

FACT SHEET

Vancouver International Airport: The Accessible Airport

Vancouver Airport Authority is committed to providing fully accessible terminal facilities for people of all backgrounds and capabilities. The Airport Authority believes that access is a fundamental component of customer care.

Since 1992, providing universal access has been a top priority in every expansion and new building project at Vancouver International Airport (YVR). Today, YVR is considered one of the most accessible airports in the world.

YVR Accessibility Highlights

Features to aid those with mobility and agility loss:

- Universal counters designed with writing surfaces and toe clearance for persons using a wheelchair. These counters can be found at check-in, at customer care counters, and in retail outlets.
- No-touch / doorless wheelchair accessible washrooms
- Ramps at curbside
- Curbside parking for people with accessibility needs
- “Low resistance carpeting” including the elimination of carpet underlay to create easier movement for people with wheelchairs and walkers
- Elevators that are large enough to allow for easy turning in a wheelchair
- Specialized wheelchairs for aircraft aisles to assist with boarding and deplaning aircraft
- Wheelchair lifts at aircraft gates so that passengers get their own wheelchair from the aircraft hold as quickly as possible

Features to aid those with hearing loss:

- Specialized public address system that reduces noise pollution and improves hearing aid use
 - By having many more individual speakers in a given space than is standard, the speakers can be set at a lower volume. The result is clearer sound.
- TTY (an electronic device for text communication via telephone) at telephone banks throughout the terminal
- Amplified handsets at check-in counters
- Visual paging system that employs televisions throughout the terminal building
- Strobe fire alarms

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Features to aid those with vision loss:

- Flooring designed to assist with wayfinding
 - In the terminal, three types of flooring are used to create a texturized guide. Where there is tile or terrazzo, an exit is indicated; where there is carpet, a gate is nearby. Any other flooring surface, such as laminate, indicates a retail area. Patterns in tiles also provide directional cues.

Features to aid those with developmental disabilities

- Use of plain language doctrine in signage and wayfinding
- Customer service training in use of plain language

-YVR-

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