



Accessible Travel Journey

March 21, 2025

Technical Guide



Accessibility Standards
Canada

Normes d'accessibilité
Canada

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For more information, or for alternative formats, contact:

Accessibility Standards Canada
320 St-Joseph Boulevard, Suite 246
Gatineau, QC J8Y 3Y8
1-833-854-7628

accessible.canada.ca

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2 About this technical guide

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Accessibility Standards Canada develops equity-based accessibility standards and guidance. Accessibility Standards Canada seeks to create inclusive standards that can impact all persons with disabilities while recognizing their intersectionality and expertise. Accessibility Standards Canada is sharing this technical guide so that organizations can begin implementing this guidance in their work while a standard in this area is being developed. This technical guide focuses on areas where people with disabilities face barriers throughout their travel journey. All travellers deserve a fair, equitable travel experience throughout all stages of the travel journey. Equity refers to fairness, justice, and freedom from discrimination. Equity recognizes that each person has different circumstances and focuses on enabling all individuals to achieve the same outcomes.

This guide offers guidance and best practices that support the removal of barriers for people with disabilities and promotes an accessible, inclusive, and equitable travel experience for all travellers.

This guide addresses the following areas in the travel journey:

- general concepts that apply to a traveller's full journey;
- providing information and communication, both in written and digital formats;
- providing training for employees;
- delivering accessible customer service and how to address feedback and complaints;
- providing information when travellers are planning their trip;
- the booking process;
- the built environment;
- terminal communication;
- boarding and disembarking;
- onboard transportation vehicle considerations; and
- specific considerations for different types of travel.

2.1 Audience

This technical guide is intended for all Government of Canada departments, agencies, and federally regulated entities, as well as anyone seeking guidance to improve accessibility in this area.

3 Context

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3.1 General

Accessibility Standards Canada develops technical guides that align with its vision. This vision is rooted in the principles of the *Accessible Canada Act* and “nothing without us”. These principles reflect a commitment to breaking down barriers to accessibility that can impact all persons in Canada—especially persons with disabilities and their families, —ensuring full and equal participation in society.

As part of the "nothing without us" principle, Accessibility Standards Canada promotes that accessibility is good for everyone, as it can have society wide benefits. As a result, Accessibility Standards Canada develops technical guides to promote accessibility and accessible best practices. This means that this technical guide incorporates best practices, the lived experience of people with disabilities, and information aimed at achieving the highest level of accessibility. This approach is meant to drive innovation, foster change, and promote requirements and best practices that have broad positive impacts.

This approach strives to improve outcomes for all Canadians, including creating employment opportunities and solutions that contribute to Canada’s economic growth.

By proactively removing barriers, these guides' support the key accessibility principles of the *Accessible Canada Act* and “nothing without us”, support organizations on their accessibility journeys, and move Canada closer to being barrier-free by 2040. The technical content of this guide benefits:

- people with disabilities;
- people without disabilities;
- the federal public sector;
- the private sector;
- non-government organizations;
- Indigenous communities and,
- Society.

The guidance provided in sections 4 through 14, support the goals of the *Accessible Canada Act* and is intended to complement existing guidelines and regulations in the transportation sector, including the *Accessible Transportation for Persons with Disabilities Regulations* and existing *Codes of Practice and Guidelines from the Canadian Transportation Agency*.

3.2 *Accessible Canada Act*

The *Accessible Canada Act* provides a framework which allows for the proactive identification, removal, and prevention of barriers wherever Canadians interact with areas under federal jurisdiction. It puts in place mechanisms that would systematically address accessibility. The purpose of the *Accessible Canada Act* is to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdiction in the following priority areas:

- employment;
- the built environment (buildings and public spaces);
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders).

3.3 Accessible Canada Act consultations

To inform the development of the *Accessible Canada Act*, in 2016-2017 the Government of Canada undertook the largest and most accessible consultation on disability issues that Canada has ever seen. Over 6000 Canadians and over 90 organizations shared their ideas about an accessible Canada. Participants wanted the legislation to apply to all areas under the control of the Government of Canada and that Canada should become a leader in accessibility. While participants acknowledged that the development and implementation of some standards will take longer than others, they noted guidance should be clear and any accessibility requirements should lead to positive lasting change.

The “nothing without us” principle means that people with disabilities are engaged and involved in the identification, prevention, and removal of barriers. This also means consulting and working closely with people with disabilities, diverse disability communities and other experts to develop accessibility guidance to remove barriers. The principle of “nothing without us” drives everything we do at Accessibility Standards Canada, including relying on the knowledge and experiences of people with disabilities in the development of accessibility guidance.

3.4 Key Accessible Canada Act principles

The *Act* is to be implemented in recognition of, and in accordance with, the following principles:

- everyone must be treated with dignity;
- everyone must have the same opportunity to make for themselves the life they are able and wish to have;
- everyone must be able to participate fully and equally in society;
- everyone must have meaningful options and be free to make their own choices, with support if they desire;
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

3.5 United Nations Convention on the Rights of Persons with Disabilities

Canada joined the United Nations Convention on the Rights of Persons with Disabilities in 2010. The United Nations Convention protects and promotes the rights and dignity of persons with disabilities without discrimination, and on an equal basis with others. Parties to the United Nations Convention on the Rights of Persons with Disabilities are required to promote and ensure the full enjoyment of human rights of persons with disabilities including full equality under the law. The United Nations Convention on the Rights of Persons with Disabilities has served as the major catalyst in the global movement towards viewing persons with disabilities as full and equal members of society. The human rights approach has moved away from viewing persons with disabilities as subjects of charity, medical treatment and social protection. The United Nations Convention on the Rights of Persons with Disabilities, the Canadian Charter of Rights and Freedoms and the *Canadian Human Rights Act* were foundational human rights frameworks that support equity on which the *Accessible Canada Act* was built.

4 Definitions

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The following definitions apply to terms used within this technical guide:

Assistive Devices – Any medical device, mobility aid, communication aid, or other aid that is specifically designed to assist a person with a disability.

Guide Dog – A dog that is trained to guide a person who is Blind or partially sighted and is certified as a guide dog.

Mobility Aid – a term used to encompass the variety of assistive devices used by people with reduced mobility or physical disabilities, including manual and power wheelchairs, scooters, canes and crutches.

Service Dog – A dog that is:

- A) individually trained by an organization or person specialized in service dog training to assist a person with a need related to their disability;
- B) not otherwise prohibited by law;
- C) behaving in a controlled and non-aggressive manner while assisting the person with a disability; and
- D) readily identifiable by visual indicators, such as a vest or harness, as a service dog required for a disability-related service.

Support Person – A person who accompanies a person with a disability to assist them with various needs including, but not limited to providing assistance with:

- communication;
- mobility;
- personal care needs;
- medical care needs;
- accessing services; and
- accessing facilities.

Transportation vehicles – Any vehicle that is used when transporting passengers including:

- aircraft;
- trains (when passengers are travelling by rail);
- ferries; and
- buses.

5 General concepts

Note: This document was developed as a reference document for voluntary use. The voluntary guidance found in this document should not be interpreted as replacing or superseding, in whole or in part, obligations that entities must comply with. Also, fulfilling the voluntary guidance found in this document does not automatically fulfill obligations. These obligations include any obligations found in legislation, regulations, policies, directives, codes and/or other instruments that may apply to entities. It is the responsibility of users of this document to judge its suitability for their particular purpose.

People with disabilities experience numerous barriers to travel. Barriers, or features of the tangible and intangible travel environment, can lead to the exclusion of people with disabilities and support persons from experiencing places away from their home. For example, attitudinal barriers (such as discriminatory behaviour from a customer service agent) and physical barriers (such as stairs leading to a boarding area), among many others, can keep people with disabilities from participating in the travel journey safely and enjoyably.

The following guidance applies to travel providers across any means of transportation who are interested in following them.

5.1 Guiding values

Travel experiences can be complex and multifaceted and may include several interactions between the traveller and the travel providers across multiple locations, and over a prolonged period. To create experiences that are as accessible as possible, travel providers should understand their responsibilities to provide fair, equitable, and inclusive experiences for travellers.

Travel providers should design traveller experiences in a way that allows people with disabilities to:

- travel independently, if desired;
- ensure their experience will be comparable to that of a traveller without disabilities; and
- ensure all travellers are treated with respect, no matter their ability, or needs.

Travel providers should consider all barriers that may exist and should remain open to altering the travel experience when needed. The provider should also ensure all products and services that people with disabilities may interact with are reviewed regularly in a systematic way, and that they are supported by company policies and practices.

Below is guidance for consulting with persons with disabilities that travel providers should follow.

Consultation with persons with disabilities

In all situations, travel providers should ensure that persons with disabilities are involved in all levels of their organization. For some providers, you must ensure that people with disabilities are involved (please refer to the resources in [section 15](#)). Ideally, involvement can occur internally (such as hiring people with disabilities) or through ongoing consultation. For example, people with disabilities could work directly with the teams looking

at accessibility as well as individuals from organizations that represent people with disabilities. People involved should include people with a wide range of lived experience. This could include various intersections of identity, such as diversity in ability, age, race, ethnicity, gender, and more.

5.2 Support persons

Support persons provide a meaningful way for people with disabilities to fully participate in the travel journey by helping to reduce or eliminate travel barriers.

To meet this guidance, start by:

- Accommodating the presence of support persons.
- Providing seating for a support person with the passenger.
- Accepting support persons for individuals that need assistance. This includes, but is not limited to, support persons helping with:
 - mobility;
 - eating;
 - using the washroom;
 - transferring; or
 - communicating.

5.3 Guide dogs and service dogs

Personal supports can also include guide dogs and service dogs. Service dogs provide the opportunity for passengers with disabilities to travel independently, and people with disabilities must be allowed to travel with their service dog.

To meet the guidance, start by:

- Allowing guide dogs and service dogs to enter and take part in travel activities, so long as the individuals keep the guide dog or service dog with them and that the law does not otherwise prohibit the guide dog or service dog.
 - If a guide dog or service dog is prohibited by law from entering, the service provider must provide an alternate method for delivery (for example, if a service dog or guide dog is prevented from entering a cafeteria because its presence would impact health and safety).
- Having dedicated guide dog or service dog relief area in the immediate vicinity of travel spaces or onboard where possible (for ferries). For example, an airport guide dog or service dog relief area should be available within the secured area of the terminal so that passengers are not required to leave the terminal.
- Routinely cleaning guide dog or service dog relief areas and having accessible routes of entry to the relief area. For example, having an entry with level access and no steps to the relief area and identifying the relief area through forms of accessible signage, including tactile, braille and other forms.

5.4 Information and communication

It is important for travel providers to consider how people with disabilities communicate and understand information. Information should be communicated in accessible formats to people with disabilities.

To meet this guidance, start by:

- Providing alternate forms of communication in the following formats, each followed by some but not all examples:
 - Visual, such as photographs, diagrams, pictograms;
 - Textual (written) such as large print, plain language;
 - Tactile (through touch) such as Braille, tactile lettering (3-dimensional letters); or
 - Audible (through sounds) such as sounds through speakers, or a read-out-loud function.
- Consider additional formats to present information, such as instructions (either on a website or in-person) interpreted through sign language videos.
- When possible, eliminating environmental distractions such as screens that have information next to a window where sun glare prevents users from reading the information or placing an information station or booth next to a speaker where terminal announcements are being played. This allows people to focus on communicating and receiving crucial travel information.
- Following the guidance on accessible information and communication technologies found in [CAN/ASC EN 301 549: 2024 - Accessibility requirements for ICT products and services \(EN 301 549: 2021\)](#).

5.4.1 Written communication

Written materials should be in formats that are accessible to the widest range of users.

To meet this guidance, start by:

- Providing all written materials in a sans serif font that is size 14 or larger.
- Providing written text that is well contrasted with its background (for example, a white background with black text).
- Ensuring that pen and paper are available when communicating, particularly for people with communication disabilities and those who are deaf or hard of hearing.

5.4.2 Digital communication

Websites should be made accessible and travel providers' email addresses should be easily locatable.

To meet this guidance, start by:

- Providing information related to available services, or information relevant to a person's trip, in an accessible format.
- If a website is used as a means for travellers to create personal accounts (for example to make reservations or monitor their trips) or to access information related to their travel (for example, accessing their itinerary), providing an alternative method to retrieve or create this information. The alternate method should be noted on the website.
- Following the guidance on accessible information and communication technologies found in [CAN/ASC EN 301 549: 2024 - Accessibility requirements for ICT products and services \(EN 301 549: 2021\)](#).

5.5 Training

All employees, regardless of their level of interaction with the public, should receive training on accessibility. Training should be tailored to their specific occupation within the travel industry. Travel providers can use external and internal training resources to provide training programs for their employees.

To meet this guidance, start by:

- following the process outlined below when creating and conveying training materials:
 - determining the training needed for the task;
 - creating or sourcing training materials;
 - completing training;
 - determining the effectiveness of the training;
- providing information about the 7 priority areas of the *Accessible Canada Act*;
 - employment (for example, external and in-house supports for employees with disabilities);
 - built environment (for example, requirements for an accessible built environment relevant to their sector, knowing the emergency egress routes);
 - information and communication technologies (ICT) (for example, key principles and requirements of web and app accessibility);
 - communication other than ICT (for example, communication needs of various disability groups);

- design and delivery of programs and services (for example, communicating respectfully and providing programs through multiple modalities);
 - procurement of goods, services and facilities (for example, involving end users with disabilities in the procurement process); and
 - transportation (for example, understanding the accessibility features of a transportation method when travelling).
- providing role-specific information during training, for example:
 - when to refer the person to someone for more information and how to escalate concerns;
 - how to effectively provide support (for example, terminal and onboard employees could also receive training on how to assist passengers with disabilities boarding and disembarking);
 - how to use any special boarding/disembarking equipment (for example, lifts, slings, narrow wheelchair);
 - how to assist persons with disabilities in emergency evacuations; and
 - how to properly handle and store mobility aids and assistive devices.
 - training all individuals who are involved in the delivery of the travel services (such as employees, persons creating policies for a travel provider, or contract workers), including senior management;
 - routinely updating training programs and providing annual “refresher training” that builds on the employee’s prior learning. Training should also be required upon changes to an employee’s position or role responsibility;
 - ensuring training records are maintained; and

- ensuring employees have completed their training within 60 days of employment. Until then, the new employee should work side by side with a trained employee.

5.6 Customer service

To provide customer service, travel providers need to:

- understand the needs of people with disabilities;
- understand how to effectively communicate with people with disabilities; and
- have a system in place to monitor customer service to help identify areas of improvement.

Developing a culture that is conducive to customer service starts at the senior management level.

To provide accessible customer service, senior management should start by:

- ensuring customer service policies are available in a written format;
- reiterating the importance of meeting the needs of customers, including customers with disabilities;
- promoting the importance of inclusive customer services within their organizations; and
- continuously working to improve customer service policies and resources and ensure that they are up to date.

5.7 Feedback and complaints

Travel providers need to be able to manage any feedback and complaints that they receive from the public throughout all stages of the travel journey.

To meet this guidance, start by:

- Having mechanisms in place to manage the feedback and complaints received. This includes:
 - having a specific person, or group of people, responsible for managing feedback and complaints related to accessibility;
 - informing the public of the mechanism that is in place (for example, through a travel provider's website);
 - informing the public of how they can report a problem (for example, by phone or by email); and
 - ensuring that the mechanisms for submitting feedback or complaints are accessible to all travellers.
- In the event a problem cannot be resolved, connecting the traveller to another person or organization that can provide additional assistance.
- Monitoring, reviewing, and revising feedback and complaints, as well as feedback and complaint mechanisms, in order to make improvements when necessary.

6 Planning

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Planning one's travel journey is essential for an informed, safe, and enjoyable travel experience. Planning considerations should include the broad range of disabilities and not focus on a specific disability. For example, travellers may need to know:

- Whether wheelchairs are available to borrow at a terminal, what types are available and where they can be located.
- Where the relief areas are for guide dogs or service dogs.
- Where to locate braille signage and use of audio assistive technology.

Providing information on accessible features and services that the public would not know about otherwise gives travel providers the opportunity to facilitate an informed, safe, and enjoyable travel experience.

To meet this guidance, start by:

- Allowing the public to access information:
 - directly through a travel provider;
 - through different methods of communication including:
 - websites;

- by phone;
- on pamphlets;
- through face-to-face communication; and
- through advertisements prior to booking travel or arrival at a terminal.
- Ensuring the same information is provided across different methods of communication, including web-based communication as many people rely on web-based information.
- Providing information on the following in accessible formats:
 - Facilities
 - for example, the availability of facilities, the area layout, the dimensions of these areas, and any corresponding accessibility features. This can include facilities such as:
 - washrooms;
 - guide dog and service dog relief areas;
 - food and beverage facilities; and,
 - passenger drop off and pick up areas.
 - offering alternative arrangements when an accessible solution is not available (for example, a cafeteria may be on the third floor of a ferry and is only accessible by stairs, but passengers can order food to be delivered to them).
 - Equipment
 - for example, information on the equipment available for use or loan such as assistive devices or a lift, and information on how passengers' personal equipment will be handled.

- Services
 - for example, this can include information such as:
 - what services travellers can use or request (for example, assistance with baggage), including when or if they need to be booked in advance and how to do so (for example, prior to booking, over 24 hours in advance of travel, same day); and
 - how to provide feedback and complaints on services as well as the email or phone number to launch a complaint.
- Accessibility Policies
 - for example, information on travellers' rights as a person with a disability.
- Sensory Atmosphere
 - for example, providing information about the sensory environment such as:
 - lighting;
 - typical noise levels;
 - scent-free areas;
 - quiet rooms; and
 - sensory rooms.
- Incorporating the following items with any of the information that is provided in an accessible format:
 - Have technology-based options to receive information. For example, this can include a downloadable GPS map that could allow a traveller to learn about their environment and the location of all accessibility features within a given space.

- Incorporate information on any upgrades or improvements of the accessibility of a facility or services on websites and through other means of communication.
- Inform travellers of the need to communicate their needs and to self-identify in order to find and receive appropriate services or equipment. Travellers should be made aware of what they must identify.
- Maintain and keep up-to-date information and include advance warnings about any planned disruptions.

7 Booking

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Accessible booking experiences are essential for a safe and enjoyable travel journey. Travel providers should make the booking process accessible to all so that booking can happen in a timely and flexible manner. People with disabilities must not incur additional costs through any means of booking, including but not limited to bookings made:

- on a travel provider's website or using a mobile application;
- in person; or
- by phone.

7.1 Collecting personal information

To assist with booking, it is the responsibility of the travel provider to ask the traveller questions about any potential needs and to provide them with accurate information about their options prior to booking. Examples of information asked may include, but is not limited to:

- whether accommodations are needed;
- what assistive devices will be accompanying the traveller; and
- any known allergies that require an accommodation (for example, a food allergy or allergy to dogs that may affect where an individual must be seated).

To meet this guidance, start by:

- Having a systematic and consistent way to gather this information for each traveller, whether they identify as a person with a disability or not.
- When collecting personal information, notify travellers of how their data is stored and retained while following established privacy legislation and requirements.
- Notifying travellers as to:
 - why their personal information is being collected;
 - how it will be used;
 - who will have access to it; and
 - for how long it will be stored.
- Ensuring that travellers' accessibility needs are requested or confirmed at each new booking as a person's needs may change over time.

7.2 Communicating information

Where applicable, information about a traveller's accommodations should be transferred to all relevant personnel throughout a traveller's journey.

To meet this guidance, start by:

- Ensuring that any information is shared throughout all stages of travel (for example, when an airport booking agent is notified that an individual will need a guide to get to their seat, that message must be passed along to relevant personnel such as gate attendants who then pass it along to flight attendants).

7.3 Purchasing tickets

Travellers should have the option to purchase tickets in a variety of formats.

To meet this guidance, start by:

- Clearly stating information about ticketing and providing this information in multiple formats so travellers can choose a ticket price and travel time that suits them. This can include, but is not limited to, providing information in the following formats:
 - on a travel provider's website;
 - through a mobile phone application;
 - through pre-recorded messages;
 - in person through employees; or
 - at electronic kiosks.
- Providing multiple accessible options to purchase, change, or cancel a ticket.
- If travel providers make discounted rates available for people with disabilities who are travelling with support persons, providing travellers with disabilities and their support persons with the ability to purchase tickets in the same manner as other customers (for example, travellers should not have to purchase two tickets and wait for a refund or a traveller should not have to miss out on a seat sale or preferred flight because of delays in getting their requests approved).
- Having a timely process to approve tickets for support persons and avoid lengthy approval processes.
- If booking does not include assigned seating, ensuring that the traveller(s) will be able to occupy an accessible seat for them and ensure that the traveller with a disability is seated with their support person, if applicable.

7.4 Methods for booking services

Booking on the web, by phone, by email, and in person are crucial for an accessible booking service, and all methods of booking should be accessible. For more information on making booking methods accessible, see section [5.4](#) of this technical guide on accessible communication.

To meet this guidance, start by:

- Following the guidance in section [5.4](#) of this document on accessible communication.
- Providing the opportunity to discuss the booking with a live booking agent at any stage of the booking process and advertising methods to speak with a booking agent in all travel materials (for example, by listing a contact number or offering a call back function).
- Not applying additional charges for booking of accessibility services.

7.5 Booking services

Travellers should be informed of what is required to book an accessibility-related service.

To meet this guidance, start by:

- Notifying current and potential travellers of the available services and when they must be booked to receive them. For example, a service provider providing information on their website that states whether advance notice is required to access a service, and if so, how much advance notice the traveller needs to provide in order to access the service prior to booking a ticket (such as the amount of time required for advance notice when transporting assistive devices). Travel providers should provide services on demand and without requiring advance booking notice whenever possible.
- If a traveller self-identifies as a person with a disability, immediately providing information on all the services and devices offered by the provider so the traveller can choose the ones that work best for them. This also includes providing information on any accessibility barriers that may be present (for example, the inability of a passenger to access a cafeteria or eating area on a ferry because the route to the cafeteria area is inaccessible).
- In most cases, travellers should not be required to provide proof that they need a service. If a service does require proof for providing an accommodation, travellers need to be given enough notice so that they can provide this proof (for example, if a traveller requires a support person).
- Agreeing upon services in writing using plain language so travellers can be confident that their needs will be met and have documentation to prove a service has been booked to meet their requirements. For these services, storing information with the travellers' reservation records.

7.6 Cancellation of travel

If the travel provider cancels a portion of the travel journey (for example, a flight), and a service was booked, that same service must be transferred to their re-booked or rescheduled portion of their travel journey (for example, a new flight).

To meet this guidance, start by:

- Communicating the service requirements in a way that ensures the traveller will receive the same service(s), regardless of who the travel provider is (for example, if the new flight is re-booked, all information on the traveller and their accommodations should be passed along for the new booking).

8 Built environment

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The following sections apply to the built environment specifically for passenger terminals. They do not apply to the built environment for transportation vehicles.

8.1 Outdoor spaces

Outdoor spaces such as those outside of travel-related buildings and businesses should be accessible to people with disabilities.

To meet this guidance, start by:

- Providing sufficient accessible parking located close to the main building, with appropriate signage, and with adequate dimensions for vehicles with auxiliary ramps, hoists or lifts.
- Having designated passenger drop off and pick up areas for people with disabilities located close to entrances and exits.
- Having designated shuttle bus stops for people with disabilities located close to entrances and exits.
- Properly maintaining exterior paths of travel and exterior stairs, including prompt removal of snow and ice during winter months.
- Ensuring there is sufficient artificial and natural lighting near parking, entrances/exits, benches, and paths of travel.
- Providing outdoor guide dog or service dog relief areas within the terminal area that are well maintained, clean, include zero-step entrances, and have clear accessible signage.
- Maintaining boarding and disembarking spaces, where applicable, including removal of snow and ice during winter months.
- Following the guidance on accessible parking of the [ASC-2.1: Outdoor Spaces Public Review Draft](#), as well as any additional guidance on outdoor spaces in general. Specifically, Clause 5.1.5.3 on parking spaces and Clause 7.2 on parking and vehicle amenities.

8.2 Interior paths of travel

Paths of travel within buildings should be accessible.

To meet this guidance, start by:

- ensuring paths are wide enough and clear of any obstacles to allow passengers with disabilities to move through a building with ease;
- having a marked path differentiation where the path transitions from one surface to another (for example, a colour contrast strip or distinct surface textures);
- having slip resistant, firm and stable floor surfaces that are free of obstacles and use surfaces and patterns that do not impact perception or orientation;
- including periodic rest areas when paths of travel are long (for example, in large terminals); and
- following the information found on interior paths of travel in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, Clause 5 and sub-clauses on paths of travel.

8.3 Doors and doorways

Doors and doorways should be accessible to all.

To meet this guidance, start by:

- having doorways that are tall and wide enough to allow people with disabilities to pass through, taking into consideration such things as wheelchair size, luggage, support persons, guide dogs or service dogs, and travellers in groups;
- ensuring that any protrusions into the doorway do not impede the path of travel (for example, hanging signs);
- having doorways and door frames that include measures for differentiation, such as luminous or colour contrast;
- equipping doors with a delayed action closing mechanism that remains open long enough to allow people with disabilities to pass through,;
- having safety sensors on power doors to ensure no contact with users;
- when possible, using power operated sliding doors over power operated swinging doors as there is a risk that swinging doors can obstruct the path of travel; and
- following the information on doors found in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, following Clause 5.5 and subclauses on doorways, doors and gates.

8.4 Sanitary facilities

Sanitary facilities including any washrooms, universal washrooms, showers, (in airport lounges), and drinking fountains and bottle filling stations should be accessible for all travellers.

To meet this guidance, start by:

- considering the proximity of features (for example, the location of lavatories, urinals, mirrors, or other elements) to the entrance and to each other. This includes the proximity of privacy walls and grab bars;
- for these features, consider the clear floor area around the features and the design of clear floor areas to limit water pooling. The proximity of different features should allow people using assistive devices to maneuver through spaces easily while alone or if accompanied by a support person, guide dog, or service dog;
- designing washrooms that consider the acoustics of the environment, such as having loud toilet flushes or hand dryers that can be overly stimulating to some people;
- designing and building washrooms that reduce barriers to people with cognitive disabilities by maintaining the consistency of washroom placement, features, and signage throughout a building;
- using signage for accessible washrooms that includes a high colour contrast as well as tactile and braille;
- having universal washrooms that:
 - are gender-neutral;
 - have an independent entrance;
 - are equipped with a change table that can accommodate an adult and a ceiling lift system; and

- have all other required accessibility features.
- Providing water fountains that:
 - are recessed where possible to avoid obstructing a path of travel;
 - have sufficient clear floor area and enough knee and toe clearance for a user of a wheelchair to access the fountain;
 - have controls that are easy to use; and
 - have a spout height with water flow at an angle that allows all users to use the drinking fountain or bottle filling station.
- Following the information found in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, Clause 7 on sanitary facilities.

8.5 Signage

Accessible signage is essential to communicate crucial information throughout the travel journey.

To meet this guidance, start by:

- Placing signage at all major decision-making points in the path of travel. For example, major decision-making points include, but are not limited to:
 - main corridors;
 - passageways;
 - stairs;
 - doors;
 - elevators;
 - washrooms;
 - emergency exits; and
 - departure and arrival areas.
- Placing signage high enough to not impede a path of travel and for a wheelchair user to see the signage above the heads of standing people with a suggested height of 2,030mm+/- 25 mm.
- Using high contrasting colours for letters and numbers with at least a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10.
- Including tactile signage for regulatory signs, where possible, warning signs and identification signs. Letters numbers and pictographs should be:
 - raised at least 0.8 mm;

- be between 16 mm and 50 mm high;
 - if a tactile sign is positioned in the wall, it should be placed at a suggested height of 1,500 mm+/- 25 mm above the floor;
and
 - using Grade One Braille at the bottom of a sign for signs with 10 words or less and using Grade Two Braille for signs with 10 words or more.
- Following the information on signage in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, follow Clause 6.3 and subclauses on signs and wayfinding.

8.6 Operable parts

Operable parts may be located at various stages of a travel journey for a traveller to use, particularly at doors, elevators and lifts. Examples of operable parts include, but are not limited to:

- light switches;
- automatic door buttons;
- door handles; and
- alarm pulls.

Operable parts should be accessible for all individuals to use.

To meet this guidance, start by:

- Using operable parts that are:
 - automatic or operable with one hand in a closed fist position with minimal force;
 - operable without the need to tighten one's grasp or twist one's wrist;
 - easy to use without specialized knowledge; and
 - have high contrasting colours, as well as have tactile or auditory information response mechanisms.
- Following the information on operable parts in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, Clause 4.7 and sub-clauses on operable parts.

8.7 Seating and furniture

Many people require or benefit from seating availability during a travel journey, but their exact needs for furnishings may vary.

To meet this guidance, start by:

- Providing different types of seating options. For example, provide seating:
 - with or without backrests;
 - with or without armrests; and
 - seating with different widths and heights.
- Providing different types of desks, counters and table options. For example, provide desks, counters and tables with different heights, depths and displays.
- Providing seating areas that are conducive to wheeled mobility aid. For example, providing space for wheeled mobility aid in a way that does not impede other paths of travel.
- Giving consideration to travellers:
 - using wheelchairs;
 - with luggage;
 - travelling with support persons;
 - travelling with guide dogs or service dogs; and
 - travelling with other people in their group (a person with a disability should not have to be seated separately from their group that they are travelling with).

- Following the guidance of [ISO 21902:2021- Tourism and related Services - Accessible tourism for all - Requirements and recommendations](#), specifically Clause 4.5.20 on furnishings.

8.8 Self-service machines

Self-service machines include machines such as:

- ticket and boarding pass machines;
- automated banking machines (ABM) (also commonly referred to as automated teller machines or ATM);
- parking meter machines; and
- vending machines.

These machines should be accessible for all travellers.

To meet this guidance, start by:

- having machines that are clear and simple to operate;
- having operation instructions that are available visually, auditorily, and tactilely;
- where possible, having screens that allow travellers to enlarge text;
- providing clear floor space for the traveller using the device while taking into account:
 - the potential presence of a support person;
 - the potential presence of a guide dog or service dog;
 - wheelchair size (for example, considering the space required for a user of a powered-wheelchair vs a manual wheelchair);
 - and the use of luggage;
 - and the potential presence of a support person;
 - and the potential presence of a guide dog or service dog;
 - the potential for machines to be used or surrounded by large groups of travellers; and

- having machines with minimal reach ranges so that all features are within reach of a person who is seated.
- Following the information on self-service machines in [CSA/ASC B651.2:22, Accessible design for self-service interactive devices including automated banking machines.](#)

8.9 Stairs and handrails

Stairs are a technically complex design element. It is important to consider accessibility for people with disabilities who may use stairs.

Stairs and handrails should be accessible to allow travellers to access travel areas in a safe manner.

To meet this guidance, start by:

- Using landings that are long enough and wide enough to allow people with disabilities to pass through the landing while taking into consideration:
 - the use of luggage;
 - the potential presence of support persons;
 - the potential use of guide dogs or service dogs; and
 - the potential for a large crowd of travellers.
- Including tactile surface indicators at the top of each flight of stairs.
- Having handrails that are:
 - mounted on both sides of a flight of stairs;
 - designed to provide stability and guidance for users; and
 - include braille information regarding storey number and the nearest egress location.
- Following the information in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, follow Clause 5.6 and subclauses on stairways.

8.10 Elevators

Elevators are essential for accessing travel areas in a safe manner.

To meet this guidance, start by:

- where possible, providing a minimum of two elevators at any given location;
- having one elevator that is large enough to accommodate a stretcher and is clearly identifiable;
- having elevator control panels that are easily identifiable and align with the principles of operable parts outlined in [8.6](#) of this technical guide;
- having numbers that are displayed in raised character numerals and in braille, located in the door jambs and hoist way entrances of the elevator; and
- following the information on elevators in [ASME A17.1-2022/CSA B44 : Safety Code for Elevators and Escalators](#).

8.11 Lift platforms

Lift platforms may be used when it is not possible to install an elevator or ramp.

To meet this guidance, start by:

- having a lift platform that can be used independently, with all control panels within reach of a person who is seated;
- ensuring that the lift platform can accommodate a person with a disability as well as their support person or guide dog or service dog;
- ensuring that the lift platform can accommodate all sizes of wheelchairs; and
- following the information on lifting platforms in [ASME A17.1-2022/CSA B44 : Safety Code for Elevators and Escalators](#).

8.12 Escalators and moving walkways

Escalators and moving walkways can be a useful tool for facilitating pedestrian traffic in high-density areas. Escalators and moving walkways should be made accessible for the widest range of users. It is important to note that even with improved accessibility, some users may not be able to use an escalator safely and alternatives should be available.

To meet this guidance, start by:

- having safety warnings installed at the top and bottom of escalators and moving walkway;
- having inclined moving walkways that are designed with the same parameters as ramps; and
- following the information on escalators and moving walkways in [ASME A17.1-2022/CSA B44 : Safety Code for Elevators and Escalators](#).

8.13 Maintenance

Regular maintenance should be carried out to maintain the accessibility of facilities.

To meet this guidance, start by:

- maintaining the following built environment elements, including but not limited to:
 - external paths of travel, such as ensuring they are clear of snow or other obstructions;
 - parking lots and accessible parking spots;
 - doors and entrance/exit ways;
 - internal paths of travel, ensuring they are clear of obstructions or obstacles (for example obstructions such as chairs, planters, bins, debris);
 - floor surfaces, ensuring good order without trip or slip hazards;
 - washrooms and sanitary facilities;
 - furniture;
 - ventilation systems;
 - lighting;
 - signage; and
 - communication methods, including relevant auditory communication systems (for example, public announcement systems).

8.14 Evacuations

Exact evacuation designs and facilities will differ depending on the location, type of building, or type of transportation vehicle used in travel. However, basic steps should be followed to ensure that all travellers can safely evacuate in an emergency.

To meet this guidance, start by:

- A) communicating in accessible formats so that all travellers are notified that there is an emergency;
- B) providing accessible wayfinding so that everyone can locate the nearest and most accessible exit; and,
- C) ensuring that egress routes are accessible so everyone can evacuate an area.

To meet this guidance, start by:

- Providing alarms and any associated information in a way that is accessible to all, including:
 - having audible and visual alarms; and
 - if a screen area is available, displaying emergency measures with captions and in sign language.
- Providing accessible evacuation routes to allow travellers to exit independently or arrive at an area of refuge.
- Clearly identifying accessible evacuation routes by using the international symbol of access.
- Ensuring that travellers are able to quickly orient themselves to locate the nearest accessible evacuation route.

- Providing assistance from trained employees who should be available quickly for travellers that require assistance in evacuating. These staff members should be very easily identifiable to travellers (for example, wearing a bright coloured vest).
- Training employees on how to assist people with disabilities in an emergency situation, as well as on all emergency egress procedures and disaster preparedness plans.
- Following the guidance in [ASC-2.3: Model Standard for the Built Environment - Accessibility for federally regulated entities as defined in the Accessible Canada Act Public Review Draft](#). Specifically, following Clause 3.6 and sub-clauses on evacuation facilities and Clause 8 on evacuation facilities.

9 Communication at terminals

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Communication in terminals may be carried out by different travel provider employees (for example, employees that work for a terminal or employees that work for a carrier), and even through automated devices such as self-service kiosks. In all cases of communication in terminals, regardless of the communication method, steps should be taken to ensure accessibility. These steps are provided below for different methods of communication at terminals.

9.1 Automated self-service machines

Automated self-service machines are devices that travellers can use to access services or information independently during the travel journey. These machines might include ones that:

- issue parking tickets;
- offer check-in services;
- issue travel journey tickets or boarding passes; or
- allow passengers to choose travel-related amenities (such as seating or meal preferences).

Using automated self-service machines should be an accessible experience.

To meet this guidance, start by:

- Providing at least one machine in any given area for any given service that allows the following users to use the device independently:
 - a person who uses a mobility aid (for example, for a wheelchair user);
 - a person who has a cognitive disability;
 - a person who is blind or living with vision loss; or
 - a person who is deaf, deafened, hard of hearing or deafblind.
- Considering reach ranges where all features are within reach for a person who is seated.
- Having machines that are clearly identifiable with the International Symbol of Access.

- Providing an equivalent level of service when a person is unable to use an existing machine independently or when it is not possible to provide an accessible automated self-service kiosk.
- When possible, aligning with the principles of self-service machines outlined in section [8.8](#) of this technical guide.
- New kiosks should conform to [CSA/ASCB651.2 Accessible design for self-service interactive devices including automated banking machines](#).

9.2 Telecommunication systems in terminals

Many terminals still provide public telephones for use by travellers. When public telephones are provided, they should be accessible for potential users.

To meet this guidance, start by:

- Ensuring that when public telephones are provided, they allow the following persons to use the machine independently:
 - a person who uses a wheelchair;
 - a person who has a cognitive disability;
 - a person who is blind or visually impaired; or
 - a person who is deaf or hard of hearing.
- Including at least one teletypewriter or "text phone" (for example, TTY or other alternative communication systems) at public telephone banks. Clearly identify these phones with the international symbol of TTY.
- Providing accessible public telephones:
 - at arrival and departure areas;
 - at boarding gates or train platforms;
 - at baggage claim areas; and
 - near exits.
- Clearly identifying accessible telephones with the available features using symbols of access including:
 - The universal symbol of accessibility

- The telephone typewriter (TTY)
 - Volume control telephone, and
 - The International Symbol of Access for Hearing Loss
- If a location does not include an accessible telephone, providing clear and accessible signage directing travellers to the nearest accessible telephone.

9.3 Arrival and departure monitors

Many areas in terminals can include monitors and electronic signage to display arrival and departure information or other important travel journey information. These monitors and electronic signage should be designed in a way that leads to an accessible experience for travellers.

To meet this guidance, start by:

- Having some of the monitors placed at eye level (1,500 mm above the floor, plus or minus 25 mm). If a monitor is placed above eye level it should be at a height no greater than 2,030 mm cm, plus or minus 25 mm.
- Displaying information in large fonts and in high-contrasting colours (for example, a light font on a dark background). Avoid using flashing texts, red fonts and acronyms.
- Avoiding scrolling text where possible. If scrolling text must be used, ensuring that the scrolling pace of the text is slow.

9.4 Public announcements in terminals

Many terminals utilize auditory public announcements to relay information to travellers (for example, departure/arrival delays, schedule changes, gate changes). Travellers should be able to understand these public announcements to facilitate an accessible travel experience.

To meet this guidance, start by:

- Having high audio quality to facilitate clear understanding of any auditory announcements.
- If someone is delivering a public announcement, speak slowly, use clear plain language and repeat the message at least once.
- Pre-recorded messages can be used to facilitate clear understanding of any auditory announcements.
- Providing alternate formats for any announced information so that travellers can access information in formats that are accessible to them. These formats can include, but are not limited to:
 - MP3s;
 - captioned videos; and
 - sign language.
- Relaying information to passengers with disabilities directly if an alternate format does not exist.
- For additional information on acoustic communications, follow [ISO 21902:2021- Tourism and related Services - Accessible tourism for all - Requirements and recommendations](#). Specifically, following clause 4.3.3.5 on acoustic communication.

10 Terminal considerations

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Terminals may have built environment features such as curbside drop off and pick up locations, rest areas, and accessible seating, among others. For details on how to make specific built environment elements accessible, please refer to Section [8](#) on the built environment in this technical guide.

10.1 Wheelchairs provided at terminals

Travel providers should have wheelchairs available for travellers to borrow within the terminal.

To meet this guidance, start by:

- Having wheelchairs available that allow the occupant to easily get in and out of the chair and receive assistance when needed.
- Including the following features:
 - footrests (that can be adjusted or removed);
 - armrests (that can be adjusted or removed);
 - a headrest (that can be adjusted or removed);
 - brakes; and
 - a restraint device (if needed).

10.2 Boarding and disembarking

Travel providers need to work together to ensure correct and appropriate equipment is used to facilitate boarding and disembarking to assist passengers with disabilities.

To meet this guidance, start by:

- Ensuring that passengers with disabilities can access a safe and dignified means to board and disembark, whether that is through the regular route or an alternative route.
- Ensuring maintenance and cleanliness of specialized equipment for boarding/disembarking.
- Providing assistance without delay from a trained employee for travellers that require assistance in boarding and disembarking.
- Training employees on how to assist passengers with disabilities during all steps of the boarding and disembarking process.
- Training employees on how to correctly handle and prepare a passenger's personal mobility aid for loading and storage (including the safe handling of mobility aid to and from storage, following proper handling procedures and avoiding manual lifts of heavier equipment unless absolutely necessary).
- When a passenger's mobility aid cannot be available to them during travel, ensuring that the mobility aid is stored safely and securely (in a upright position, in a separate compartment/container preventing other things from falling on it).
- Whenever possible, permitting passengers with disabilities to board and disembark the transportation vehicle independently or with the aid of a support person or the transportation provider.

- Due to transportation vehicle design, it may not be possible for a person with a disability to independently board or disembark using their own personal mobility aid. When this occurs, travel operators must provide specialized equipment to assist with boarding and disembarking a transportation vehicle. Examples of specialized equipment include, but are not limited to:
 - lifts;
 - transfer slings; and
 - narrow wheelchairs (for example, those used on aircrafts).
- Training employees on how to use this specialized equipment while ensuring the safety, dignity, and autonomy of the passengers with disabilities is always expected.

10.3 Passenger transportation within and between terminals

Some terminal systems include transportation systems within or between terminals (for example, by shuttle, bus, or light rail). When such transportation systems exist, they should be accessible to persons with disabilities.

To meet this guidance, start by:

- Picking up and dropping off passengers at accessible locations.
- Ensuring passengers can get on and off the transportation system.
- Ensuring that there is accessible seating available.
- Providing all public announcements in audible and visual formats.
- When third-party transportation operators are contracted to work within the terminal property, their employees should be trained on accessibility and information should be shared with these operators to ensure these transportation systems are accessible to persons with disabilities.

11 Passenger considerations

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11.1 Passenger assistance

Passenger assistance may be requested or required at any stage during the travel journey and particularly at any major decision-making points in a path of travel. This assistance should be available to passengers.

To meet this guidance, start by:

- Proactively assisting travellers and ensuring that information and assistance are readily available at all major entrances and exits, as well as key transition areas (for example, check-in areas, at security or at boarding).
- If a person has identified to employees that they are a person with a disability, employees should be checking that the person's needs are being met at each major transition area in the travel journey. This can include, but is not limited to, the following areas:
 - at check-in;
 - at security;
 - at a gate; and
 - prior to boarding.

11.2 Accompanying travellers in the terminal

In some cases, a person with a disability may be accompanied through the terminal by a support person, family or friend who will not be travelling themselves. Travel providers should ensure that people with disabilities can be accompanied by a person of their choosing.

To meet this guidance, start by:

- Having policies and processes in place that will allow a person with a disability to be accompanied by a person of their choosing, including through secured areas to the boarding areas.

11.3 Considerations for security screening

Special consideration should be given to making security screening processes accessible to people with disabilities.

To meet this guidance, start by:

- When possible, providing an alternative option to queuing as long queues may pose challenges for some travellers.
- When possible, provide an alternate screening process which is accessible as traditional screening methods may pose challenges for some travellers.
- If a traveller has a guide dog or service dog, screening a traveller at the same time as a guide dog or service dog.
- Providing security-related information, including instructions and briefing videos, both audibly and visually for travellers.
- Providing assistance without delay from trained employees for travellers that require assistance travelling through the security screening process. Examples of assistance can include, but are not limited to:
 - providing accessible seating while the person's mobility aid goes through screening; and
 - assistance with lifting baggage onto and off the screening platform.
- Providing assistance from trained employees who have been trained on how to assist persons with disabilities during all steps of the security screening process, including using the appropriate visual and verbal cues for moving people through the security screening process.

11.4 Assistive devices and mobility aids

Assistive devices including mobility aids (for example, power wheelchairs) are essential in promoting independence for persons with disabilities.

These devices must be treated with care and consideration. At the start of a travel journey (at the time of booking), travel providers and travellers must make decisions about how to transport assistive devices and mobility aids.

To meet this guidance, start by:

- Permitting small assistive devices and mobility aids to be onboard and remain in the possession of the traveller whenever possible. For example, these devices can include, but are not limited to:
 - canes;
 - crutches;
 - portable oxygen concentrators; and
 - communication devices.
- Storing, whenever possible, larger assistive devices and mobility aids in the passenger compartment area and within reach of the traveller. These devices can include but are not limited to:
 - walkers; and
 - manual folding wheelchairs.
- Allowing travellers to retain their assistive and mobility aids for as long as possible during the boarding process. Examples include:
 - retaining a mobility aid until it becomes necessary to store it;
 - retaining a mobility aid by the stairs of the transportation vehicle; and
 - retaining a mobility aid by the door of the transportation vehicle.

- If it is not possible for a traveller to retain their assistive devices and mobility aids, travel providers should be working with people with disabilities to accommodate their needs by:
 - Ensuring that only trained travel provider employees perform, with appropriate instructions, any necessary disassembly and packaging of assistive devices and mobility aids.
 - Asking the person with the disability how they handle their assistive device or mobility aid including:
 - if applicable, their procedures for detaching a battery,
 - how they are securing and storing the device, and
 - what to do in an emergency.
 - Communicating where and how the traveller's assistive device and mobility aid will be stored.
 - Ensuring employees prioritize mobility aids over personal belongings when allocating storage space onboard to ensure these essential items are securely stored.
 - Designating specific compartments for the storage of mobility aids to prevent damage and ensure easy access.
 - Upon arrival, returning the assistive device or mobility aid to the person with a disability without delay.
- At the direction of the traveller, assistive devices or mobility aids may need to be disassembled and packaged for transportation and then reassembled at the destination before being returned to the traveller.
- Returning personal assistive devices or mobility aids to travellers as soon as possible after arrival.
- Providing applicable assistive device and mobility aids training to all ground staff likely to interact with passengers using these devices. For example, this can include:

- Training on policies for the handling of devices so that employees can answer questions on how devices are handled, and
- Hands on training for employees handling and storing assistive devices and mobility aids.

11.5 Services related to damaged or lost assistive devices and mobility aids

In the event that a traveller's personal assistive device or mobility aid is damaged or lost by the travel provider, it is the responsibility of the travel provider to work with the traveller to reach a solution that meets the needs of the traveller.

To meet this guidance, start by:

- In the event of an assistive device or mobility aid being damaged or lost, providing immediate communication to the affected passenger. Staff must explain the process for addressing the issue and provide direct contact information for ongoing support.
- Appointing a dedicated staff member to the traveller's damage or loss claim who provides ongoing communication support throughout the duration of the claim process.
- Having the travel provider cover the cost of:
 - an appropriate temporary replacement (determined by the traveller); or
 - repair or replacement of damaged personal assistive device or mobility aid (determined by the traveller); or
 - both (determined by the traveller).
- Allowing the traveller to decide whether the damage warrants replacement or repair. The traveller may wish to consult with their care team to come to a decision (for example, physical therapist, occupational therapists, etc.).
- Coordinating with the traveller to repair or replace the damaged or lost personal assistive device or mobility aid.

This may involve coordinating with external organizations of the traveller's choice (for example, wheelchair manufacturers).

- Ensuring that the repair or replacement process is initiated immediately upon the discovery or report of damage or loss of a personal assistive device or mobility aid.
- Taking financial responsibility for the cost of repairing or replacing the personal assistive device or mobility aid. This may involve paying for the repair or replacement directly or reimbursing the traveller for the associated cost.
- Providing detailed instructions for passengers on the steps to follow, including how to contact a travel provider and what information to provide.
- Ensuring the travel provider's commitment to resolving the issue swiftly, including details on compensation or replacement policies.

11.6 Carriage of guide dogs or service dogs

Travel providers must allow guide dogs or service dogs to be onboard with the passenger and ensure there is enough space on the floor for the guide dog or service dog to safely and comfortably lie down at the passenger's feet.

To meet this guidance, start by:

- If assigned seating is offered, providing adjacent seating for guide dogs or service dogs to have sufficient space if the guide dogs or service dog is large and requires extra room.
- Following the guidance on the carriage of service dogs in the [Canadian Transportation Agency "Service Dogs: A Guide" document](#).
- Allowing travellers with guide dogs or service dogs to use the washroom with sufficient space to accommodate them, regardless of where it is located.

12 Onboard vehicle considerations and communication

Note: This document was developed as a reference document for voluntary use. The voluntary guidance found in this document should not be interpreted as replacing or superseding, in whole or in part, obligations that entities must comply with. Also, fulfilling the voluntary guidance found in this document does not automatically fulfill obligations. These obligations include any obligations found in legislation, regulations, policies, directives, codes and/or other instruments that may apply to entities. It is the responsibility of users of this document to judge its suitability for their particular purpose.

12.1 Information and communication

Travel providers should ensure that all public announcements conform with the guidance laid out in section [9](#) of this document.

To meet this guidance, start by:

- If a travel provider is using supplemental passenger safety briefing cards, providing versions of these cards in large print and braille. If possible, ensure that two or more of these alternate format cards are available. For example, these alternate format cards can include:
 - a large print font with at least a size 14 sans serif font;
 - an alternate format card in high contrast; and
 - an alternate format Grade 2 Braille card.
- If the communication is about a pre-travel safety briefing, providing safety-related videos in both American Sign Language (ASL) and Quebec Sign Language (LSQ) if they are requested.
- Giving people with disabilities information about accessibility features (for example, accessible seating) and the features of the transportation vehicle (for example, location of the accessible washroom) in different forms of communication (for example, orally, visually, or through written communication) when requested and making this information available in multiple formats, including on the provider's website.
- For all methods of transportation, all announcements should be provided in an audible or visual format (for example, when announcing arrival or if there are any delays).

12.2 Alarms

All alarms in transportation vehicles should have visual (for example, having a flashing light brighter than ambient) and auditory components (for example, a loud siren, a loud beeping noise or a loud horn).

To meet this guidance, start by:

- Following the information on emergency communication in section [8.14](#) of this document.

12.3 Maintenance

It is the responsibility of the travel provider to ensure all features and accessories of transportation vehicles are working properly.

To meet this guidance, start by:

- Repairing any equipment as soon as possible so that people with disabilities can have sufficient access to what they need.
- Following the information on management and maintenance of section [8.13](#) of this technical guide.

12.4 Onboard entertainment system

Whenever there is onboard entertainment, travel providers must ensure that a person with a disability can access entertainment in various formats (for example, through closed captions or audio descriptions) at their discretion (for example, the ability to turn features off or choose a language), and have the ability to start, stop and pause the entertainment.

To meet this guidance, start by:

- Following the requirements of the [Web Content Accessibility Guidelines \(WCAG\) 2.2](#), and having a tactile component alongside the interface.
- If a transportation service provider's onboard entertainment system does not have the appropriate accessibility features, providing an adequate number of personal electronic devices that can be given to persons with disabilities with comparable content loaded on the device, or another way for users to have access to comparable content. This device must have
 - the ability to access entertainment in various formats;
 - the ability for the user to access the entertainment at their discretion; and
 - the ability to start, stop, and pause the entertainment.

13 Air travel

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This section is specific to elements of air travel that are not applicable to other types of travel and have not been addressed in the previous sections of this guide.

13.1 Integrated boarding stairs

Stairs are a technically complex design element, and it is important to consider accessibility for persons with disabilities (for example, people who are partially sighted, people who have ambulatory mobility disabilities or cognitive disabilities) who may use stairs.

To meet this guidance, start by:

- having stairs that are designed with uniform riser heights and tread depths;
- having handrails on both sides of the stairs;
- having firm, non-slip surfaces that do not create glare;
- providing tactile warning strips and high-colour contrast strips that assist persons with who are partially sighted or blind; and
- training employees on how to assist persons with disabilities ascending and descending stairs.
- For additional information on integrated boarding stairs in aircraft, the [Aircraft Accessibility for Persons with Disabilities: Code of Practice for fixed-wing aircraft with 30 or more passenger seats](#), specifically section 1.2 of the codes of practice.

14 Bus travel

Note: This document was developed as a reference document for voluntary use. The voluntary guidance found in this document should not be interpreted as replacing or superseding, in whole or in part, obligations that entities must comply with. Also, fulfilling the voluntary guidance found in this document does not automatically fulfill obligations. These obligations include any obligations found in legislation, regulations, policies, directives, codes and/or other instruments that may apply to entities. It is the responsibility of users of this document to judge its suitability for their particular purpose.

This section is specific to elements of bus travel that are not applicable to other types of travel and have not been addressed in the previous sections of this guide.

14.1 Boarding buses

Travel providers should provide an accessible boarding process.

To meet this guidance, start by:

- If a lift is used to board the bus, the lift should:
 - support at least 272 kilograms;
 - have handrails on both sides of the lift; and
 - have a surface that is slip resistant.
- If a ramp or bridge plate is used, they should:
 - have a colour strip along the bottom edge that is colour contrasted and have raised edges that prevent mobility aids from sliding off the side;
 - have a surface that is slip resistant; and
 - can support at least 272 kilograms.
- Having buses with a lift, ramp or bridge plate if the terminal does not have these components or does not allow for level boarding.
- Having stairs for boarding and disembarking that clearly identify steps and handrails.
- Having stairs for boarding and disembarking that meet the requirements in the [Accessible Transportation for Persons with Disabilities Regulations \(SOR /2019-244\)](#), specifically section 192 on stairs.

15 Links to other accessibility standards and resources (with brief description)

Accessibility Standards Canada. (2024, May). CAN/ASC - EN 301 549:2024 - Accessibility requirements for ICT products and services (EN 301 549:2021, IDT). <https://accessible.canada.ca/en-301-549-accessibility-requirements-ict-products-and-services>

CAN/ASC - EN 301 549 is an identical adoption of EN 301 549. It specifies the accessibility requirements applicable to ICT products and services, with the aim of making them accessible to people with disabilities. It is aligned with the Web Content Accessibility Guidelines.

Canadian Transportation Agency (2005). Accessibility Guidelines for Small Aircraft - Services for persons with disabilities on aircraft with 29 and fewer passenger seats. [Accessibility Guidelines for Small Aircraft - Services for persons with disabilities on aircraft with 29 and fewer passenger seats | Canadian Transportation Agency.](#)

Canadian Transportation Agency (2022). Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244). [Accessible Transportation for Persons with Disabilities Regulations](#)

Canadian Transportation Agency (2016). Accessibility of Non-National Airports System Air Terminals: Code of Practice. [Accessibility of Non-National Airports System Air Terminals: Code of Practice | Canadian Transportation Agency](#)

Canadian Transportation Agency (2016). Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed-Wing Aircraft with 30 or More Passenger Seats. [Aircraft Accessibility for Persons with](#)

[Disabilities: Code of Practice for Fixed-Wing Aircraft with 30 or More Passenger Seats | Canadian Transportation Agency](#)

Canadian Transportation Agency (2014). Ferry Accessibility for Persons with Disabilities: Code of Practice. [Ferry Accessibility for Persons with Disabilities: Code of Practice | Canadian Transportation Agency](#).

Canadian Transportation Agency (2007). Passenger Terminal Accessibility. [Passenger Terminal Accessibility | Canadian Transportation Agency](#)

Canadian Transportation Agency (2016). Removing Communication barriers for Travellers with Disabilities: Code of Practice. [Removing Communication Barriers for Travellers with Disabilities: Code of Practice | Canadian Transportation Agency](#).

This code of practice, developed by the Canadian Transportation Agency, contains information to improve the communication of transportation-related information for persons with disabilities on a systemic basis as they use the federal transportation network.

While the focus of the code is on the needs of persons with disabilities, the information contained benefits most travellers.

This code presents minimum requirements that those subject to the code are expected to meet. However, users are urged to exceed the requirements wherever possible.

European Telecommunications Standards Institute. (2021). EN 301 549 V3.2.1 (2021-03): Accessibility requirements for Information and Communications Technology (ICT) products and services. <https://standards.iteh.ai/catalog/standards/sist/029bd0a8-082f-429f-abdb-da5ecf3dbbfd/sist-en-301-549-v3-2-1-2021>

EN 301 549 is the European standard for accessibility requirements for ICT products and services. It specifies the accessibility requirements applicable to ICT products and services, with the aim of making them accessible to

people with disabilities. The standard is aligned with the Web Content Accessibility Guidelines and serves as a technical specification to meet the requirements of the EU Web Accessibility Directive.

For more information, or for alternative formats, contact:

Accessibility Standards Canada
320 St-Joseph Boulevard, Suite 246
Gatineau, QC J8Y 3Y8
1-833-854-7628

accessible.canada.ca

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