Additional fire alarm strobe lights have been installed.
- Stairs from the hotel skywalk have been upgraded with colour contrasted, non-slip step nosings and with tile warning surfaces at all landings.
- Colour contrasted non-slip nosings have been in the stairways between the upper level of the parking deck and ground level.
- Reducing glare in the ATB with the use of indirect lighting.
- Applied colour contrasting safety bands on the front canopy structural supports.
- Tactile flooring has been installed at various locations where there are changes in grade.



- A Disability Awareness & Sensitivity training program was established. Training is ongoing for WAA staff, volunteers, and contractors.
- The number of TTYs installed on public telephones was increased, for a total of eight (8) in the ATB.
- A TTY airport information line was installed. Calls are answered 24 hours daily.
- Installed tactile and Braille signage for washrooms and TTY directional signage. These signs are now standard for all wash-room and payphone locations.



*This photo of the stairs from the hotel pedestrian bridge shows the detectable warning surface on the landing and nosings that contrast with the remainder of the stair tread. These features provide visual and textural cues of the changes in elevation and are good for everyone.*

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## WEB RESOURCES

### *Seniors Guide to Federal Programs and Services, 2001 Edition*

This guide provides information on a variety of federal resources of interest to Canadian seniors, including consumer services, research, health and fitness programs, housing,

pensions, programs for Aboriginal seniors, veterans' benefits, volunteer activities and women's concerns. Copies can be obtained by phoning 1-800-622-6232 or

[www.hc-sc.gc.ca/seniors-aines](http://www.hc-sc.gc.ca/seniors-aines)



**Routes International** provides links to transportation modes, hotels and accommodation, and organizations related to accessible travel around the world.

[www.routesinternational.com/access.htm](http://www.routesinternational.com/access.htm)

**Accessible Procurement Toolkit** – A service for employers and procurement professionals, developed by the Assistive Devices Industry Office of Industry Canada. This toolkit provides specific requirements that procure-

ment officers or managers with purchasing authority can add to contracting documents to ensure that the produce or service will be accessible to widest range of people.

[www.disability.org/toolkit/indexe.asp](http://www.disability.org/toolkit/indexe.asp)

[www.airportscanada.com](http://www.airportscanada.com)  
– This site offers links to airports, airlines, accommodation, travel, etc.

## HOW TO CONTACT US

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