



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 009

Revision Date: February 14, 2023

# Air Terminal Building (ATB) Services

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# Air Terminal Building (ATB) Services

### REVISION STATUS

Document Number	Document Title	Revision Date
AD 009	Air Terminal Building (ATB) Services	February 14, 2023
AD 009 Appendix A	CanTalk Flowchart	December 14, 2018
AD 009 Appendix B	Assistance for Persons with Disabilities	February 13, 2023
AD 009 Appendix C	Training Program Information – Schedule 1 Section 23	May 13, 2022

## 1. Introduction

The purpose of this Directive is to set out and describe requirements related to services available in YLW's Air Terminal Building, how they function, and where to find additional information and/or resources.

## 2. Airport Volunteer Services

YLW offers airport volunteer services in three areas:

- **Airport Ambassadors** provide assistance and information to passengers and the general public passing through YLW. The Airport Ambassador Office is located in the Arrivals area.
- **Tourism Kelowna Volunteers** operate the tourism information booth located in the Arrivals area. This group assists travelers and the general public with information about the Okanagan in general, hotel, resort and bed & breakfast accommodations, tours and local attractions and is well stocked with brochures and maps.
- **Airport Watch Volunteers** provide the same sort of security as the Neighbourhood Watch Program. Members monitor general aviation procedures, the condition of the fencing, wildlife activity, parking lots, suspicious behaviours and flying debris (FOD). Their task is to "Observe, Record and Report."

More information on all of the YLW volunteer programs can be found [here](#).

## 3. Language Services

Under the Official Languages Act, Kelowna International Airport is required to ensure the public will receive service in either English or French. The airport's policy is that all information and guidance



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signage that is in public view must be presented in both English and French or pictogram format, where appropriate.

In order to facilitate communication with individuals speaking a language other than English or French, YLW subscribes to CAN TALK, a third-party interpretation service, offering over-the-phone language interpretation in 170 languages, 24 hours per day, 365 days per year, as outlined below:

- Dial 1-800-240-5778 (toll free)
- Account Code: 2820
- First and Last Name
- Language requested

For the detailed CanTalk Flowchart, refer to [Appendix A](#).

#### 4. Accessibility

Kelowna International Airport (YLW) is committed to helping passengers who face everyday challenges by removing barriers and offering additional services.

Passengers with special needs are welcome to contact YLW's Administration Office with any questions about services or amenities. Those who require special assistance are also encouraged to inform the airline of their specific needs.

More information on accessibility services can be found [here](#).

The process for providing curbside assistance to persons with disabilities is located in [Appendix B](#).

##### **4.1 Personnel Training**

To maintain compliance with the [Personnel Training for the Assistance of Persons with Disabilities Regulations](#), initial training is given to the following personnel within 60 days:

- YLW Staff (City of Kelowna employees)
- Airport Ambassadors
- Security Contractor Staff
- Ground Transportation Staff (providing transport from the terminal)



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Periodic refresher training sessions appropriate to the requirements of their function will also be arranged and the training program will be kept current by incorporating any new information on procedures and services offered or any specific technologies introduced to assist persons with disabilities.

Further information on the Accessible Transportation for Persons with Disabilities Training Plan can be found in [Appendix B](#). Training requirements can be found in [Appendix C](#).

#### 5. Autism Travel Resources

YLW has partnered with Canucks Autism Network and Vancouver International Airport to develop a resource kit to assist families and individuals living with autism. These resources help individuals and families prepare for their upcoming trip, covering the check-in process, security screening, boarding and flying. More information is available [here](#).

#### 6. Lost and Found

Unattended items found on airport property are to be attended to by Airport Security. Refer to [AD 002 Annex 1](#) for security procedures.

For the most part, items left unattended usually turn out to be a simple case of lost and found. Standard lost and found procedures are located in [Administrative Bulletin 26](#).

#### 7. Stanchion Layouts

In order to maintain safe and efficient queuing arrangements all stanchion layouts must be approved by Airport Operations.

In order to maintain safe and efficient queuing arrangements all stanchion layouts must be approved by Airport Operations.

All proprietary stanchions will be of commercial quality, be in good repair, and be of the same colour and graphics limited to each operator's identification.

The stanchion layout will be determined in consultation with the operators and will incorporate the principles of first-come, first-served and maximization of queuing capacity. Once a configuration is agreed upon, it will not be changed without further consultation.



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Adequate entrance and exit signage will be provided by the operators. Limited corporate identity on the signage will be acceptable.

Maintenance of stanchions will be the responsibility of the individual operators to the satisfaction of the Airport Director. Airport staff will adjust the stanchions from time to time to maintain the approved configuration and to handle peak passenger volume periods.

Removal and replacement for floor cleaning and maintenance purposes will be the responsibility of the airport technical building services contractor.

Each operator will assume full responsibility for any claims that result from use of its stanchions.



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## AIRPORT DIRECTIVE 009 APPENDIX A

Revision Date: December 14, 2018

### CanTalk Flowchart

Immediate Interpretation Customer Flowchart



**Kelowna International Airport  
Corporate Identification Number (CIN) 2820**

Call CanTalk at: 1-800-240-5778



Give the CanTalk Representative the following Information:

**CIN Number = 2820**

**Your First and Last name**



State the **Language** you are requesting.

(The CanTalk Rep can identify the language for you if required)

CanTalk Representative connects the Interpreter within 30 seconds.



Introduce yourself and brief the Interpreter on the nature of the call,  
then conference in (or use speakerphone) the individual requiring  
interpretation.



After the call is completed, you may request the interpreter to stay on the  
line for a further debriefing, or simply hang up.



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## AIRPORT DIRECTIVE 009 APPENDIX B

Revision Date: February 13, 2023

### Assistance for Persons with Disabilities

#### 1. Curbside Assistance Process

When a person with a disability requests curbside assistance, terminal operators must help the traveler enter or exit the terminal.

The process to respond to a request for assistance is outlined below.

##### ***1.1 Arriving Passenger***

- The airline agent is responsible for assisting the passenger to the arrivals / baggage area.
- The airline agent notifies the Commissionaire at the security office of a passenger that requires assistance to the curb. Pre-arranged notification is preferred by calling 250-212-6955 prior to flight arrival

**NOTE** – If the passenger is connecting to another airline, the arriving airline agent will complete a handover with the departing airline agent

- The airline agent completes a handover of the passenger to the Commissionaire, once all luggage has been collected and business with the airline has been completed
- For a handover to be complete, a verbal acknowledgement from the Commissionaire and the airline representative is made by both parties.
- The Commissionaire provides assistance from the baggage area to the next stage of the passenger's transportation journey.
- Areas could include:
  - A vehicle waiting curbside
  - A vehicle parked in the Short-Term or Long-Term lots
  - A shuttle
  - A taxi
  - Public transportation

##### ***1.2 Departing Passenger***

Passengers can choose to pre-arrange assistance prior to arriving at YLW or may request assistance, upon arrival.

- The Commissionaire receives a call or request for assistance from a departing passenger.



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## Assistance for Persons with Disabilities

- The Commissionaire acknowledges the request and determines the following information from the requestor:
  - Location
  - Type of assistance and equipment required
  - Departing airline and departing time
- The Commissionaire provides the requestor with a timeline of when assistance will arrive. The Commissionaire will take the necessary steps to ensure assistance is provided without delay.
- The Commissionaire collects any necessary equipment (wheelchair, luggage cart) and advises the airline.
- The Commissionaire meets the passenger at the designated location and provides assistance as needed into the terminal.
- The Commissionaire remains with the passenger and completes a handover with an airline representative.
- For a handover to be complete, a verbal acknowledgement from the Commissionaire and the airline representative is made by both parties.
- Example handover script:
  - Commissionaire to airline representative: *"Hi Joe, this is Mrs. Smith. She will require assistance to the aircraft. It was nice to meet you Mrs. Smith –I hope you have a wonderful trip."*

### 2. Accessible Transportation for Persons with Disabilities Training Plan

As per Schedule 1 (Section 23) of the ATPDR regulations:

This plan is for Airport Terminal Operator - Kelowna International Airport (YLW), 5533 Airport Way, Kelowna, BC

The Kelowna International Airport (YLW) is committed to ensuring that its employees and contractors who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities are trained to meet the obligations under the Canada Transportation Act.





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# AIRPORT DIRECTIVE 009

## APPENDIX B

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## Assistance for Persons with Disabilities

### ***2.1 Program Manager***

The manager responsible for of this training program and operational program maintenance is the Airport Groundside and Terminal Manager, Jeff Monk.

### ***2.2 Occupational Categories who Must Complete the Training Program***

The target group of this training program are staff and contractors who may have to provide passenger assistance to a person with a disability:

- YLV (City of Kelowna) employees and managers;
- YLV Ambassador volunteers;
- YLV contracted parking lot staff;
- YLV security contractor staff (currently Commissionaires BC);
- YLV contracted Rental Car company staff; and
- Licensed taxi and shuttle operators providing transportation service from the airport terminal

The occupational categories of the employees and contractors required to receive the training are:

- YLV managers;
- YLV staff;
- Volunteers who may provide passenger assistance;
- Parking lot employees who may provide carriage and passenger assistance;
- Security guards who may provide passenger assistance;
- Car rental agents who may provide assistance to their customers;
- Taxi, limo and shuttle operators who may provide assistance and carriage to their customers leaving the terminal.

### ***2.3 Training Materials***

Video training modules are provided by Canadian Transportation Agency (CTA) online via their official website at: <https://www.otc-cta.gc.ca/eng/training-videos-how-assist-persons-disabilities>

In addition, YLV has developed an online training course titled "Assisting Guests with Disabilities" that covers the required topics outlined in CTA regulatory guidance. This online training module



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## AIRPORT DIRECTIVE 009 APPENDIX B

Revision Date: February 13, 2023

### **Assistance for Persons with Disabilities**

has been reviewed and validated by subject matter experts in disability advocacy and facility design, and has also been reviewed and approved by the Rick Hansen Foundation.

#### ***2.4 Principal Teaching Methods and Support Materials***

The YLW online course “Assisting Guests with Disabilities” and instructional curbside assistance video are assigned via email through a LMS and once completed the airport receives a confirmation email that the course has been successfully completed.

#### ***2.5 Course length***

The online course requires approximately 45 minutes to complete. The instructional curbside assistance video is approximately 30 minutes. Employees should be allotted one hour and thirty minutes by their employer to review them.

#### ***2.6 Course Completion Timelines***

The maximum allowable period between the beginning of employment at YLW and completing the “Assisting Guests with Disabilities” training is 60 days as per the ATPDR regulations.

#### ***2.7 Refresher Training***

All target staff must complete the “Assisting Guests with Disabilities” online training and review the instructional curbside assistance video every 3 years.

#### ***2.8 Training Oversight***

The individual’s employer (supervisor or training officer) is responsible to ensure the employee completes the online training “Assisting Guests with Disabilities” and understands the contents.

#### ***2.9 Consultation with Industry Experts***

Persons with disabilities have been involved in the development, delivery, and receipt of the training. YLW consulted with the teams at Harper Learning and UADI who provided user insight into the training program.



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## AIRPORT DIRECTIVE 009 APPENDIX B

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# Assistance for Persons with Disabilities

### ***2.10 Services Oversight***

The Kelowna International Airport monitors feedback from employees, contractors and the public when the service of delivering assistance to persons with disabilities is provided to ensure the level of training is appropriate to the requirements of their job function.

### ***2.11 Training Completion***

YLW (City of Kelowna) staff complete initial training as part of their new employee onboarding & training program and before they are issued RAIC.

Volunteers, contractors and licensed ground transportation operators will be required to provide reports to YLW on demand that confirm their new employees have received the initial training as part of their contractual obligations

### ***2.12 Training Records***

The completed training verification email for both initial and refresher training is printed and placed on the individual's security file.

### ***2.13 Partner Agreements***

A list of transportation related services provided by each service provider can be found in each individual lease agreement.

*Original signed by Jeff Monk – Airport Groundside and Terminal Manager kept on file*



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# AIRPORT DIRECTIVE 009 APPENDIX C

Revision Date: May 13, 2022

## Training Program Information – Schedule 1 Section 23

Kelowna International Airport  
5533 Airport Way, Kelowna BC V1V 1S1  
Air Terminal Operator

Date: 2022-05-12

### 1. Training Program Requirements

- **1)** Name and title of person responsible for managing the training program for the transportation service provider.
- **2)** List of the occupational categories of members of personnel who must complete the training program under the Regulations (specify):
  - **(a)** occupational categories of members of personnel who interact with the public;
  - **(b)** occupational categories of members of personnel who participate in making decisions or developing policies or procedures in relation to the requirements of these Regulations;
  - **(c)** occupational categories of members of personnel who provide physical assistance;
  - **(d)** occupational categories of members of personnel who handle mobility aids; and
  - **(e)** occupational categories of members of personnel who use, or assist a person with a disability in using, special equipment.
- **3)** Description of the subject matter covered in the training program.
- **4)** Description of the principal teaching methods and the types of educational and support materials used in the training program.
- **5)** Number of hours of training provided to members of personnel in the initial training program.
- **6)** Average period between a member of personnel's assumption of their functions and the initial training program.
- **7)** Frequency and nature of refresher training programs and the number of hours of refresher training provided to members of personnel.
- **8)** Qualifications and title of any person who provides the initial training and refresher training programs.



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## AIRPORT DIRECTIVE 009 APPENDIX C

Revision Date: May 13, 2022

### Training Program Information – Schedule 1 Section 23

- **9)** Means used to consult persons with disabilities in the development of the training program and the principal teaching methods.
- **10)** Means used to ensure that members of personnel receive training that is suitable to the requirements of their functions and that provides an adequate level of knowledge and skills to carry out those functions.
- **11)** Means used to ensure that members of personnel complete the initial training and refresher training programs within the timelines that are specified by these Regulations.
- **12)** Means used to record and monitor the completion of the initial training and refresher training programs by each member of personnel, including the dates on which the initial training and refresher training programs were completed.
- **13)** If the transportation service provider enters into any agreement or arrangement with a person for the provision of transportation-related services or facilities, a list of the transportation-related services or facilities that are provided under each agreement or arrangement.

*Original signed by Jeff Monk, Airport Groundside and Terminal Manager, kept on file.*

## Change Log

Date	Section(s) Changed	Summary of Change(s)
February 14, 2023	AD 009 AD 009 Section 6 AD 009 Section 8  AD 009 Appendix B 2. AD 009 Appendix B 2.1  AD 009 Appendix B 2.2 AD 009 Appendix B 2.4  AD 009 Appendix B 2.5  AD 009 Appendix B 2.6  AD 009 Appendix B 2.7 / 2.8 / 2.9 / 2.10 / 2.11 / 2.12 / 2.13  AD 009 Appendix B	<ul style="list-style-type: none"> <li>• Removed link to Temporary Amendments</li> <li>• Updated links from <a href="#">insideylw</a> to <a href="#">website / new SP</a></li> <li>• Entire "Mask Policy" section removed, including 8.1 "Medical Exemptions" and 8.2 "Mask Policy Enforcement".</li> <li>• Added "as per Schedule I (Section 23) of the ATPDR:"</li> <li>• Removed "through the Senior Manager – Airport Operations"</li> <li>• Changed title. Was "Target Group"</li> <li>• Entire section removed and updated. Title was "Training Methodology".</li> <li>• Entire section removed and updated. Title was "Involvement and Feedback".</li> <li>• Entire section removed and updated. Title was "Recording and Monitoring".</li> <li>• All new sections</li> <li>• Original was signed by Phillip Elchitz</li> </ul>
May 13, 2022	AD 009 Section 4.1 AD 009 Appendix C	<ul style="list-style-type: none"> <li>• Added note referencing Appendix C</li> <li>• New Appendix "Training Program Information – Schedule 1 Section 23" added</li> </ul>
May 10, 2022	AD 009 Appendix B 2.1	<ul style="list-style-type: none"> <li>• Changed program manager to Airport Groundside and Terminal Manager, Jeff Monk</li> </ul>
May 6, 2022	AD 009 Appendix B 2.1	<ul style="list-style-type: none"> <li>• Added "Phillip Elchitz"</li> </ul>
December 14, 2021	AD 009 Section 4.1  AD 009 Appendix B	<ul style="list-style-type: none"> <li>• Added reference to Accessible Transportation for Persons with Disabilities Training Plan in Appendix B.</li> <li>• Added Section 2 Accessible Transportation for Persons with Disabilities Training Plan.</li> </ul>
December 1, 2020	AD 009 Section 4 AD 009 Appendix B	<ul style="list-style-type: none"> <li>• Added note referencing new Appendix B</li> <li>• New Appendix B added (assistance for persons with disabilities)</li> </ul>
November 3, 2020	AD 009  AD 009 Section 7	<ul style="list-style-type: none"> <li>• Added link to temporary amendments, combined AD and appendices.</li> <li>• Incorporated App B into body (Stanchion Layouts).</li> </ul>



# AIRPORT DIRECTIVE 009 AND APPENDICES

Kelowna International Airport

Date	Section(s) Changed	Summary of Change(s)
	AD 009 Section 8 AD 009 Appendix B	<ul style="list-style-type: none"><li>• Added section on mask policy</li><li>• Removed. Added into AD 009 body.</li></ul>
December 14, 2018	AD 009 AD 009 Appendix A AD 009 Appendix B	<ul style="list-style-type: none"><li>• New format completed.</li><li>• New format completed.</li><li>• New format completed.</li></ul>