



YLW

Kelowna International Airport

AIRPORT DIRECTIVE 016

Revision Date: September 27, 2022

Communications

!!! [CLICK HERE FOR TEMPORARY AMENDMENTS](#) !!!

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REVISION STATUS

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AD 016	Communications	September 27, 2022
AD 016 Appendix A	Special Operations Notice	December 14, 2018



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Communications

1. General

YLV has policies and procedures relating to communications, both internal and external. Some of these procedures are contained in City of Kelowna documents and/or separate YLV manuals and/or procedures documents.

2. Special Operations Notices

Special Operations Notices (SONs) are used for communication with Airport tenants.

See [Appendix A](#).

3. Morning Operations Group (O Group)

The purpose of the O group is to have a strong daily interface between YLV, CATSA and the Air Carriers. The group meets daily in the morning to review "same day" Operations and to confirm daily loads, flight schedule changes and any irregular operations (IROPs).

4. Media On-Site Procedures or Enquiries

YLV has procedures in place for when any Media is on-site at the airport or a media telephone enquiry has been received. The Communications Advisor or Airport Manager on Call (AMOC) is the Media Incident Manager (MIM).

Refer to [AD 003 Annex 2 Airport Manager on Call \(AMoC\)](#) for details.

Procedures are detailed in [AD 016 Annex 2](#).

5. Public Communications Responsibilities

Employees must abide by City of Kelowna Code of Ethics as they apply to all communication tools: letters, website / Portal, e-mails and telephone calls. Employees are expected to act as ambassadors for the City and YLV, with full knowledge of their rights and responsibilities under the [Freedom of Information and Protection of Privacy Act](#).

Detailed policy is included in [AD 016 Annex 1](#).



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6. Internal Communications

Keeping staff informed at YLW is a priority. There are a number of processes in place for internal communications detailed in [AD 016 Annex 3](#).

7. Charity Promotion on Airport Property

The YLW Terminal Building is a public building and is highly visible in the community.

The very business it conducts makes this facility an ideal location and reaches a large audience which can be very appealing to various charities and their promotions.

All requests for charity collections on airport property must be forwarded to the Airport Director for approval. Detailed procedures are included in [AD 016 Annex 4](#).

8. Annexes

- [Annex 1 Public Communications](#)
- [Annex 2 Media On-site Procedures](#)
- [Annex 3 Internal Communications](#)
- [Annex 4 Charity Promotion on Airport Property](#)



Kelowna International Airport

AIRPORT DIRECTIVE 016 APPENDIX A

Revision Date: December 14, 2018

Special Operations Notice (SON)

1. General

The Special Operations Notice (SON) form is to be used as a standardized means of advising airport staff, contractors and tenants of unique activity that requires planning, management, support, and oversight.

All SONs will have standardized formatting and will be distributed and filed by the administrative staff.

2. Types of Events

The type of event or occurrence that requires a SON is as follows but not limited to:

- Special charter flight;
- VIP visits;
- Charity events;
- Unique training events;
- Ceremonies;
- Maintenance or construction projects, as necessary;
- Temporary operational procedures; or
- Any other event meeting the criteria stated above



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AIRPORT DIRECTIVE 016 AND APPENDICES

Change Log

Date	Section(s) Changed	Summary of Change(s)
September 27, 2022	AD 016 Section 4, 5, 6, 7,8 AD 016 Section 5	<ul style="list-style-type: none">• Updated links from insideylw to website• Removed reference to insideylw, added website/Portal
December 18, 2020	AD 016	Original issue.
December 14, 2018	AD 016 Appendix A	New format completed. Original issue.