



KAMLOOPS AIRPORT ACCESSIBILITY PROGRAM

Dated: December 2020



KAMLOOPS AIRPORT LTD.

101 – 3035 Airport Road

Kamloops, BC V2B 7X1

Telephone: 250.376.3613

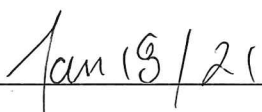
Table of Contents

Acknowledgement	3
Forward	4
Definitions	5
Record of Amendments	6
Amendment Procedures	7
Airport Operations Manual Copies	7
General Requirements of the Program	8
Communication of Information to Persons with Disabilities	8
Personnel Training.....	10
Service Requirements.....	12
Technical Requirements.....	13
Appendices	15

Acknowledgement

These procedures published under the authority of the Managing Director of Kamloops Airport.



Ed Ratuski

Date

Managing Director

Kamloops Airport Ltd.

Forward

Introduction

The Kamloops Airport Ltd. Accessibility Program, 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 c.10

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

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 Program

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.

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.

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 – 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

Amendment Procedures

The Manager, Facilities and Emergency Response is responsible to record 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 proposed changes must be reviewed and cross referenced with the applicable standards.

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	KAL
Ground Transportation Service Provider Program	KAL
Car Rental Agency Agreements	KAL
KAL Plan of Construction Template	KAL

Airport Operations Manual Copies

COPY	HOLDER	ORGANIZATION / ADDRESS	PHONE
1	Managing Director	Kamloops Airport 101 – 3035 Airport Road Kamloops, BC V2B 7X1	250.376.3613 ext. 104
2	Manager, Facilities & Emergency Response	Kamloops Airport 101 – 3035 Airport Road Kamloops, BC V2B 7X1	250.376.3613 ext. 105

General Requirements of the Program

General

The Kamloops Airport is required to abide by the sections of the Accessible Transportation for Persons with Disabilities Regulations (SOR-2019-244) as a “Terminal Operator”. Divisions within the Regulation are applicable to terminal operators whose airport has at least 200,000 passengers emplaned and deplaned during each of the two preceding calendar years.

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 YKA’s 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, 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.

Timing

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) A notice that Kamloops Airport is subject to the Regulations and the provisions of these Regulations that apply to it.
- b) The services offered to persons with disabilities and any conditions that apply to those services.
- c) The complaint resolution services that it offers and how a passenger may access those services.

Communication

KAL will ensure that members of personnel who interact with passengers in the course of carrying out their functions take in 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 any other hearing impairment.

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

A TTY pay telephone is available in the public area of the Air Terminal Building

Website

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

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

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 through the IFIDS screens.

Self-Serve Kiosks

Self-Serve kiosks shall be visually and tactilely discernible by an International Symbol of Access that is affixed to it. (*Coming into force in 2022*)

Personnel must, on the request of a person with a disability, assist the person, without delay, to use and 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.

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.

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 is 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. Transportation Providers are also required to be trained and tested with regard to services provided at Kamloops Airport prior to receiving a license to operate at Kamloops Airport.

Specific areas of training 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.

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 APT's 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.

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 wheel chair, including by providing a wheelchair if needed by the person;
- 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.

Technical Requirements

Application and Non-Application, Pre-Existing Terminals

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.

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.

Duty of Terminal Operator

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

Terminal Requirements

Although the Kamloops Airport terminal building is considered a pre-existing terminal which is exempt from this section, new construction activities should take the requirements in Section 222 of the Regulation into account.

Lift, Ramp or Stairs or No Level Boarding

Lifts, ramps and stairs that are used for boarding or disembarking and aircraft must be in conformance with the Regulation.

Because level boarding is not available, the Kamloops Airport must be equipped with a lift, ramp or portable stairs

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).

Seats

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.

Designated Relief Area

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 area inside of security restricted area – *coming into force in spring 2021.*

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 Plan.

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 A


YKA ATPD Training Program

YKA 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:

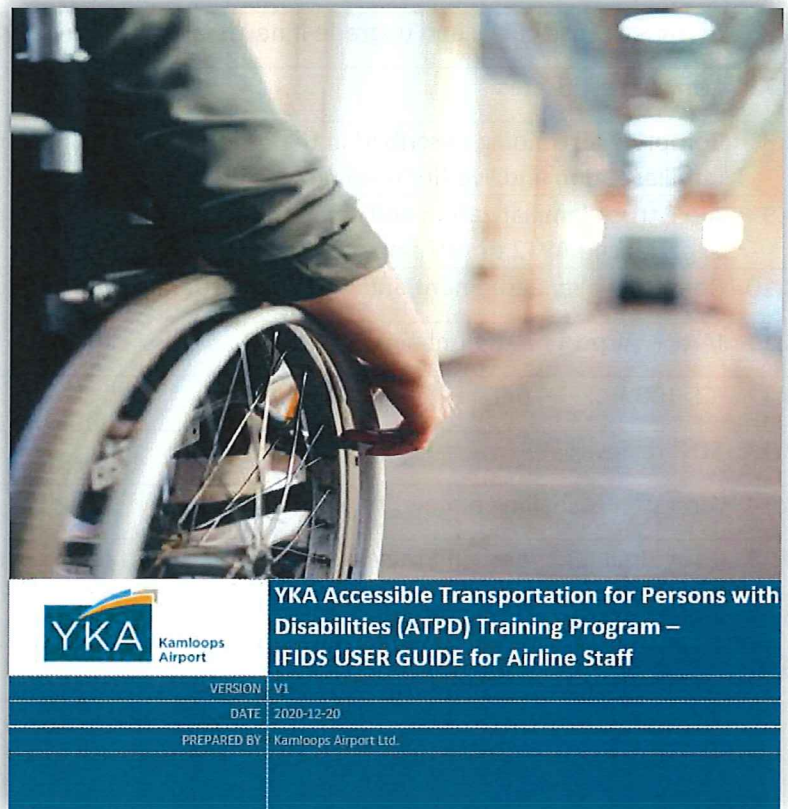


ADDITIONAL TRAINING ITEMS FOR SPECIFIC GROUPS – SIGN OFF

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:



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 (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

