

Plan for the training of applicable airport staff for the assistance of persons with disabilities.

Schedule 1 Training Program Information

- 1. Program Accountable Executive:** Rod Hunchak, Victoria Airport Authority (VAA) Director, Business Development and Community Relations.

- 2. Occupational Categories of members of personnel who must complete the training program under the Accessible Transportation for Persons with Disabilities Regulations (Regulations):**
 - a. Occupational categories of members of personnel who interact with the public
 - Security staff (Paladin)
 - Public Engagement and Safety Officer(s) (PESO's)
 - volunteer airport ambassadors (Red Coats)
 - food and beverage and retail concession operators
 - Airport Service Quality (ASQ) Fieldwork Agents
 - on-site car rental operators
 - airport shuttle operator
 - taxi operators
 - public parking attendants
 - VAA staff
 - Communications and Passenger Experience Officer
 - Security Operations Officer
 - Managers, Integrated Operations Centre (MIOC's)
 - Administrative Assistant(s)

 - b. Occupational categories of members of personnel who participate in making decisions or developing policies or procedures in relation to the requirements of the Regulations
 - VAA staff
 - Director, Business Development and Communications
 - Director, Security and Terminal Operations
 - Communications and Passenger Experience Officer

 - c. Occupational categories of members of personnel who provide physical assistance
 - Public Engagement and Safety Officer(s) (PESO's)
 - airport shuttle operator
 - taxi operators

- d. Occupational categories of members of personnel who handle mobility aids
 - Public Engagement and Safety Officer(s) (PESO's)
 - airport shuttle operator
 - taxi operators

- e. Occupational categories of members of personnel who use, or assist a person with a disability in using, special equipment
 - Public Engagement and Safety Officer(s) (PESO's)

3. Subject of Training Matter:

Familiarity of the VAA training plan with regard to Personnel Training for the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

Disability Awareness and Sensitivity Training principles will include but not be limited to:

- The principle that all persons must be treated with dignity and respect,
- Barrier-free access to our space,
- To always ask first,
- Familiar with different disabilities and how to ask to assist, communicate and best help,
- Proper handling of different equipment,
- Know basic disability terminology commonly used,
- Speak respectfully and use “person first” terminology,
- Know basic techniques for communicating with people who have sensory, speech and cognitive disabilities
- Understand the role and recognize service animals and know how to provide appropriate assistance as needed to their handlers.
- Physical assistance and handling of mobility aids for staff that deal directly with curbside assistance requests.

4. Principle Teaching Methods:

Training videos in a group setting or self-guided on-line. “Assisting Guests with Disabilities”. Training was developed in consultation with Stan Leyenhorst of Universal Access Design and Harper Learning.

5. Training Time:

One hour training video. With Curbside Assistance 1 hour and 20 minutes.

6. Initial Training:

Initial training is conducted within 60 days of hiring.

- 7. Refresher Training:** Refresher training will be provided every three (3) years.
- 8. Site Trainer/Qualifications** VAA “Assisting Guests with Disabilities” on-line training video.
Any on-site training is conducted by
- the Rick Hansen Foundation www.rickhansen.com or
 - Douglas Copley of Copley Inclusive Solutions www.copleyinclusivesolutions.com.
 - Doug is a Vancouver Community College (VCC) Accessibility Certified in Inclusive Design and Accessibility
 - Stan Leyenhorst of Universal Access Design. www.uadi.ca
 - Stan is an Inclusive Design Specialist. Rick Hansen Certified Professional, IAAP-CPABE-Level II Certified and many years working with Vancouver International Airport (YVR).
- 9. Development of Training** VAA works with the Rick Hansen Foundation, Copley Inclusive Solutions, Universal Access Design and Harper Learning.
- 10. Verification of Adequacy** The training was developed based on the requirements of the Regulations and created with the guidance of industry experts.
- 11. Ensuring Completion** Employees and applicable contractors receive notice from VAA of the applicable training, deliver the training material, maintain and log the training records in preparation of any CTA compliance visit.
- This training is linked to the application and issuance Airport Landside Identification Cards and Restricted Area Identification Cards. Training applicable to occupational categories will need to be completed prior to issue of cards. Tying the issuance of airport identification and administration through our Pass Control Office is a new initiative to better ensure capture of all applicable airport employees.
- It is important to note that the pandemic has created challenges in that all airport service providers and challenges with staffing shortages and very high staff turn-over rates.*

12. Verification of Completion:

Training records will be maintained by VAA with names, titles and work start dates, and dates of training through our on-line Learning Management System (LMS).

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Reminders for refresher are provided automatically by the LMS.

13. Transportation Service

License agreements also contain the requirement to be adequately trained in dealing with persons with disabilities.



Rod Hunchak
Director, Business Development and Community Relations

June 28, 2022
Date