



KAMLOOPS AIRPORT ACCESSIBILITY PLAN

Dated: December 2023

Version 2.0



KAMLOOPS AIRPORT LTD.
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Kamloops, BC V2B 7X1
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Acknowledgement

This plan is published under the authority of the Managing Director of Kamloops Airport.

Ed Ratuski

Managing Director

Kamloops Airport Ltd.

Date

Forward

Introduction

The Kamloops Airport Ltd. Accessibility Plan, hereby referred to as “AP”, was designed to facilitate the barrier-free movement of passengers with disabilities through the Kamloops Airport terminal facility, and to adhere to the Accessible Transportation for Persons with Disabilities Regulations (SOR-2019-244) under the Accessible Canada Act, hereto referred to as the “Regulation”.

Guiding Documentation

The following Acts, Standards, Regulations and other documents have influenced this program:

Accessible Canada Act S.C.2019

Accessible Canada Regulations (SOR 2021/241)

Accessible Transportation for Persons with Disabilities Regulations SOR-2019-244

Accessible Transportation Planning and Reporting Regulations (SOR/2012-243)

Personnel Training for the Assistance of Persons with Disabilities Regulations SOR/94-42

Web Content Accessibility Guidelines (WCAG)

Accessibility for All, OTC-CTA Canada

Definitions

AP – Accessibility Plan

Assistive Device – any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

ATPDR – Accessible Transportation for Persons with Disabilities Regulation

Curbside Zone – an area that is located outside of a terminal where passengers are picked up or dropped off and that is owned, operated, leased or otherwise controlled by the terminal operator.

KAL – Kamloops Airport Ltd.

Mobility Aid – any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Service Dog – a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

Support Person – a person whose assistance is needed by a person with a disability.

Terminal Operator – a person that owns, operates or leases a terminal.

The Act – refers to the Accessible Canada Act

The Regulation – refers to the ATPDR

Vortex – a web-based maintenance management system used at the Kamloops Airport for ad hoc and preventative maintenance work on equipment & facilities.

Web Content Accessibility Guidelines (WCAG) – the world wide web Consortium Recommendation, dated December 2008, entitled *Web Content Accessibility Guidelines (WCAG) 2.0* and amended from time to time.

Record of Amendments

NO.	DATE OF ISSUE	DATE ENTERED	ENTERED BY	COMPANY
001			Tracy Brown	KAL
002	December 2023	December 2023	Tracy Brown, Mgr Operational Compliance	KAL

Amendment Procedures

The Manager, Operational Compliance, is responsible for recording any amendments to the AP in the RECORD OF AMENDMENTS section, which will be distributed with amendments to the program manual.

Prior to amendment of the AP, the following must take place:

- The AP must be reviewed and cross referenced with the applicable standards (see previous section on Guiding Documentation).
- Consultation with Persons with Disabilities is required prior to publishing amendments. This consultation shall be formalized and recorded.
- The Canadian Transportation Agency or the Accessibility Commissioner must be notified within 48 hours of publishing a new/revised AP or Report.

Amendments to the AP may also need to be reflected in associated documents and program as listed here:

PROGRAM	MANAGED BY
KAL On-Boarding Procedures	KAL
Terminal Security Services Training Program	KAL
ATPDR Training Program & IFIDS Directions for Carriers	KAL
Ground Transportation Service Provider Program	KAL
Car Rental Agency Agreements	KAL
KAL Plan of Construction Template	KAL
KAL Contractor Safety and Security Manual	KAL

Accessibility Plan Copies

COPY	HOLDER	ORGANIZATION / ADDRESS	PHONE	EMAIL
1	Managing Director	Kamloops Airport 101 – 3035 Airport Road, Kamloops, BC V2B 7X1	250.376.3613 ext. 104	<i>info@kamloopsairport.com</i>
2	Manager, Operational Compliance	Kamloops Airport 101 – 3035 Airport Road, Kamloops, BC V2B 7X1	250.376.3613 ext. 105	operations@kamloopsairport.com

Principles

KAL shall take into account the following principles outlined in the Accessible Canada Act, regarding persons travelling through KAL-managed facilities:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Commitment

KAL commits to identifying and removing barriers, and preventing new barriers, in the transportation journey through KAL-managed facilities.

General

Regulatory Obligation

The Kamloops Airport is required to abide by the sections of the Accessible Canada Act and its associated regulations. Within the Accessible Transportation for Persons with Disabilities Regulations (SOR-2019-244), Kamloops Airport Ltd is considered a “Terminal Operator”. Divisions within this Regulation are applicable to terminal operators whose airport has at least 200,000 passengers embarked and disembarked during each of the two preceding calendar years.

Applicability

As regulations come in to force regarding the Accessibility Act, KAL must publish or update its plan within three months of the coming into force date.

Entity No longer exempt:

If KAL becomes subject to the Act during any year after the year in which these Regulations come into force, the fixed day for that entity is June 1 of the year following the year in which KAL becomes subject to the Act.

Notification

KAL shall notify the CTA or Accessibility Commissioner within 48 hours of publication of each new version of its Accessibility Plan, or Progress Report. Notification of the publication shall be by email or other electronic means and provide in the notice to the Accessibility Commissioner either the URL address of the plan, the hyperlink to that URL address or the mailing addresses of the places of business where that version of the plan is published.

Progress Reports

KAL will prepare and publish, in accordance with the Act and the Regulations, a progress report respecting the implementation of its Accessibility Plan. A Progress Report will be prepared and published each year after the initial implementation of the AP.

The Progress Report must set out the manner in which KAL consulted persons with disabilities in the preparation of its progress report. The Progress Report must also set out information concerning the feedback received by KAL through its feedback process and how that feedback was taken into consideration.

A request for a copy of a Progress Report must be made by mail, telephone, email or by any other means that KAL uses to communicate with the public.

When a request for a Progress Report is made, KAL must send the report within:

- 45 days after the day on which the request is received, in the case of a request for the report in Braille or audio format; or
- 20 days after the day on which the request is received, in the case of a request for the report in any other format.

Publication

Timeline – KAL shall publish a progress report by the anniversary of the date by which the accessibility plan was last required to be published for each year in which there is no date by which a version of the accessibility plan is required to be published.

KAL's Accessibility Plan and Progress Reports will be published on its website in a manner where it is accessible directly on the homepage or by way of hyperlink from that homepage. The KAL website shall meet the requirements for Level AA conformance that are set out in the WCAG. The Accessibility Plan and Progress Reports will be kept by KAL in print (either electronic or hard copy) and on the website, available to the public, for a period of 7 years.

Plan Retention

All final versions of KAL's Accessibility Plan, whether electronic, printed or posted to the Kamloops Airport Website, shall be retained for a minimum of seven years. Each version of the plan posted to the website shall remain accessible through the website for seven years. The same retention time frame is required of every progress report that is submitted to the Minister under the Accessible Canada Act.

Auditing & Review

At a minimum, every three years the entire ATPD program shall be audited for regulatory compliance and updated as necessary.

Consultations

KAL must consult persons with disabilities in the preparation of its accessibility plan or Progress report, and every updated version of its accessibility plan.

KAL must consult persons with disabilities in the development of each training program and the principal teaching methods.

Manner of Consultation

KAL consults with persons with disabilities by way of Committee. The Kamloops Airport Accessibility Consultation Committee was formed in order to satisfy the requirements of the Accessibility Act and provide a valuable resource to KAL. The committee's Terms of Reference can be found in Appendix E.

The committee is consulted on these items:

- Accessibility Plan and any proposed changes or amendments to it
- Accessibility Training
- KAL- generated Accessibility Reports

Feedback and plan changes proposed by the committee members are taken into consideration by KAL.

Feedback

The following outlines KAL's process for receiving feedback regarding these items: (a) the manner in which KAL implements its Accessibility Plan, and (b) the barriers encountered by persons that deal with KAL.

1. Feedback may be submitted in person, by phone, by email, or via website link.
2. Feedback received by KAL will be acknowledged by returning an appropriate type of communication to the source of the feedback, if the feedback is not submitted anonymously. Communications will be made by phone or email, or other means, as requested.
3. Should any changes to KAL's Accessibility Plan be required as a result of the feedback received, KAL will endeavor to action the item within a reasonable amount of time.
4. Any changes to KAL's Accessibility Plan resulting from feedback will be communicated to the CTA and all public versions of the Accessibility Plan will be updated in a timely manner.

Feedback communications may be made to KAL anonymously.

Feedback will be retained in electronic or print format for a period of seven years beginning on the date on which it is received.

KAL's designated person to receive feedback is the Manager, Operational Compliance or their designate. Communication may be sent to the designated person via mail, phone, or email at the addresses below, or in person at:

101-3035 Airport Rd.
Kamloops, BC, V2B 7X1
250.376.3613
info@kamloopsairport.com

Communication may also be submitted through www.kamloopsairport.com by filling out & submitting the "Questions or comments?" section.

This feedback process will be published on KAL's website, and will follow these requirements:

- Written in simple, clear and concise language;
- Published in a format that meets the requirement for Level AA conformance that are set out in the WCAG;
- Published on the main page of KAL's website, www.kamloopsairport.com , or via direct hyperlink;
- Published at the same time that the Accessibility Plan is published.

Requests for a description of KAL's feedback processes must be sent within

- 45 days after the day on which the request is received, in the case of a request for the description in Braille or audio format; or
- 20 days after the day on which the request is received, in the case of a request for the description in any other format*.

KAL shall endeavor to send a description of its Feedback process in the manner and form that is requested (print, electronic, braille, etc.)

Communication of Information to Persons with Disabilities

General

Information made available to the public about transportation-related services or facilities must be:

- a) compatible with adaptive technology if the info is made available in an electronic format. This applies to the Kamloops Airport website where adaptations have been made by a third party contractor;
- b) information made available by paper must also be available in large print, Braille or electronic format;
- c) information made available in audio format such as gate announcements or emergency notifications, will be made available upon request in a visual format and ;
- d) information made in a visual format will also be made in an audible format upon request.

KAL will ensure that all requests referred to above will be actioned as soon as feasible.

Information to be Published

To be included in the Kamloops Airport website is the following information:

- a) KAL Accessibility Plan, both current and previous versions.
- b) A notice that Kamloops Airport is subject to the Regulations and the provisions of these Regulations that apply to it.
- c) The services offered to persons with disabilities and any conditions that apply to those services.
- d) The complaint resolution services that it offers and how a passenger may access those services.
- e) The feedback process, as described in Feedback section, above.

Communication

KAL will ensure that personnel who interact with passengers in the course of carrying out their functions take into account the following, when communicating with a person with a disability:

- a) The nature of the person's disability, particularly if the person is blind or deaf or has any other visual or hearing impairment or if the person has a communication impairment.
- b) Whether the person uses an assistive device to assist them to hear, see or communicate.
- c) Whether there are methods of communication that may be used by the person or that may facilitate communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise and plain language.

Telephone Systems

KAL offers email as an alternative to the telephone for persons who are deaf or have other hearing impairments.

KAL's email addresses are published alongside KAL's telephone numbers in each instance.

Website

All information offered by the Kamloops Airport website is available by phone for persons who are not able to use the website.

For each instance that a phone number is published on KAL's website with regard to making travel reservations or obtaining information about Kamloops Airport facilities or transportation-related services, an email address will be provided.

KAL's website and mobile applications available to the public shall meet the requirements for a Level AA conformance that are set out in the Web Content Accessibility Guidelines (WCAG).

Public Announcements

Audible public announcements relating to departure gates that are made for passengers waiting in the Secure Boarding Lounge inside the air terminal building shall also be made in a visual format through the IFIDS screens.

Any audible public announcements relating to safety or security inside the air terminal building must also be made in a visual format. Some of these announcements are visually published by means of stationary/permanent signage, others are viewed through the IFIDS screens.

Public Requests

If a person makes a request by mail, telephone, email, or through the Kamloops Airport website portal, KAL shall, within 20 days, make its accessibility plan or Progress Report available to the person in the format that is indicated in the request.

A person may make a request to KAL to make its accessibility plan available to them in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. In this case, the accessibility plan must be made available to the person making a request as soon as feasible but, at the latest, 45 days after the day on which the request is received, in the case of a request for a plan in Braille or audio format; or in the case of a request for a plan in any other format, 20 days after the day on which the request is received.

Self-Serve Kiosks

Self-Serve kiosks shall conform to the requirements as described in the Act and set out in the National Standard of Canada CAN/CSA B651.2-07 (R2017 or newer), be visually and tactilely discernible by an International Symbol of Access that is affixed to it. *(Coming into force in 2024)*

Personnel must, on the request of a person with a disability, assist the person, without delay, to use an automated self-service kiosk.

KAL's self-service kiosks shall be maintained in good working order, follow proper preventative and routine maintenance schedules, and repaired as soon as possible if required. Work and maintenance on the parking kiosks is recorded in Vortex. Pay Parking Machine Maintenance Plan included in Appendix F.

If an automated self-serve kiosk is not available, personnel shall ensure that persons with disabilities are directed to the nearest working kiosk and, upon request of the person, assist the person with using the kiosk. Personnel shall also permit the person to advance to the front of the line at a counter where they will be provided the same service as that is provided by the automated self-service kiosk. If no self-serve kiosks are available that meet the standards specified for use by a person with a disability, terminal security personnel shall assist, i.e. parking kiosks.

Facilities & Technical Requirements

Application and Non-Application, Pre-Existing Terminals

The Kamloops Airport terminal building is considered a pre-existing terminal which is exempt from certain parts of the regulation. These technical requirements do not apply to areas of the air terminal building that are not intended for public use, for areas that are not under the control of the terminal operator, such as the Canada Border Services Agency area, nor for commercial establishments such as the food and beverage provider spaces.

Commitment

KAL is committed to identifying and removing barriers, and the prevention of new barriers, in the built environment. Prevention of new barriers is managed through our Change Management and Construction Management Processes.

Duty of Terminal Operator

KAL shall ensure that the air terminal building and equipment meet the technical requirements of the Regulation.

Modifications

Should modifications to any amenity or equipment that is used in the air terminal be made, KAL shall ensure that the modified amenity or equipment meets the requirements of the Regulation. For all new construction activities, KAL shall adhere to the requirements under the Act and Regulation regarding the built environment.

Wheelchairs

The air terminal building shall be equipped with wheelchairs available for use by passengers in a number that is sufficient to accommodate the number of persons with disabilities who are likely to use them at any one time. These wheelchairs must meet the specifications set out in the Regulation (Section 225).

Seating

The air terminal building shall have seats that are located along paths of travel at regular intervals of approximately 30m. The air terminal shall also have designated priority seats in the Secure Boarding lounge for persons with disabilities that meet the following criteria:

- a) Located so as to be close to members of personnel who are stationed at the boarding gate
- b) Located so as to permit them to view screens or other boards that display information relating to departures or gate assignments.
- c) Marked with signage that specifies that persons with disabilities have priority access.

Lift, Ramp or Stairs or no Level Boarding

Because level boarding is not available, the Kamloops Airport must be equipped with a lift, ramp or portable stairs. A lift, ramp or stairs that are used at a terminal for the boarding or disembarkation of persons with disabilities must meet the requirements for a lift, ramp or stairs, as the case may be of the ATPDR. At Kamloops Airport, the airlines are responsible for supplying the lifts, ramps and stairs for passenger use, and shall meet the following requirements:

Lift

69 A lift that is used to assist a person with a disability, including a person in a mobility aid, to board or disembark from an aircraft must

- (a) have handrails that are located on both sides of the lift and a slip-resistant surface; and
- (b) be capable of supporting a minimum weight of 363 kg.

Ramp

70 A ramp that is used to assist a person with a disability, including a person in a mobility aid, to board or disembark from an aircraft must

- (a) have a contrasting colour strip that runs the full width of its bottom edge;
- (b) have raised edges to prevent a mobility aid from rolling off the edge of the ramp;
- (c) have a slip-resistant surface; and

- (d) be capable of supporting a minimum weight of 363 kg.

Stairs

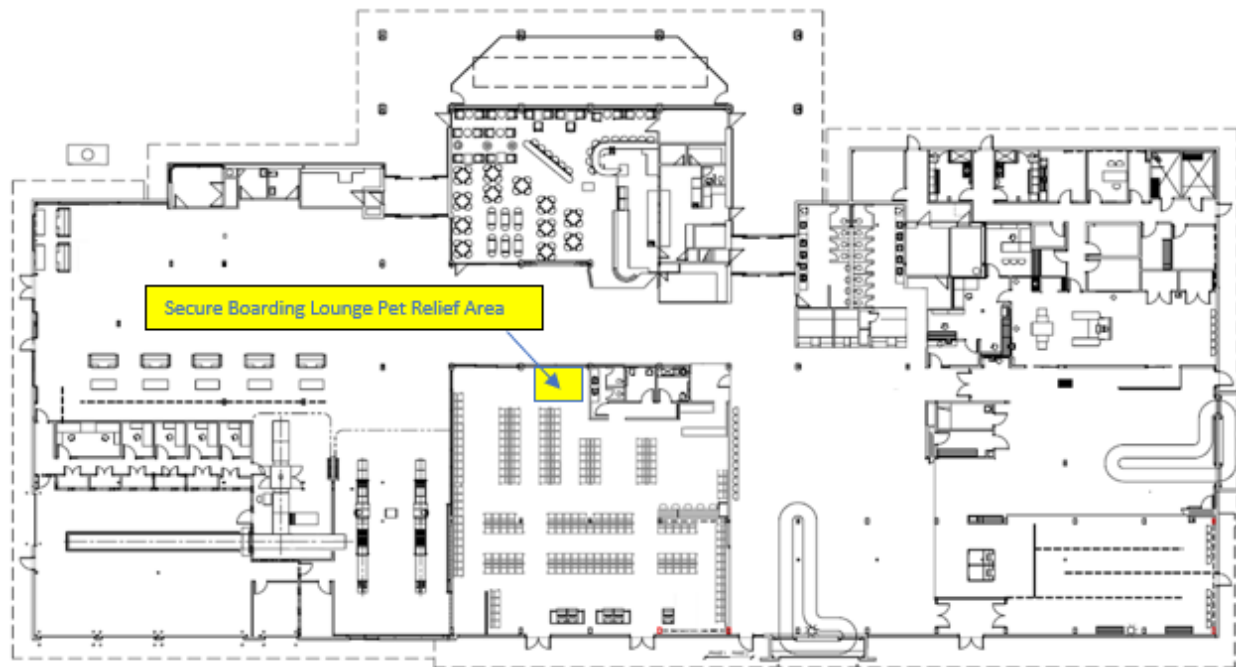
71 (1) Any stairs that are used to board or disembark from an aircraft, and any interior stairs on an aircraft, must

- (a) meet the requirements set out in clauses 5.4.1 and 5.4.2 of CSA B651-18;
- (b) have handrails that
 - (i) are located on both sides of the stairs,
 - (ii) are located at a uniform height of 860 mm to 920 mm, measured vertically from the leading edge of the tread, and
 - (iii) meet the requirements set out in clause 5.3.1 of CSA B651-18; and
- (c) have tactile attention indicator surfaces that
 - (i) meet the requirements set out in clauses 4.3.5.2(a) and (b), 4.3.5.3.1 and 4.3.5.3.4 of CSA B651-18,
 - (ii) are located at the top of the stairs, and
 - (iii) commence one tread length before the top of the stairs, extend the full width of the stairs and measure from 600 mm to 650 mm in length.

Designated Relief Areas

Pet relief areas have been designated and are identified by tactile and Braille signage. These areas shall be maintained on a regular basis.

Designated pet relief areas are found inside of the secure restricted area and outside the air terminal building, accessible by the public. See images below:



Obstructions Due to Repairs or Maintenance

Any object that is obstructing a path of travel inside or outside of the air terminal building because of repairs or maintenance must be detectable by a person using a cane. A specific section in KAL's Plan of Construction template has been added in order to capture potential disruptions to accessibility.

Non-Accessible Paths of Travel – New Construction only – Not Applicable to Pre-Existing Terminals

If a path of travel inside or outside of a terminal is not accessible to a person with a disability, including because there are stairs or escalators, there must be an alternative path of travel that is accessible to persons with disabilities and that allows them to access the desired service or reach the desired destination.

Maintenance & Repairs

KAL shall endeavor to maintain and repair the Air Terminal Building and equipment in order to keep it in excellent working condition for persons with disabilities at all times. KAL accomplishes this objective through its Preventative Maintenance Program.

Service Requirements

Prohibition

KAL shall not impose any charges or fees for any service that KAL is required by the Regulation to provide to any person.

Communication of Information

KAL shall publish, including on its website, information about the services or facilities available at the terminal for persons with disabilities, including information about:

- a) The curbside zone, including where the curbside zone is located and how to request assistance to or from the curbside zone;
- b) Ground transportation from the terminal that is accessible to persons with disabilities, including whether a vehicle that is capable of carrying a non-folding or non-collapsible mobility aid is available;
- c) The location of designated areas for service dogs to relieve themselves;
- d) Wheelchair services

Assistance & Exceptions

Personnel shall, on the request of a person with a disability, provide the following services to the person without delay:

- a) Assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair, if needed;

- b) Assisting the person to proceed between the general public area and the curbside zone;
- c) Assisting the person to proceed between the curbside zone and the check-in area or to a representative of a carrier.

Exception – personnel are not required to provide assistance if a carrier is already providing that person with assistance.

Ground Transportation & Rental Vehicles

KAL shall ensure that approved ground transportation providers provide transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.

KAL shall ensure that approved rental vehicle providers operating at the airport provide rental vehicles that are equipped with hand-control systems.

Personnel Training

Application

KAL shall ensure that training is provided to personnel that may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of the Regulation. Personnel must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to the requirements of the Regulation and KAL's policies and procedures with respect to persons with disabilities.

Such personnel include, but are not limited to, Administrative Staff, Airport Technical Staff, Management, and Terminal Security Officers. Limited training will be provided to Transportation Service Providers who have licenses to operate at Kamloops Airport.

Contents of training

Training shall cover the elements described in the Regulation and shall follow these principles:

- a) All persons must be treated with dignity regardless of their disabilities
- b) All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics
- c) All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities

- d) All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

KAL has developed a comprehensive and regulatory compliant training program which is part of the on-boarding process for all new KAL and Terminal Security Services Staff. Licensed Ground Transportation Providers are also required to be trained and tested with regard to services provided specifically at Kamloops Airport.

Specific areas of training for airport staff include:

- a) Physical Assistance
- b) Handling Mobility Aids
- c) Using or Assisting with Special Equipment

Specific hands-on training is given for mobility devices used at YKA. Training records are provided in Vortex.

Special equipment used at YKA: wheelchairs and parking kiosks.

Training shall also include instruction on identifying the different types of barriers that may hinder equal access to transportation services for persons with disabilities.

Initial Training, Supervision of Untrained Personnel and Refresher Training

KAL shall ensure that personnel who are required to provide assistance to persons with disabilities have completed their AP training within 60 days of assuming those functions. This is reflected in the On-Boarding Checklist for KAL Airport Technicians (APTs) and Security Officers.

Until a member of personnel has completed the AP training, KAL shall ensure that they carry out their functions under the direct supervision of a person who has completed that training.

KAL shall ensure that each member of personnel receives refresher AP training within a three-year period. Training is recorded, timed and tracked in Vortex.

Duty to Inform Personnel

Should KAL introduce any new policy, procedure or technology with respect to persons with disabilities or offers new transportation-related services or facilities to assist persons with disabilities, KAL shall, as soon as feasible, inform members of personnel of that new information, unless it is not relevant to the requirements of their functions.

Preparation of, Information for, and Consultation to Training Programs

KAL's AP training program shall include the information set out in Schedule 1 of the Regulation and be available for inspection by the Canadian Transportation Agency.

Any new information referred to in the “Duty to Inform Personnel” section above shall be integrated into the training program as soon as feasible.

KAL shall consult with a person with disabilities in the development of each AP training program and the principal teaching methods.

Information on the AP training program is available to any person who requests it, with the exception of any personal or confidential business information contained within the program.

Appendices

Appendix A: YKA ATPD Training Program

Appendix B: KAL Staff On-Boarding Checklist

Appendix C: Security Officer On-Boarding Checklist

Appendix D: Maps and Images

Appendix E: Accessibility Committee Terms of Reference

Appendix F: Pay Parking Machine Maintenance Plan

Appendix A

KAL ATPD Training Program Overview


KAL ATPD Training Program consists of electronic documents located on KAL's server. Full document access is available through KAL staff. The three (3) components of the program are listed here:

1. General Training PPT, including videos and on-line CTA test (all users)



2. Additional Training Items for Specific Groups:

ADDITIONAL TRAINING ITEMS FOR SPECIFIC GROUPS – SIGN OFF



YKA Group	Training Item	Specifications for Group	Acknowledged (trainee initials)
Security Officers	Departures - Curb-side to Check-In	Assist a PWD if transportation provider cannot assist person to the front of the check-in line.	
	Arrivals – Bag Claim to Curb Side	Assist a PWD if airline agents are not able to.	
	Curbside Zone	Area must be free and available for PWD drop-offs only	
Airline Representatives	Departures – Check-in	A PWD will be assisted to the front of the check-in line for departures.	
	Arrivals – Bag Claim to Curb Side	Ensure PWD has assistance (if needed/requested) to curb-side area. Security Officers may assist when necessary.	
	Visual Paging	Complete training on IFIDS Visual Paging Module and use whenever safety, security, and boarding announcements are made.	
Airport Technicians	Assistance in the Air Terminal Building	As an airport employee, you may be called upon to assist a PWD inside the ATB.	
	Assistance During an Emergency	Be aware of the needs of the PWD if they are involved in an emergency. Airline and ground handling crews know best how to work assistance devices specific to aircraft.	
Transportation Service Providers	Curb-Side Assistance	PWD must be taken to the front of the check-in desk if they require assistance getting into the terminal building. PWD may not be left on the curb or handed off to security officers if they need or request assistance.	
Car Rental Agents	Vehicles with hand control systems are available	Ensure that these types of vehicles are available.	

Trainee: _____ Authorized by: _____ (Trainer Name) Date: _____

3. IFIDS User Guide for Airline Staff:





YKA Accessible Transportation for Persons with Disabilities (ATPD) Training Program – IFIDS USER GUIDE for Airline Staff

VERSION	V1
DATE	2020-12-20
PREPARED BY	Kamloops Airport Ltd.

Appendix B
KAL Staff On-Boarding Checklist

Training Checklist for New APT2's and APT3's

1.0 **PURPOSE:** To provide a reference checklist for the training of new APT2's and APT3's.

2.0 **RESPONSIBILITY:** It is the responsibility of the Supervisor, Safety and Facilities, or their designate, to ensure that each new employee is given the opportunity to complete each task/event on this checklist.

3.0 **CHECKLIST:**

	EMPLOYEE: _____	Date scheduled	✓
3.1	Medical assessment complete		
3.2	Criminal record check		
3.3	Administrative paperwork (from Vantage or Union)		
3.4	Accessible Transportation for Persons with Disabilities (ATPDR) (within 60 days)		
3.5	Issue keys, FOB, airport ID.		
3.6	Driver's license check and upgrade if necessary (make a copy of license for file)		
3.7	Copy of certificates		
3.8	Complete all training described in the ARFF training manual including site familiarization and live fire training (live fire to be completed offsite).		
3.9	ARFF truck familiarization and competency check (to be completed with an experienced APT2 or APT3 operator)		
3.10	Confidentiality agreement and Code of Conduct signed and returned		
3.11	IAAE – Airports 101 – online		
3.12	ICS 100 & 200 – online		
3.13	SOG review		
3.14	Aircraft marshalling review (Dan M.)		
3.15	Tour Shell tank farm and review vehicle shut down procedures with Shell personnel		
3.16	AVOP		
3.17	Radio Operator's License		
3.18	Order Uniform (Joint Force Tactical), coveralls (Mark's), jacket (JFT), etc. Supply uniform patches for shirts (10 total)		

3.19	Employee to purchase steel toed boots & be reimbursed as per Collective agreement.		
3.20	Turnout gear fitted and ordered (Guillevin or?)		
3.21	Immunization record, including Hep series, update as necessary.		
3.22	Set up computer login, email account, ADP, network drives, etc.		
3.23	VORTEX access & familiarization		
3.24	Site familiarization: KAL assets, tenants, FSS, including location of DG/MSDS/controlled materials on airport property.		
3.25	Equipment familiarization, training and sign-off		
3.26	Winter Ops familiarization and Exams		
3.27	SMS & Human Factors		
3.28	Assign radio & call sign ("blue #")		
3.29	Walk through of daily duties/expectations for day and evening shift.		
3.30	Fit test for SCOTT mask - Guillevin		
3.31	Issue safety gear, i.e. gloves, glasses, etc.		
3.32	Wildlife management training course and Exam (ACI & in house)		
3.33	PAL Training and Certificate		
3.34	Safe Driving Vehicle Checklists		
3.35	SMS Safety Management System and Exam		
3.36	Emergency Response Procedures and Exam		
3.37	NOTAM Briefing		
3.38	Security Awareness training and test		
3.39	NOTAM training		
3.40	Safety Training:		
	Aerial Platform & Fall protection (OSG)		
	Confined Space Awareness(OSG)		
	Chainsaw Safety (OSG)		
	WHMIS (OSG)		
	TDG (OSG)		
	Hoisting and Rigging (OSG)		

Appendix C

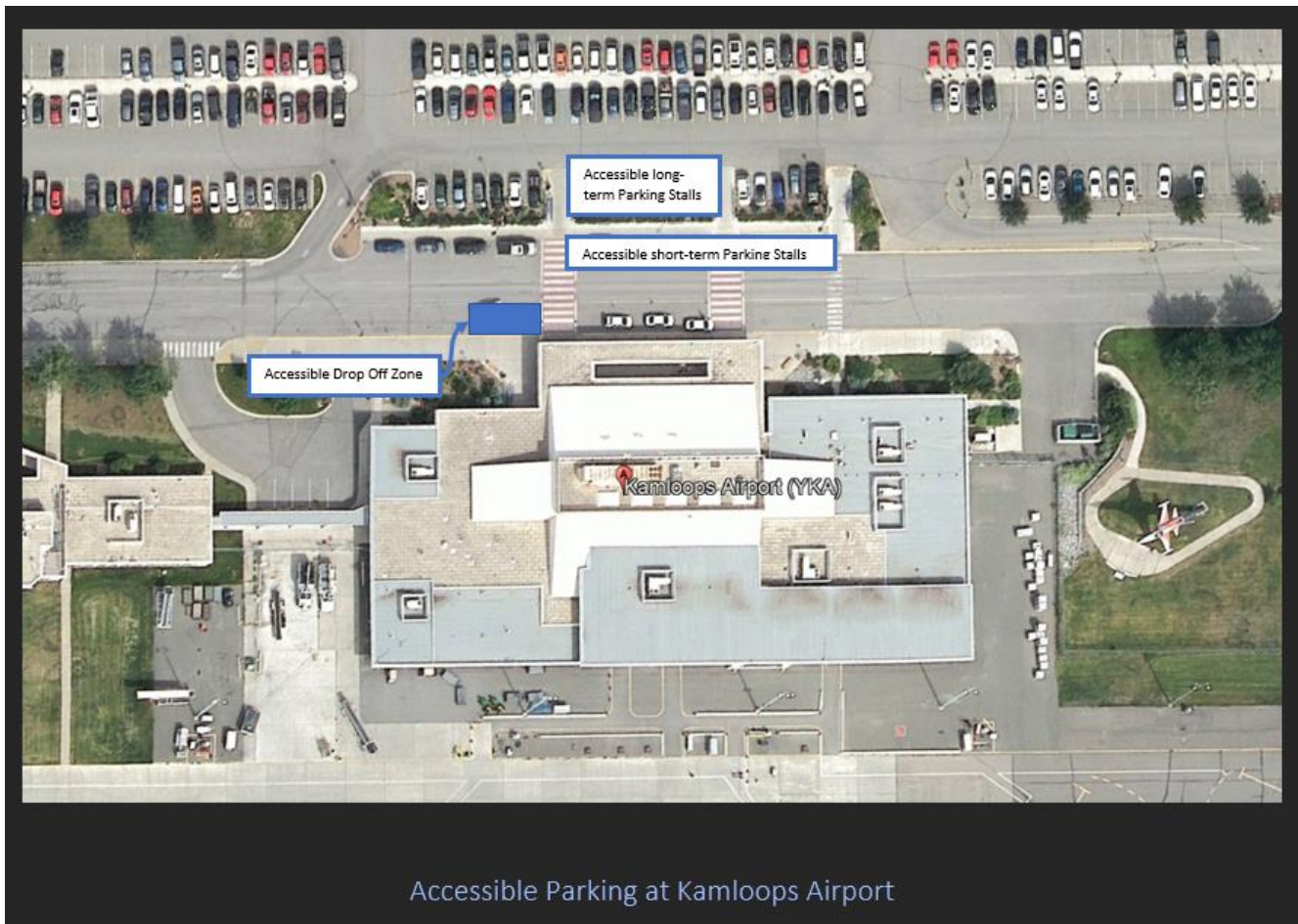
Security Officer On-Boarding Checklist

	Objective	Trainee	Supervisor
1.	Customer Experience Management		
	i. Customer Satisfaction		
	ii. Keywords		
	iii. Call To Action		
2.	Airside Duties		
	i. Meet Aircraft: Arriving and Departing		
	ii. Aircraft Registration Tracking		
	iii. FOD Checks		
	iv. Airside Personnel Verification		
3.	Groundside		
	i. Ground Transportation Operations		
	ii. Passenger Pickup and Drop Off		
	iii. Parking Patrol		
	iv. Issuing Parking Violations		
	v. Parking Voucher Procedures		
	vi. Settling Parking Violations		
	vii. Perimeter Fence Checks		
	viii. Floatplane Dock Patrols		
4.	Terminal Operations		
	i. Opening/Closing Procedures		
	ii. Restricted Area		
	iii. ATB Patrols		
	iv. Unattended Baggage & Suspicious Object		
	v. Alarm Procedures		
	vi. Temporary Pass Control		
	vii. Stock Control Program		
	Objective	Trainee	Supervisor
5.	General		
	i. Security & Operational Awareness		
	ii. Drugs & Alcohol		
	iii. Radio Operation		
	iv. Customer Service		

	v.	Vortex		
	vi.	Emergency Situations		
	vii.	Fire Orders		
	viii.	Air Terminal Evacuation Plan		
	ix.	Lightning Detection		
	x.	Radio Operation		
	xi.	Snow Removal		
	xii.	Vehicle Designation & Operation		
	xiii.	Media		
	xiv.	CCTV		
	xv.	Lost & Found		
	xvi.	Cart Recovery		
	xvii.	Lone Worker		
	xviii.	Float/cash in		
	xix.	Avigilon Camera Basic Actions		
		Appendixes		
		Appendix A: Ground Transportation Regulations		
		Appendix B: VIPMAN User Guide		
		Other Required Training		
	i.	Security Awareness Program		
	ii.	Security Manual		
	iii.	ASP (Airport Security Program)		
	iv.	Accessibility for All		
	v.	ROC-A		
	vi.	AVOP		
	vii.	Emergency Response Procedures		

Appendix D

Maps and Images



Appendix E

Terms of Reference: Accessibility Consultative Committee

The Terms of Reference identify the form, purpose, and scope of Kamloops Airport Ltd.'s Accessibility Consultative Committee.

Purpose

The purpose of the Accessibility Consultative Committee is to provide an opportunity for persons with disabilities to offer guidance to Kamloops Airport Ltd. (KAL) regarding its Accessibility Program. The consultations should enable KAL to respond more effectively to accessibility challenges, to proactively identify emerging opportunities, and to deliver value to our shared airline customers, the flying public, and the communities we serve. Kamloops Airport Ltd. (KAL) has a regulatory obligation which they fulfill by consulting with persons with disabilities.

Scope

Per the Accessible Transportation Act, KAL is subject to a "Duty to Consult": KAL must consult persons with disabilities in the preparation of its accessibility plan, or accessibility plan progress report, and every updated version of its accessibility plan.

The Committee will consult on KAL's Accessibility Plan, including:

- Components of the Accessibility Plan
 - Preparation of initial plan
 - Updates to existing plan
- Training related to the Accessibility Plan, focusing on:
 - Principle teaching methods
- Progress reports sent to the Canadian Transportation Agency / Accessibility Commissioner

Term

The Terms of Reference are effective from November 15, 2023.

Members

The membership is composed of a representative from Kamloops Airport Ltd. management, and up to 3 persons with disabilities, representing disabilities such as:

- Physical – movement, sight, hearing, or speech
- Cognitive
- Other

Meetings

Meetings will be held annually for up to two hours and chaired by a KAL Manager. Meetings will be scheduled in coordination with the publication or update to the KAL Accessibility Plan. A member of the committee has the option of calling a meeting as required, in cases of urgency.

Minutes

Meeting minutes will be recorded and provided to all members, including a record of all decisions taken. Minutes are to be distributed to each party within 30 days of each meeting. All Minutes and supporting documents will be archived on the KAL network file system.

Amendment, Modification or Variation

This Terms of Reference may be amended, varied or modified by KAL at any time. Amendments must be determined to be in alignment with the most current regulations.

Supporting Documents

Accessibility Consultative Committee Meeting

Proforma KAL Accessibility Plan

Reference

Accessible Canada Act (ACA)

Accessible Canada Regulations
(ACR)

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Accessible Transportation Planning and Reporting Regulations (ATPRR)

Appendix F

Parking System Maintenance Plan

KAMLOOPS AIRPORT

Pay Parking Machines

Maintenance

Parking Systems

Kamloops Airport Ltd. (KAL) uses a pay by license plate parking system which includes two manual parking machines: make: Luke model: 2

Maintenance Schedule

Kamloops Airport Ltd. Ensures that the Luke parking system is maintained in a timely and cost-effective manner.

Preventative Maintenance

The following routine checks are performed on the parking system

- Daily – proper working order
- Weekly – Paper/proper working order/clean if needed
- Monthly – clean printer head/card reader
- Other – check for sufficient speed connection/clear coin jams if needed – reset mechanism

Reactive Maintenance

When the parking systems requires service or attention it is first viewed by the on-duty security officer. All officers are trained in basic troubleshooting of the pay parking machines. If the officer cannot resolve the issue a phone or radio call is made to the airport administration office.

The administrative personnel will then fix the problem or diagnose, and problem solve with Digital Solutions, the hardware provider.

All reactive maintenance is recorded in KAL's maintenance management system, Vortex. Once an issue is identified, a new Work Order is created, listing the Pay Parking Machines (Lobby 1 or Lobby 2) under Equipment. To view ad hoc maintenance in Vortex, a report can be run identifying the Lobby 1 or Lobby 2 pay parking machines