



**ECAC POLICY STATEMENT IN THE FIELD OF CIVIL
AVIATION FACILITATION**

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SECTION 5**FACILITATION OF THE TRANSPORT OF
PERSONS WITH REDUCED MOBILITY****5.1 Objective and scope**

- 5.1.1 The objective of this Section is to define and recommend common rules for the protection of, and provision of assistance to disabled persons and persons with reduced mobility (PRMs) travelling by air, so that they can be implemented on a harmonised basis in ECAC Member States.
- 5.1.2 Member States should establish common rules for the protection of, and provision of assistance to disabled persons and PRMs travelling by air, both to protect them against discrimination and to ensure that they receive assistance.
- 5.1.3 The provisions of this Section should apply to disabled persons and PRMs, using or intending to use commercial passenger air services on departure from, in transit through, or on arrival at an airport, when the airport is situated in the territory of a Member State.
- 5.1.4 The provisions at sub-sections 5.3 (prevention of refusal of carriage), 5.4 (derogations, special conditions and information) and 5.10 (assistance by air carriers) should also apply to passengers departing from an airport situated outside of the ECAC Member States to an airport of destination situated in the territory of an ECAC Member State, if the operating carrier is an air carrier licensed by an ECAC Member State.
- 5.1.5 It is important to recognise that those ECAC Member States who are also EU Member States are legally bound by the provisions of EU law including Regulation 1107/2006 with which this section is aligned. For those ECAC Member States which are not in the EU, it is a matter of choice whether to follow Regulation 1107/2006 and it is, of course, possible for them to take a difference stance on issues such as whether responsibility for meeting the needs of PRMs should lie with the airport or the air carrier. However, the principles of good practice and the quality standards set out in this section and the relevant annexes should continue to be followed wherever the responsibility is placed.

5.2 Definitions

5.2.1 The following definitions apply for the purpose of this Section.

- **'disabled person' or 'person with reduced mobility'** means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;
- **'recognised assistance dog'** means guide and other assistance dogs, which are highly trained to assist a wide range of disabled persons with everyday tasks. Guide dogs which are trained primarily to provide mobility assistance to blind or partially sighted people are trained by an organisation that is accepted by and affiliated to the International Guide Dog Federation (IGDF). Assistance dogs are trained by an organisation that meets the full membership criteria of Assistance Dogs International (ADI).
- **'air carrier'** means an air transport undertaking with a valid operating licence or equivalent;
- **'operating air carrier'** means an air carrier that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;
- **'tour operator'** means an enterprise organising package tours and tourism services for sale either directly to travellers or through intermediaries;
- **'managing body of the airport' or 'managing body'** means a body which notably has as its objective under national legislation the administration and management of airport infrastructures, and the coordination and control of the activities of the various operators present in an airport or airport system;
- **'airport user'** means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question;
- **'airport users committee'** means a committee of representatives of airport users or organisations representing them;
- **'reservation'** means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour operator;
- **'airport'** means any area of land specially adapted for the landing, taking-off and manoeuvres of aircraft, including ancillary installations which these operations may involve for the requirements of aircraft traffic and services including installations needed to assist commercial air services;
- **'airport car park'** means a car park, within the airport boundaries or under the direct control of the managing body of an airport, which directly serves the passengers using that airport;
- **'commercial passenger air service'** means a passenger air transport service operated by an air carrier through a scheduled or non-scheduled flight offered to the general public for valuable consideration, whether on its own or as part of a package.

5.2.2 Categories of passengers needing special assistance

5.2.2.1 In order to adapt services supplied to the needs of disabled persons or PRMs, Member States should encourage air carriers, airport managing bodies and travel agents to use a common definition of the different categories of persons needing special assistance and to inform the air carrier or the airport concerned of the type of assistance which is needed. To that end, Member States should refer to the following classification and codification:

- **WCHR** - Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- **WCHS** - Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- **WCHC** - This category covers a wide range of passengers. It includes those who are completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to their specific needs, the process being inverted at arrival. This category also includes passengers with a disability only affecting the lower limbs who require assistance to embark and disembark and to move inside the aircraft cabin but who are otherwise self-sufficient and can move about independently in their own wheelchair at the airport. Specifying the level of autonomy at the time of booking will avoid the provision of inappropriate assistance.
- **BLIND** - Blind or visually impaired passenger
- **DEAF** - Passenger who is deaf or hard of hearing or a passenger who is deaf without speech.
- **DEAF/BLIND** - Blind and deaf passenger, who can move about only with the help of an accompanying person.
- **DPNA** - Disabled Passenger with intellectual or developmental disability Needing Assistance. This covers passengers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome who travel alone and will need ground assistance.

5.3 Prevention of refusal of carriage

5.3.1 An air carrier or its agent or a tour operator should not refuse, on the grounds of disability or of reduced mobility:

- to accept a reservation for a flight departing from or arriving to an airport in the territory of an ECAC Member State.
- to embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned has a valid ticket and reservation

5.4 Derogations, special conditions and information

- 5.4.1 Notwithstanding the provisions of paragraph 5.3.1, an air carrier or its agent or a tour operator should have the possibility to refuse, on the grounds of disability or of reduced mobility, to accept a reservation from, or to embark, a disabled person or a PRM:
- a) in order to meet applicable safety requirements established by international or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned;
 - b) if the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or PRM physically impossible.
- 5.4.2 In the event of refusal to accept a reservation on the grounds referred to under points (a) or (b) of paragraph 5.4.1, the air carrier, its agent or the tour operator should make reasonable efforts to propose an acceptable alternative to the person in question.
- 5.4.3 A disabled person or PRM who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person pursuant to paragraph 5.4.4 should be offered the right to reimbursement or re-routing. The right to the option of a return flight or re-routing should be conditional upon all safety requirements being met.
- 5.4.4 Under the conditions referred to in paragraph 5.4.1(a), an air carrier or its agent or a tour operator may require that a disabled person or PRM be accompanied by another person who is capable of providing the assistance required by that person.
- 5.4.4.1 Air carriers should be encouraged to offer discounts for the carriage of an accompanying person for disabled persons and PRMs in particular when the air carrier considers the presence of such a person necessary for safety reasons.
- 5.4.5 Regarding the conditions referred to in 5.4.1(a), guidance is provided to air carriers at **Annex 5-F** "Advisory note on procedures for carrying disabled passengers and passengers with reduced mobility".
- 5.4.6 An air carrier or its agent should make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that it applies to the carriage of disabled persons and PRM, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. A tour operator should make such safety rules and restrictions available for flights included in package travel, package holidays and package tours which it organises, sells or offers for sale.
- 5.4.7 When an air carrier or its agent or a tour operator exercises a derogation under paragraphs 5.4.1 or 5.4.4, it should immediately inform the disabled person or PRM of the reasons therefor. On request, an air carrier, its agent or a tour operator should communicate these reasons in writing to the disabled person or PRM, within five working days of the request.

5.5 Designation of points of arrival and departure

- 5.5.1 In cooperation with airport users, through the Airport Users Committee where one exists, and relevant organisations representing disabled persons and PRMs, the managing body of an airport should, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal buildings at which disabled persons and PRMs can, with ease, announce their arrival at the airport and request assistance.
- 5.5.2 The points of arrival and departure referred to in paragraph 5.5.1, should be clearly signed and should offer basic information about the airport, in accessible formats.
- 5.5.3 The number and location of such points will vary according to the size and layout of individual airports but is likely to include airport short and long term car parks, drop off and pick up points and train, light rail, metro and bus station arrivals and departures. It is essential that disabled persons and PRMs who use that airport are involved in the process of deciding where the points should be designated and how they should be signed. **Annex 5-C** "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility" and **Annex 5-D** "Guidelines on Ground Handling for Persons with Reduced Mobility" include guidance on best practice in these and other areas of airport design and management. Member States should encourage airports to take full account of this guidance.

5.6 Transmission of information

- 5.6.1 Air carriers, their agents and tour operators should take all measures necessary for the receipt, at all their points of sale in the territory of ECAC Member States, including sale by telephone and via the Internet, of notifications of the need for assistance made by disabled persons or PRMs.
- 5.6.2 When an air carrier or its agent or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it should transmit the information concerned at least 36 hours before the published departure time for the flight:
- a) To the managing bodies of the airports of departure, arrival and transit, and
 - b) To the operating air carrier, if a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information should be transmitted as soon as practicable.
- 5.6.3 In all cases other than those mentioned in paragraph 5.6.2, the air carrier or its agent or tour operator should transmit the information as soon as possible.
- 5.6.4 As soon as possible after the departure of the flight, an operating air carrier should inform the managing body of the airport of destination, if situated in the territory of an ECAC Member State, of the number of disabled persons and PRMs on that flight requiring assistance and of the nature of that assistance.
- 5.6.5 Air carriers, their agents and tour operators should observe these requirements and disabled persons and PRMs should be able to understand them. **Annex 5-A** "Guidance leaflet for Persons with reduced Mobility who

may be infrequent or first time flyers” provides guidance in the form of a leaflet for disabled persons and PRMs who may be infrequent or first time flyers. Member States should draw this information to the attention of organisations representing disabled persons and PRMs as well as air carriers and tour operators.

- 5.6.6 **Annex 5-D** “Guidelines on ground handling for persons with reduced mobility” sets out the standards of service that airports should provide for departing and arriving disabled passengers and PRMs with and without the required notice. Member States should draw this guidance to the attention of airport managing bodies and to air carriers and their agents.

5.7 Right to assistance at airports

- 5.7.1 When a disabled person or PRM arrives at an airport for travel by air, the managing body of the airport should be responsible for ensuring the provision of the assistance set out in paragraph 5.8.7 in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight. This notification should also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.
- 5.7.2 Where use of a recognised assistance dog is required, this should be accommodated provided that notification of the same is made to the air carrier or its agent or the tour operator in accordance with applicable national rules covering the carriage of assistance dogs on board aircraft, where such rules exist.
- 5.7.3 If no notification is made in accordance with paragraph 5.7.1, the managing body should make all reasonable efforts to provide the assistance in such a way that the person concerned is able to take the flight for which he or she holds a reservation.
- 5.7.4 The provisions of paragraph 5.7.1 should apply on condition that:
- The person presents himself or herself for check-in:
 - At the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - If no time is stipulated, not later than one hour before the published departure time, or
 - The person arrives at a point within the airport boundary designated in accordance with paragraph 5.5:
 - At the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - If no time is stipulated, not later than two hours before the published departure time.

- 5.7.5 When a disabled person or PRM transits through an airport of an ECAC Member State, or is transferred by an air carrier or a tour operator from the flight for which he or she holds a reservation to another flight, the managing body should be responsible for ensuring the provision of the assistance set out in 5.8.7 in such a way that the person is able to take the flight for which he or she holds a reservation.
- 5.7.6 On the arrival by air of a disabled person or PRM at an airport in an ECAC Member State, the managing body of the airport should be responsible for ensuring the provision of the assistance set out in 5.8.7 in such a way that the person is able to reach his or her point of departure from the airport as referred to in paragraph 5.5. The assistance provided should, as far as possible, be appropriate to the particular needs of the individual passenger.

5.8 Responsibility for assistance at airports

- 5.8.1 The managing body of an airport should be responsible for ensuring the provision of the assistance set out in paragraph 5.8.7 without additional charge to disabled persons and PRMs.
- 5.8.2 The managing body may provide such assistance itself. Alternatively, in keeping with its responsibility, and in accordance with recommended quality standards, the managing body may contract with one or more other parties for the supply of the assistance. In cooperation with airport users, through the Airport Users Committee where one exists, the managing body may enter into such a contract or contracts on its own initiative or on request, including from an air carrier, and taking into account the existing services at the airport concerned. In the event that it refuses such a request, the managing body should provide written justification.
- 5.8.3 The managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.
- 5.8.4 This specific charge should be reasonable, cost-related, transparent and established by the managing body of the airport in cooperation with airport users, through the Airport Users Committee where one exists or any other appropriate entity. It should be shared among airport users in proportion to the total number of all passengers that each carries to and from that airport.
- 5.8.5 The managing body of an airport should separate the accounts of its activities relating to the assistance provided to disabled persons and PRMs from the accounts of its other activities, in accordance with current commercial practice.
- 5.8.6 The managing body of an airport should make available to airport users, through the Airport Users Committee where one exists or any other appropriate entity, as well as to the enforcement body or bodies referred to in 5.14, an audited annual overview of charges received and expenses made in respect of the assistance provided to disabled persons and PRMs.
- 5.8.7 Assistance and arrangements necessary to enable disabled persons and PRMs to use the airport should include means to:
- Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in paragraph 5.5

- Move from a designated point to the check-in counter,
- Check-in and register baggage,
- Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- Proceed from the aircraft door to their seats,
- Store and retrieve baggage on the aircraft,
- Proceed from their seats to the aircraft door,
- Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- Proceed from the baggage hall to a designated point,
- Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- Move to the toilet facilities if required.

5.8.8 Arrangements should also be in place to ensure that:

- Where a disabled person or PRM is assisted by an accompanying person, this person should, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.
- Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs is provided subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.
- Temporary replacement of damaged or lost mobility equipment is made available, albeit not necessarily on a like-for-like basis.
- Ground handling of recognised assistance dogs is provided, when relevant.
- Information needed to take flights is communicated in accessible formats.

5.8.9 Member States should ensure that information for disabled persons and PRMs is harmonised and integrated as soon as practicable into the system used to inform all travellers. This information should be made accessible to all by supplying it in at least two languages, with necessary adaptations to meet the need of people with vision or hearing impairments, and easy to read versions for people with learning disabilities.

5.8.10 Member States should draw to the attention of airport managing bodies the quality standards set out in **Annex 5-C** "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility" and **Annex 5-D** "Guidelines on Ground Handling for Persons with Reduced Mobility". These standards should form the basis of the assistance mentioned in paragraph 5.8.2.

5.8.11 Airport Design

- 5.8.11.1 The layout and design of airport terminals have a major impact on the level and nature of assistance needed by disabled persons and PRMs. A well designed airport enables a far higher level of independent mobility to many disabled persons. The assistance that is needed may also depend on distances through the airport, for example from check in to departure gate.
- 5.8.11.2 Member States should ensure that from the first phase of planning, new plans for building or renovating airport installations open to the public meet the national or international accessibility standards for disabled persons and PRMs. Before final plans are submitted for approval, the advice of experts including experts from disability organisations should be sought to consider, at least, the following matters.
- 5.8.11.3 Means of transport to or from the airport, inside the airport area and between airports, should be organized so as to enable disabled persons and PRMs to be transported in the same conditions of comfort and safety as those available to other passengers.
- 5.8.11.4 Parking spaces should be reserved for disabled persons' and PRMs' cars. Those spaces should be located as close as possible to the terminal and the way to the entrance should be made as easy as possible. Intercoms should be installed near those reserved parking spaces in order to make it easier to communicate with the organization responsible for help to PRMs.
- 5.8.11.5 Pedestrian crossings should be accessible to disabled persons and PRMs.
- 5.8.11.6 Changes in level should be compensated by installations in conformity with accessibility parameters adapted to disabled persons and PRMs.
- 5.8.11.7 All points of access to each building open to the public should be accessible to disabled persons and PRMs and connected to points served by public transport.
- 5.8.11.8 All areas in the terminal building that are open to the public, including all facilities, should be designed in such a way that disabled persons and PRMs can reach and use them without difficulty, in particular:
- Toilets
 - Restaurants
 - Shops
 - Communication equipment
 - Counters.
- 5.8.11.9 Installations which are reserved or designed for disabled persons and PRMs should be appropriately signed, by following internationally agreed standards.

5.9 Quality standards for assistance

- 5.9.1 With the exception of airports whose annual traffic is less than 150 000 commercial passenger movements, the managing body should set quality standards for assistance and determine resource requirements for meeting them, in cooperation with airport users, through the Airport Users Committee

where one exists, and organisations representing disabled passengers and PRMs.

- 5.9.2 In the setting of such standards, full account should be taken of internationally recognised policies and codes of conduct concerning facilitation of the transport of disabled persons or PRMs, notably the present recommendations and its Annexes, such as **Annex 5-C** "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility".
- 5.9.3 The managing body of an airport should publish its quality standards.
- 5.9.4 An air carrier and the managing body of an airport may agree that, for the passengers whom that air carrier transports to and from the airport, the managing body should provide assistance of a higher standard than the standards referred to in paragraph 5.9.1 or provide services additional to those recommended. For the purpose of funding either of these, the managing body may levy a charge on the air carrier additional to that referred to in paragraph 5.8.3, which should be transparent, cost related and established after consultation of the air carrier concerned.

5.10 Assistance by air carriers

- 5.10.1 An air carrier should provide the necessary assistance without additional charge to a disabled person or PRM departing from, arriving at or transiting through an airport in an ECAC Member State provided that the person in question fulfils the conditions set out in paragraphs 5.7.1, 5.7.2. and 5.7.4.
- 5.10.2 The assistance provided should include:
- Carriage of recognised assistance dogs in the cabin, subject to national regulations.
 - In addition to medical equipment, carriage of up to two pieces of mobility equipment per disabled person or PRM, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).
 - Communication of essential information concerning a flight in accessible formats.
 - The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.
 - Assistance in moving to toilet facilities if required.
 - Where a disabled person or PRM is assisted by an accompanying person, the air carrier should make all reasonable efforts to give such person a seat next to the disabled person or PRM.
- 5.10.3 Member States should ensure that disabled persons and PRMs be given the necessary assistance on board by airline cabin staff.
- 5.10.4 In case an on-board wheelchair is available this should be easily accessible for any passenger in need of it during the flight.
- 5.10.5 Member States should introduce provisions by which aircraft coming newly into service or after major refurbishment should be equipped as follows:

- a) In aircraft with 30 or more seats at least 50% of all aisle seats should have moveable armrests.
- a) Aircraft with more than one aisle should be equipped with at least one spacious lavatory for PRMs catering for all kinds of disabilities.
- b) Any other aircraft equipped with at least two lavatories should have at least one catering for the special needs of PRMs (door wide enough to assist the PRM passenger, doors should open outwards or sliding doors should be used, fitting of handles, privacy curtains on both sides across the aisle, disappearing threshold if necessary).
- c) Aircraft of 100 or more seats should have at least one on-board wheelchair.
- d) Aircraft of 60 or more seats which are equipped with a lavatory for PRMs should have at least one on-board wheelchair available on any flight.
- e) Aircraft of 60 or more seats not yet equipped with a lavatory for PRMs should carry an on-board wheelchair when this is requested by a PRM at least 48 hours prior to departure.
- f) Aircraft of 100 or more seats should have a priority space in the cabin, designated for storage of at least one vertically folding personal wheelchair not exceeding ISO dimensions.
- g) Particular attention should be paid to colour and tone contrast and also to having an even level of lighting.

5.10.6 Member States should also draw to the attention of their air carriers, the provisions of **Annex 5-E** "Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public".

5.11 Training

5.11.1 Air carriers and airport managing bodies should:

- ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and PRMs have knowledge of how to meet the needs of persons with various disabilities or mobility impairments;
- provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate.

5.11.2 So that disabled persons and PRMs can be informed as they need, priority should be given to training airport, airline and travel agency personnel to communicate information to disabled persons and PRMs needing special assistance. These personnel also need to know how to give practical assistance to disabled persons and PRMs and how to ask disabled persons and PRMs what assistance they need and how best to provide it. The training should be delivered in cooperation with disability organisations.

5.11.3 Member States should draw the attention of airport managing bodies and air carriers to the guidance in **Annex 5-B** "Guidance Material for Security Staff – Key points for checks of PRMs", **Annex 5-E** "Guidelines on awareness and

disability equality for all airport and airline personnel dealing with the travelling public" and **Annex 5-G** "Training".

5.12 Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices

- 5.12.1 Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or transported on board aircraft, the passenger to whom the equipment belongs should be compensated, in accordance with rules of international, Community and national law.
- 5.12.2 Disabled persons and PRMs need to have a clear understanding of their responsibilities for mobility equipment as well as their rights if problems arise. Member States should publicise to organisations representing disabled persons and PRMs the information contained in **Annex 5-A** "Guidance leaflet for persons with reduced mobility who may be infrequent or first time flyers".

5.13 Enforcement body and its tasks

- 5.13.1 Each Member State should designate a body or bodies responsible for the implementation of these provisions as regards flights departing from or arriving at airports situated in its territory. Where appropriate, this body or bodies should take the measures necessary to ensure that the rights of disabled persons and PRMs are respected, including taking account of the quality standards referred to in paragraph 5.9 and **Annexes 5-C** and **5-D**.
- 5.13.2 Member States should, where appropriate, provide that the enforcement body or bodies they have designated should also ensure the satisfactory implementation of recommendations set out in paragraphs 5.8.1 to 5.8.9, including as regards the provisions on charges with a view to avoiding unfair competition. They may also designate a specific body to that effect.

5.14 Complaint procedure

- 5.14.1 A disabled person or PRM who considers that they have not received the level or quality of service to which they should be entitled, should have the possibility to bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.
- 5.14.2 If the disabled person or PRM cannot obtain satisfaction in such way, it should be possible to make complaints to any body or bodies designated by the Member State in accordance with paragraph 5.13, or to any other competent body designated by a Member State, about an alleged infringement of the regulations in force in that Member State which are relevant to the provisions in this Section.
- 5.14.3 A body in one Member State which receives a complaint concerning a matter that comes under the responsibility of a designated body of another Member State should forward the complaint to the body of that other Member State.
- 5.14.4 The Member States should take measures to inform disabled persons and PRMs of their rights and of the possibility of complaint to a designated body or bodies.
- 5.14.5 Member States should ensure that information about rights and means of redress are widely publicised to organisations representing disabled persons

and PRMs. In this context, the guidance contained in **Annex 5-A** may also be useful.

5.15 Penalties

- 5.15.1 Member States should take all necessary measures to ensure that the provisions in this Section are implemented, including by providing for penalties in case of infringements to the regulations applying these provisions in the national framework.

5.16 Annexes

The following annexes have been added to complement Section 5:

Annex 5-A: Guidance leaflet for persons with reduced mobility who may be infrequent, or first time, flyers;

Annex 5-B: Guidance material; for security staff – Key points for checks of PRMs;

Annex 5-C: Code of Good Conduct in ground handling for persons with reduced mobility;

Annex 5-D: Guidelines on ground handling for persons with reduced mobility;

Annex 5-E: Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public;

Annex 5-F: Advisory note on procedures for carrying disabled passengers and passengers with reduced mobility;

Annex 5-G: Training;

Annex 5-H: Guidance on pre-notification of disabled passengers and PRMs;

Annex 5-I: US Air Carrier Access Act Regulation (14 CFR PART 382) and EU Regulation 1107/2006: Compatibility And Potential Conflict.

ANNEX 5-A

**GUIDANCE LEAFLET FOR PERSONS WITH REDUCED MOBILITY WHO MAY BE
INFREQUENT, OR FIRST TIME, FLYERS**

GUIDANCE LEAFLET FOR PERSONS WITH REDUCED MOBILITY WHO MAY BE INFREQUENT, OR FIRST TIME, FLYERS

As a disabled person or a Person with Reduced Mobility (PRM) you should be able to enjoy the same opportunities to travel by air as everyone else. In EU Member States your rights are protected under Regulation (EC) 1107/2006. Most services you will need will be provided free of charge, e.g. assistance with boarding the aircraft. But it is worth making sure, when booking, that there will be no charges made. In EU Member States, the Regulation sets out the assistance that both the airport and the airline must provide and specifies that this assistance must be free of charge. Non-EU European States should apply similar provisions as recommended by the European Civil Aviation Conference (ECAC).

To ensure all goes smoothly and your journey is as stress free and comfortable as possible there are some simple "points to follow:

- Make sure you have all the information you need before finalising your travel plans
- Be realistic about your own needs, particularly if you cannot walk long distances without help. The distances between the check in desks and the departure gates can be very long.
- Check that the airline or tour operator is able to meet those needs.
- Contact them to make sure they know, understand and can meet your particular needs.
- Don't assume that help will be available "on demand". Pre-booking assistance at least 48 hours in advance is the best approach.
- Don't assume that staff know the best way to lift or transfer you - if they don't ask, tell them! Even though, in all European states they should all have been trained in safe lifting, etc, it is always best to tell them what your particular needs and preferences are.

The airline also has responsibilities to you as a passenger. You must both play your part if the journey is to be as comfortable and stress free as possible.

Under international agreements and EU law, compensation for lost or damaged personal baggage (which includes mobility equipment) is subject to limits that may not cover the true costs of replacement or repair. It is recommended that before you travel you should check the limit of your travel insurance and make sure your travel insurance provides cover for your mobility equipment. You may need to extend your insurance policy in this area.

Getting the information you need

Assistance

There may be specialist organisations in your country who can advise you on the services offered by various airports and airlines. They will generally be well experienced in dealing with disabled persons and PRMs and can offer informed advice on the services available. Some may also be able to make your travel arrangements direct.

Alternatively, you may want to use a particular travel agency or booking agent. It is vital when you make your booking that you tell the agent about your particular travel needs so that they can be recorded as part of your booking. It is recommended that you should request written confirmation to ensure that they have recorded your requirements accurately.

Your needs

Airlines use an internationally recognised coding system to identify the level of assistance they will need to provide to particular disabled persons and PRMs. A copy of that list is attached.

The questions the agent (or through them, the airline) asks may seem intrusive, but they are necessary to ensure that you receive the type of service you need. The following are some examples of the questions you might be asked:

- What are your needs ?
- Are you able to walk through the airport terminal to the aircraft, or will you require a wheelchair/buggy?
- If you require a wheelchair will you be using your own chair?
- Is the chair:
 - collapsible?
 - power operated?¹
- How heavy is your chair and how big is it (width and length)?
- Do you need someone to push you in your wheelchair?
- Are you able to walk up and down aircraft steps, or will you require assistance boarding and disembarking?
- Can you transfer from a wheelchair unaided?
- Are you able to walk about inside the aircraft, or will you need to use an on board wheelchair, if there is one?
- Do you need to know if there will be a toilet on the plane that is accessible to the onboard wheelchair?
- What assistance will you need, if any, during the flight. Please specify. The airline cannot assist with feeding, lifting, communicating, medicating and providing assistance inside the toilets. If you need help with those you will need to be accompanied.
- What type of seat suits you best?
- Are you taking any medical equipment?
- Are you asthmatic or do you have other breathing difficulties?

If you also have a serious medical condition, you must contact the airline and it may be necessary to provide a « Fitness to fly » certificate. You may be asked at the airport to confirm your fitness to fly.

¹ Not all aircraft can accommodate wheelchairs with batteries in the aircraft hold for safety reasons. It is very important to check before you travel.

Booking

You will be able to have access to all types of ticket, e.g. economy, business, etc..., but not all of those types of ticket may be able to offer the facilities you require. For example, if you need extra legroom an economy class seat may be unsuitable. You are strongly advised to make your reservation in advance where possible 7 days in advance, but at least 48 hours before you intend to travel. This should ensure that the assistance you need is made available. It may also save disappointment. Some airlines limit the number of disabled passengers who can travel on any flight; limits are related to the size of the aircraft and the level of service required by the passenger. By booking early you can increase your chances of travelling when you want. Of course, if you need to cancel a reservation you should let the airline know as soon as practicable so that your seat is available for other PRMs.

Boarding and disembarking

If your pre-planning has worked then all your needs should be met in accordance to your booking.

If you use a wheelchair, you need to be aware of what will happen to it during the flight.

It may be possible to store a manual, folding wheelchair in the passenger compartment if suitable accommodation is available.

It is more likely, however, that your wheelchair will be stowed in the luggage hold; this would certainly be the case for all powered wheelchairs.

In either case, airports and airlines should allow you to remain in your own wheelchair to the door of the aircraft. They should also deliver your wheelchair to the same place upon arrival at your destination. In the case of heavy, non-collapsible powered wheelchairs this may not be possible. If, for safety reasons, the wheelchair needs to be stowed in a particular way in the aircraft hold, or at airports where wheelchairs have to be lifted up and down stairs at the gate and staff would be at risk, it may not be able to allow you to remain in your own wheelchair.

You also need to be aware of security arrangements which apply to all passengers but may be particularly significant if you need to use mobility equipment or carry medication with you on the flight. All mobility equipment, including wheelchairs is subject to rigorous security checks. However, these checks should be done in a way that minimises inconvenience or stress.

You may also be subjected to a body search. If you would prefer to have this done in private because of the nature of your disability, you can ask to be taken to a separate screening area.

In some airports you will be required to transfer to an airport wheelchair to pass through the scanning equipment so that your chair can be thoroughly checked. Searches may also be made of the content of your hand luggage. This should always be done with discretion and items should always be replaced in the same order.

There is currently a restriction on the carriage of liquids on board aircraft to a maximum of 100 ml per container. However, you are allowed to carry essential medicines of more than 100ml in your hand baggage, but you will need prior approval from the airline and departure airport and supporting documentation (e.g. a letter from your doctor or a prescription).

Make sure you have any necessary medication in your hand baggage and check that you have packed enough to cover any delays to your flight or in case of a lost or delayed baggage.

On board

If you require the use of an onboard wheelchair then this should have been confirmed when you made your booking. You will not be able to use your own wheelchair on board any flight because the aisles are too narrow to be able to move up and down. If you have a sensory impairment, the airline staff should make themselves known to you and should offer the appropriate level of assistance during the flight. For example, they should explain the emergency procedures and they can assist with food packaging.

If you have breathing difficulties and require supplementary oxygen for the duration of the flight, the airline may provide supplementary oxygen. Some airlines will make a charge for this service. Some airlines will allow you to carry your own oxygen – you should always check with your airline beforehand. Airlines are not required to carry oxygen for first aid purposes although many do. They are only required to carry oxygen for passenger use after a cabin depressurisation and in medical emergencies.

At the end of your journey

If the airline meets all your needs - in accordance with your booking - then your journey should be as comfortable as anyone else's. But if things do go wrong, it is worth notifying the problems promptly to the relevant bodies.

For flights within the European Union or provided by an EU airline, you should complain in the first instance to the managing body of the airport concerned or to the air carrier concerned, or to the tour operator if you do not know the air carrier. If you are not satisfied with the way your complaint is handled through these channels, you can complain to the National Enforcement Body for the country concerned. A list of contacts for such bodies in the European Union is published on the European Commission website¹.

For airports and air carriers outside the EU you should follow the same procedure but you may not have the same level of legal redress. If you are not satisfied with the response you receive then you may want to consider taking it up with the aviation authority or the ministry of transport in your country.

AIRLINE CODES

Air carriers have defined codes to specify the condition and special needs of the passengers they carry. These codes, which are standardised, are essential for each operator (air carriers, airports) in the travel chain to organise the service needed. They are explained hereunder, for information purposes only. Selecting the appropriate code remains the sole responsibility of the air carrier.

WCHR Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

¹ http://ec.europa.eu/transport/passengers/air/doc/prm/2006_1107_national_enforcement_bodies.pdf

- WCHS** Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- WCHC** This category covers a wide range of passengers. It includes those who are completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to their specific needs, the process being inverted at arrival. This category also includes passengers with a disability only affecting the lower limbs who require assistance to embark and disembark and to move inside the aircraft cabin but who are otherwise self-sufficient and can move about independently in their own wheelchair at the airport. Specifying the level of autonomy at the time of booking will avoid the provision of inappropriate assistance.
- DEAF** Passenger who is deaf or hard of hearing or a passenger who is deaf without speech.
- BLIND** Blind or visually impaired passenger.
- DEAF/BLIND** Blind and deaf passenger, who can move about only with the help of an accompanying person.
- DPNA** Disabled Passenger with intellectual or developmental disability Needing Assistance. This covers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome and who will need assistance.
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ANNEX 5-B

**SPECIALIST GUIDANCE MATERIAL FOR SECURITY STAFF - KEY POINTS FOR
CHECKS OF DISABLED PERSONS AND PRMS**

SPECIALIST GUIDANCE MATERIAL FOR SECURITY STAFF - KEY POINTS FOR CHECKS OF DISABLED PERSONS AND PRMS

Disabled persons and persons with reduced mobility (PRMs) are not exempt from security checks, but it is important that such checks are carried out carefully and sensitively.

General

- Always be discreet
- Use plain clear speech, not jargon words
- Address the person directly and naturally
- Think carefully about the implications of any action you may take
- In all situations security clearance should be performed in a dignified manner
- Explain why a different screening method is necessary
- Always explain the procedures you are following
- Verify that all special needs are correctly identified
- Do not impose help

Screening of persons

- Be aware of hidden disabilities
- Are you able to recognise common medical aids and understand suitable methods to search them?
- Always offer a private search out of the view of other people
- Ask the disabled person or PRM how to best help them and listen carefully to their needs
- Invite the PRM to voice any discomfort and be prepared to use an other technique if necessary
- When searching someone in a wheelchair, crouch down to be at their height
- Use firm but gentle movements. Be discreet.
- Make sure that the person can stand on their own before you take away a stick, walking frame or crutches to search them
- Arrange guidance for a blind person before taking away a white stick or the guide dog

Wheelchair search/assistance dogs

- Airport wheelchairs should be checked regularly
- Special search procedures should be applied to personal wheelchairs

- The harnesses worn by assistance dogs may set off the alarm of the walk-through metal detector

Screening of Baggage

- The person may not be able to lift the bag on, or off, the conveyor of the x-ray machine
- The person may not be able to hear your cry of "Whose bag?" nor see their bag in order to identify it following security screening
- Always call for a witness when searching the bag of a blind person
- Re-pack bags carefully. It is important that the contents of a blind person's bag are replaced exactly as you found them
- Ensure all medication is carefully repacked
- Be discreet especially when handling medical aids and when you require additional information. Maintain the confidentiality of the information communicated by the person. Passengers may not even want those with whom they are travelling to be aware of medication or other personal matters..
- Always remember the option of a private search
- Always remember that the security clearance should be performed in a dignified manner

Note

Remember, it is important to be thorough but applying the procedure does not prevent you from acting with care and sensitivity as long as the job gets done to the necessary standard.

GENERAL PRINCIPLES

DIGNITY

Remember to focus on the person, not the disability. All passengers should be treated with respect.

AWARENESS

Not all disabilities are obvious. For example, some passengers may be deaf or hard of hearing, and others may have learning disabilities.

Always speak clearly and look directly at the passenger. Keep the language simple - this will help people with learning disabilities and others who may not have a good command of your language.

Ask how you can assist and LISTEN to the advice which is offered. Disabled people are best placed to advise on how to deal with their particular needs.

SENSITIVITY

Some people will find it impossible to lift their arms or move in a particular way. Once you have established what they can do be prepared to listen to their comments during the procedure and act upon them. A badly handled search can lead to pain for hours or maybe days afterwards.

After baggage searches remember to replace the contents of blind people's bags in the order you found them.

DISCRETION

Remember that there are private rooms available for searches.

When handling personal possessions, particularly those relating to hygiene or other disability needs, be discrete.

Reverse side of leaflet:

Persons with Reduced Mobility (PRMs) should be subject to security screening in the same way as other passengers. But while it is important to be thorough when searching PRMs, applying the procedure does not prevent you from acting with care and sensitivity, as long as the search is carried out to the necessary standard.

ANNEX 5-C

**CODE OF GOOD CONDUCT IN GROUND HANDLING FOR DISABLED PERSONS
AND PERSONS WITH REDUCED MOBILITY**

CODE OF GOOD CONDUCT IN GROUND HANDLING FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Definition

'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;

This definition does not include people who are sick and who need, for example, to travel on a stretcher or to receive in flight medical attention.

1.1 Introduction

The following specification provides guidance on the general nature and scope of the special assistance services to be provided and delivered at an airport in accordance with local, national & European legislation in order to ensure professional and seamless services to disabled persons and PRMs.

Airport managing bodies should work in partnership with all other operators, including air carriers and Ground Handling Companies, at a local level to organise special assistance for disabled persons and PRMs. Arrangements for the provision of special assistance should be in accordance with the EU Regulation (EC) 1107/2006 and disabled persons and PRMs should not be charged directly for the assistance they require. This does not apply to commercial medical services.

Disabled persons and PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life. Discrimination towards disabled persons and PRMs in air travel should be prohibited. Disabled persons and PRMs should not be refused booking or carriage due to their disability. Disabled persons and PRMs should not be charged directly for the assistance they require.

1.2 Strategy for Special Assistance Services

Airport Managing Bodies should work in partnership to review and develop the way that special assistance services for disabled persons and PRMs are organised in order to support the principle of a professional and seamless service set out in the introduction.

Key strategies:

- The service should be delivered in a harmonised, transparent, non-discriminatory way in accordance with the EU Regulation (EC) 1107/2006. The same procedures should be adopted in Member States outside the European Union.
- To improve levels of customer service and safety to disabled persons and PRMs, through a seamless service from quality suppliers, implemented with quality staff, equipment and a quality organisational structure, operating to meet and exceed prescribed customer service and safety standards.

1.3 Scope

The services to be provided should include:

- A booking service that enables the disabled person or PRM to notify his/her specific needs, and that ensures that these needs are recorded in the reservation system, for notification to all concerned entities in the travel chain.
- A pre-booking service, utilising all aspects of all common and modern media (Web sites, e-mail, telephone text etc., both nationally and locally, for all those disabled persons and PRMs requiring assistance on departure and arrival).
- Assistance from a designated point of set down at the airport to check-in.
- Assistance with registration at check-in and with security processes.
- Assistance in proceeding to the gate at the correct time for pre-boarding.
- Assistance in boarding and disembarking, including the provision of a suitable service for passengers who require special access to/from the aircraft (in accordance with local or national regulatory requirements).
- Assistance in the retrieval of baggage, and with immigration and customs processes.
- Assistance from / to connecting flights both for landside and airside, inter and intra terminal connections.
- Assistance up to the designated point of onward travel.
- Enabling the customer to use the airport facilities as requested, subject to sufficient time being available.
- Providing a wheelchair only service (non-assisted) as requested by passengers.
- Adequate assistance in case of (long) delays and/or cancellation of flights (covering the momentary needs of the disabled person or PRM).

1.4 Operating Principles

Provisions regarding the facilitation of the transport of passengers requiring special assistance have been consolidated into the eleventh edition of ICAO - Annex 9, Chapter 8.

The following principles should be reflected in the operation:

- Operating in accordance with the provisions laid down within the EU Regulation (EC) 1107/2006.
- Airports managing bodies are responsible under that Regulation (article 8) for providing assistance to disabled persons and PRMs.
- The airport should not charge the PRM directly. In any case, the service delivered should be in accordance, as a minimum, with the standards set out in Annex 1 of the Regulation and those are in accordance with ECAC Doc.30, Part 1.
- 'Handover' procedures should be avoided where possible. Where they cannot be avoided, procedures must be in place to ensure that there is continuity of service and that the passenger is not forgotten or left for too long.

- Seamless service should be provided where applicable.
- An effective system of prioritising, scheduling and achieving timely assistance should be achieved.
- Clear guidelines for the customer in order that they understand the provisions of the services should be available, including in an easy-to-read version.
- Waiting/meeting areas at strategic points within individual airports should be provided in a suitable manner.
- Where buggies are used, they should be organised and managed in a way that maximises their efficient utilisation.
- The efficiency of the operation, ensuring that the most effective processes for redeploying staff and equipment are utilised, should continually be reviewed and improved.
- Training programmes, based on the recommendations laid down within ECAC Doc 30, Part 1, appropriate to meet local regulations or national legislation, should be developed in partnership with representative disability organisations (see service level).
- All necessary equipment used to provide assistance to PRMs that should comply with local & national legislation and also local airport requirements including national security regulations should be kept in readiness and provided by the service provider.
- Airports in EU Member States must allow blind and other passengers who use them to be escorted by their recognised assistance dogs inside the terminals throughout their stay. The same policy should be adopted in all ECAC Member States.

1.5 Operating Hours and Locations

The suppliers should operate the required service during operational hours in landside, terminal and airside areas according to local requirements, including extended hours when necessitated by ad hoc or disrupted flights.

Set down and pick up points will include forecourts, public car parks, taxi ranks, coach and rail stations or other interchanges (where these exist within airport boundaries). Under EU Regulation (EC) 1107/2006 these points must be agreed at each airport in consultation with organisations representing disabled persons.

1.6 Service Standards and Performance Monitoring

These should be mutually agreed by the Airport Users Committee where one exists.

Service level targets and standards should be included in the service level agreement.

The following standards represent the minimum levels of service to be applied to the handling of disabled persons and PRMs. They are subject to adjustments agreed on by the local Airport Users Committee where one exists and all other stakeholders in accordance with the size of airport and the type of traffic concerned. PRMs and disabled persons should always receive assistance as soon as possible.

For Pre-Booked Departing Customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

For Non Pre-Booked Departing Customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

Note: Waiting times over 15 minutes are subject to availability of waiting areas as referred to in 1.5.

For Pre-Booked Arriving Customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes.

For Non Pre-Booked Arriving Customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes.

1.7 General

- All customers should be satisfied with the assistance provided
- Subject to pre-notification, 100% of departing customers who are at the designated point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure.
- Training is required for all employees including the management who deal directly with the travelling public at airports and shall be tailored to the employee's function. At least they should receive annual customer service training and disability awareness training, which should include the following:
 - Information on the range of disabilities incl. all types of temporary disability (broken legs, arms etc.)
 - Skills needed to communicate with disabled people, particularly those with a hearing impairment or learning difficulties.

- To deliver at least the minimum standards of service as defined in ECAC Doc 30, Part 1, the service provider of the special assistance to disabled persons and PRMs will employ well-trained and educated staff only.

Note: Training Courses should be developed in partnership with recognised national and European forums of people with a disability.

1.8 Performance & Quality Monitoring

There will be regular reviews to monitor the service provider performance against these standards and to continually improve performance-monitoring systems. Performance against some or all of the standards should be used to publicise the services provided and these could also be included within any future passenger charter.

Whilst regular market research surveys will be undertaken to measure performance, the suppliers should be expected to introduce their own performance monitoring systems and to provide reasonable data as required by the airport community.

2. Promoting Awareness

The service provider will be expected to provide useful information to the public and other airport organisations promoting awareness of the special assistance services or arrangements available.

They should also emphasise the importance of pre-booking and exploit the growing use of the Internet ensuring that information provided is in all accessible formats.

ANNEX 5-D

**GUIDELINES ON GROUND HANDLING FOR DISABLED PERSONS AND PERSONS
WITH REDUCED MOBILITY**

GUIDELINES ON GROUND HANDLING FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Introduction

1. Minimum standards of services

1.1 Scope of services

1.2 Quality of service

1.2.1. Minimum Service Requirements

1.2.2. Standard Operating Procedures and Protocol

1.2.3. Conditions

1.2.4. Complaints Handling

1.3 Equipment

2. Staff training

2.1 Training of staff who deal directly with the travelling public

2.2 Training of staff assisting disabled persons and persons with reduced mobility (PRMs)

Introduction

All ECAC Member States should, and EU and EEA Member States must under EU Regulation (EC) 1107/2006, ensure that the necessary measures are put into place at airports for "seamless" assistance to be provided to disabled persons and PRMs by staff trained and qualified to meet their needs.

Particular attention should be given to raising staff awareness of the specific needs of different groups of people with disabilities - physical, sensory (hearing and visual), hidden, or cognitive. the utmost consideration should be given to ensuring that disabled persons and PRMs are treated with respect and dignity and that they are able to maintain their independence.

Assistance should be available from the designated arrival area at the airport to the point at which the disabled person or PRM is seated on board the aircraft and vice versa. Appropriate equipment to assist the disabled person or PRM should be available and provided when necessary. In the EU and EEA Member States, service providers are required under Regulation (EC) 1107/2006 to provide such equipment.

Organisations representing different groups of people with disabilities should be consulted in the development of training programmes, policies and procedures.

Detailed guidelines are provided below.

1. Minimum standards of services

1.1 Scope of services

The services to which this section applies should include assistance and provisions as outlined in "**Annex 5-C**, section 1.3 Scope" of this Document. The scope of services should also include:

- (a) appropriate assistance in locating facilities, including (but not limited to) toilets, baggage delivery, money exchange, connecting modes of transport, arrival meeting points, telephone or other accessible means of communication;
- (b) appropriate assistance with transporting luggage to and from the designated set down points of the airport.

1.2 Quality of service

1.2.1 Minimum Service Requirements

The requirements, to be followed by the provider of assistance to disabled persons and PRMs, shall be agreed following consultation with stakeholders including organisations of disabled persons and PRMs, airlines, and the airport authority.

This consultation will also determine the designated arrival and set down points for disabled persons and PRMs.

These requirements should form the basis of Service Level Agreements (SLA)

1.2.2 Standard Operating Procedures and Protocol

Service providers should have Standard Operating Procedures (SOPs), including normal, contingency and emergency procedures laid down in a Protocol.

1.2.3. Conditions

In addition to **Annex 5-C**, special attention should be given to the following:

- (a) Staff at the airport have a responsibility to ask each PRM about the most appropriate way to provide assistance to them (e.g. how do they like to be guided or escorted, what causes them pain or discomfort etc).
- (b) Lifting a passenger with a physical disability from one wheelchair to another and from or into an aircraft seat should always be carried out by two staff members. The transfer should be performed with the greatest consideration for the dignity, safety and comfort of the PRM.
- (c) Under normal circumstances staff assisting a person with a physical disability should never manually carry him/her in order to provide boarding or deplaning assistance. The only circumstance in which manual lifting could be considered is in aircraft with 19 seats or fewer

where no alternative is available because of lack of space. In this case, health and safety and manual handling issues must have been fully considered.

- (d) The service provider should not leave a passenger with a disability unattended for more than 30 minutes, unless otherwise agreed with that passenger.

1.2.4 Complaints Handling

Service providers must designate staff, who are specially trained and whose responsibility is to investigate and resolve complaints and disagreements.

1.3 Equipment

For optimal assistance the following specifications are recommended. However they are not intended to be exclusive or restrictive or to inhibit the development of new designs:

- (a) **Wheelchairs** (preferably of the non-folding type and capable of being self-propelled) with a rigid seat, high backrest, detachable armrests, adjustable leg-rests, movable footrests and an adequate brake.
- (b) **Boarding wheelchairs**, which would be used to transport PRMs to and from their seat in the aircraft. These should be provided with folding armrests, a solid seat and back-support, an adequate braking system and safety belts
- (c) **Mini-carts/buggies** (electrically powered carts) to transport PRMs in the airport building where required by the airport layout. Use of these vehicles has to be in accordance with airport authority regulations.
- (d) **Accessible vehicle(s)** to transport PRMs between terminals and between a terminal building and remote aircraft stands where other passengers are transported by bus. If the buses provided for other passengers are not accessible to PRMs (wheelchair users), specialised vehicles should be provided which are available on the same basis. Unless they are low floor vehicles on which wheelchair securing is not required, the vehicles must be equipped with a system that securely locks wheelchairs into place and fitted with passenger restraint systems, in accordance with the standards for such a system in the given country. They must also be equipped with a boarding device - ramp or lift - to enable the PRM (wheelchair users) to board and alight from the bus. The vehicles must be designed for the transport of persons.
- (e) **Lifting vehicle(s)** capable of taking a PRM/wheelchair user up to the threshold of the aircraft door when the aircraft is on a remote stand. These vehicles should adhere to all existing standards and regulations on safety.

Such equipment should only be used for those disabled persons or PRMs who need it.

Equipment used for the assistance of PRM passengers should undergo regular safety inspections and maintenance. Maintenance records should be kept up-to-date at all times.

2. Staff training

The training principles listed below are by no means exhaustive. These list only the basic essential principles and should, in time, be supplemented by a detailed training manual. The training must be tailored to the employee's functions. Further guidelines on training matters are provided in **Annex 5-G "Training"**.

Organisations representing different groups of people with disabilities should be consulted in the development of training programmes.

2.1 Training of staff who deal directly with the travelling public

All airport and airline personnel who deal directly with the travelling public, including security personnel, guards and porters, should be trained to be made aware of and, where appropriate, be able to meet the needs of PRMs.

All new recruits should be given disability-related training when starting work. Staff should receive refresher training at least every two years and attendance at the training should be recorded.

This training should be focused on disability awareness training, including training on:

- (a) awareness and appropriate responses to passengers with physical, sensory (hearing and visual), hidden or learning disabilities, including how to distinguish between the different abilities of individuals whose mobility, orientation, or communication may be reduced;
- (b) barriers faced by disabled persons and PRMs, covering attitudinal, environmental/physical and organisational barriers;
- (c) assistance dogs, including the role and the needs of an assistance dog;
- (d) dealing with unexpected occurrences;
- (e) interpersonal skills and methods of communication with deaf and hearing impaired people, visually impaired people, speech impaired people and people with a learning disability;
- (f) general awareness of ECAC recommendations, IATA guidelines and EU legislation on air passenger rights including ECAC Document 30, Section 5 and its relevant Annexes including this one;
- (g) how to handle wheelchairs and other mobility aids carefully to avoid damage, (for all staff who are responsible for baggage handling).

2.2 Training of staff assisting disabled persons and PRMs

All staff assisting disabled persons and PRMs, including new recruits, should be given disability-related training when starting work. On a yearly basis, as an absolute minimum, staff should receive refresher training sessions on assisting disabled persons and PRMs. Attendance at the training sessions should be recorded in each staff member's personnel file.

In addition to the areas of training listed in Section 2.1 above, all staff assisting disabled persons and PRMs at an airport should also be capable of distinguishing between different types of disabilities (and the corresponding IATA code) and should have knowledge of the most appropriate form of assistance for each, including:

- (a) how to help wheelchair users make transfers into and out of a wheelchair;
 - (b) skills for providing assistance to disabled persons and PRMs travelling with an assistance dog, including the role and the needs of those dogs;
 - (c) techniques for escorting blind and partially-sighted passengers and for the handling and carriage of guide dogs and other assistance dogs;
 - (d) an understanding of the types of equipment which can assist disabled persons and PRMs and knowledge of how to handle such equipment;
 - (e) the use of the boarding and deplaning assistance equipment used and knowledge of the appropriate boarding and deplaning assistance procedures that safeguard the safety and dignity of disabled persons and PRMs;
 - (f) sufficient understanding of the need for reliable and professional assistance. Also awareness of the potential for certain disabled passengers to experience feelings of vulnerability during travel, because of their total dependence on the assistance provided.
 - (g) first aid.
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ANNEX 5-E

**GUIDELINES ON AWARENESS AND DISABILITY EQUALITY FOR ALL
AIRPORT AND AIRLINE PERSONNEL DEALING WITH THE
TRAVELLING PUBLIC**

GUIDELINES ON AWARENESS AND DISABILITY EQUALITY FOR ALL AIRPORT AND AIRLINE PERSONNEL DEALING WITH THE TRAVELLING PUBLIC

Introduction

1. Disability awareness and disability equality training for airline and airport personnel is crucial in order to ensure that passengers with disabilities receive the assistance they may need and that they are treated with respect. This training is required under EU Regulation (EC) 1107/2006 at Article 11 and is recommended for all ECAC Member States (see paragraph 5.11 at Section 5 in the main part of this Document).
2. Personnel who have an understanding of disability and its diversity, and the types of barriers people with disabilities experience in society, will be better able to provide a high quality service that respects the safety, independence and dignity of each passenger.
3. These guidelines are intended to be a source of information to identify best practice for personnel employed in the air passenger transport industry dealing directly with the travelling public. They focus mainly on the attitudinal barriers that disabled people are facing in air travel, and they offer solutions to some of those.
4. These guidelines need to be complemented with general information on ECAC recommendations, IATA guidance and relevant EU legislation in order to acquire comprehensive knowledge on the rights of disabled air passengers and how to best provide assistance to those passengers.
5. Training must cover the full range of disabilities. These guidelines provide information on how best to interact with and provide assistance to people with varying special needs. Training should be provided to all employees dealing with the general public, including refresher training when appropriate. Passenger feedback should be constantly analysed and any necessary improvements fed into training programmes. The most important thing to remember when interacting and assisting disabled passengers and people with reduced mobility is to be respectful - what counts is to provide a high quality customer service, rather than necessarily to follow these guidelines word for word.

General Disability Awareness

6. Disabled people make up approximately 10 % of the population in Europe. Disabled people have the same right to non-discrimination and equal treatment as all other citizens and have the right to participate fully in all aspects of life, including air travel.
7. Disabled people are just like everybody else. It is important to remember that a person may have a disability, but the person himself or herself is not the disability. Therefore, the first thing to remember when interacting with a disabled person is to *focus on the person instead of the disability*.
8. Disabled people are a diverse group. They include people with reduced mobility, people who are blind or partially sighted, deaf or hard of hearing, people who have a learning difficulty or people with a mental health problem. There are also many people who have an invisible disability or a chronic / long term illness or some impairment (e.g. speech impairment). Other people have a combination of two or more types of disabilities. It is important to recognize this diversity and that someone's

difficulty in using air travel will vary according to how the environment accommodates their disability.

9. When you are communicating with disabled people, it is important to communicate directly with the person, whenever possible, and not via a personal assistant, a sign language interpreter or any other accompanying person or assistant. It is important to respect a person's privacy when giving assistance.

10. Remember that the specific needs of an individual passenger with a disability are not always visible and may not be covered by a code, such as IATA's classification on disability. When appropriate, you should therefore encourage the disabled passenger to explain about his or her individual needs for assistance when travelling by air. The majority of disabled people are experts in their own needs and are familiar with this procedure.

Providing assistance to disabled air passengers

11. In order to allow disabled air passengers to enjoy a "seamless" travel experience in the same way as able-bodied passengers, your assistance may be needed. Seamlessness is a concept that aims at providing a comfortable, safe and uninterrupted journey, with the provision of assistance that is adapted to the needs of each individual.

12. Most disabled people, irrespective of their disability, are capable of acting for themselves and/ or travelling on their own. Asking for, or receiving, practical assistance from you means that your action can enable the person to retain his or her independence. Always ask the person if he or she needs the assistance and what kind of assistance he or she actually needs in connection with travelling by air in order to understand their capabilities. Bear in mind that the disabled person might have experienced similar situations before.

13. Remember that information about a person's disability is personal. Some passengers are also reluctant to explain their needs in detail and this should be respected. Seek feedback from the disabled person to ensure that you are providing appropriate assistance.

14. Think of your assistance to a disabled person as providing professional service, to which the person is entitled, and avoid giving the impression that you are acting out of compassion or that you are doing them a favour. This could for example be done by avoiding giving the person with a disability special treatment apart from what is needed due to the disability.

15. Remember that some people will not be familiar with a particular airport and/or language and might therefore have difficulty in knowing what their needs are at that airport. Your support and information is needed and appreciated in such cases.

16. Remember also that unexpected occurrences – late gate change, delayed flights, emergency evacuations of an aircraft or of an airport etc – are already stressful for the non-disabled passenger, but are often particularly difficult for disabled people. Be prepared to respond to the individual needs of disabled people in these situations.

17. An understanding of the different barriers that disabled people face will enable you to provide assistance that better meets the needs of the passenger.

18. There are different kinds of barriers and these barriers affect people with different types of disabilities in different ways. You will find some examples of barriers for people with specific impairments in the following section. However, this is not an exhaustive list and is given only as a guide to the challenges you may face.

19. Common for all is the *attitudinal barrier*, which is perhaps the most difficult obstacle for disabled people to overcome. A person is not equal unless you treat him or her as an equal. Negative attitudes towards disabled people exist everywhere, starting at a very early stage in life.

20. When we meet people who are different from what we are used to, we feel unsure about how to react and think. The attitude we have to life, to ourselves and our surroundings, influences our behaviour. If we are able to change our attitude we are able to change our behaviour.

21. Research studies show that non-verbal communication has a significant impact on how people feel they are being treated. Spoken words are only a part of the experience that the passenger will have when interacting with you.

The diversity of disability

22. As disabled people form a heterogeneous group, the specific assistance needs will vary considerably from one individual to the other. In this section you will however find some basic information about the needs of people with some common types of impairment. Keep in mind that you are dealing with individuals and that these guidelines may not always be appropriate. Also, health and safety requirements may in a limited number of cases oblige you to avoid giving a certain kind of assistance to an individual.

Wheelchair users

23. Wheelchairs can be manual or electric and have various functions and dimensions. Wheelchair users rely on their chairs, which are often adapted to their individual needs. The wheelchair is the most vital part of the independence and dignity of the user. Therefore it is important to let the person stay in his or her individually adapted chair as long as possible during the journey. As an example, in order to be able to use an accessible toilet before the departure of the flight, many wheelchair users depend on their own chair. Be aware that the vast majority of wheelchair users are unable to use the small toilets which are provided in aircrafts.

Useful hints:

- Look directly at the wheelchair user. For long conversations, kneel down to the height of the wheelchair user or bring a chair in order to allow for a more comfortable conversation.
- Do not lose eye contact when standing up.
- If the height of a check-in or ticket office desk is not adapted to the needs of wheelchair users, think about coming around to their side of the desk.
- Offer to help opening heavy doors or picking up things that might have fallen on the floor. Ask if the person wants help with luggage or to reach anything that is at a non-accessible level.
- Do not lean on or push the wheelchair without asking first.
- Do not position the wheelchair so that the person is facing a wall or other obstruction.

24. Be aware that the design of the airport infrastructure or the aircraft may prevent wheelchair users from moving around independently. This is the case for example if there are steps in the airport environment or if a ramp is too steep.

People with walking difficulties

25. Many people with walking difficulties use walking aids, like sticks, crutches or walking frames, but some will not use any aids at all.

26. Some people with reduced mobility prefer to sit down. Others prefer to stand because of pain when sitting or difficulties to get up from the seated position.

Useful hints:

- Whenever possible, offer a seat.
- Offer help with coats, bags or other belongings.
- Offer to open heavy doors, to pick up items that might have fallen on the floor etc.
- People who have walking aids may find it difficult to use their hands when they stand up.
- Many diseases cause pain that can severely limit mobility. They can make holding and grabbing difficult or impossible. Weakness in limbs makes it difficult to move and maintain balance.
- People with amputated limbs, arthritis etc may have an increased sensitivity to touch and also to pain. The pain may increase in hot or cold conditions. Unskilled assistance may also hurt. Therefore, always ask prior to doing anything.
- Be aware that many people with walking difficulty will prefer to use a lift, where available, rather than an escalator or steps. Walking long distances at the airport can also be difficult or impossible.

People who are deaf or hard of hearing

27. Some people are deaf. Very many people are hard of hearing. This is an invisible disability.

28. People who have been deaf since birth or childhood often use sign language as their mother tongue. Those people normally rely on visual communication modes. Sometimes their literacy skills may have been affected – it is difficult to learn to write and read a language which you have never heard spoken, and, in addition, is not your mother tongue. Sign language is completely different from a spoken language and has its own grammar, lexicon and idioms. Spoken language is therefore for many deaf people their second or even third language.

29. People who have become deafened at a later stage in life more often use lip or speech reading, written messages or basic signs when communicating. Those people have developed and used the spoken language.

30. People who are hard-of-hearing often use a hearing aid and/or use lip or speech reading. A hearing aid can also be used together with other listening devices such as induction loop and desk loop.

31. Some people who are deaf or hard of hearing use hearing dogs.

Useful hints:

- The best thing is to ask how an individual prefers to communicate rather than guessing.
- People with a slight hearing loss can often manage without a hearing aid, but they are dependent on certain conditions for communication: good acoustics, no background noise, good lighting and clear speech. However, it may not always be possible to ensure such conditions in an airport environment.
- People who have a severe hearing loss and those who have lost their hearing as adults can benefit from supportive signs and information in written form if such information is available. Other kinds of visual information might also be useful in some cases.
- You may need to attract the attention of a person who has reduced hearing by lightly touching his or her shoulder or indicating with your hand.
- Do not shout when speaking, but use a normal speaking tone. This is important as it is more difficult to lip-read when a person is shouting, nor does not make the message clearer, just louder. Speak rather slowly, looking at the person, and use other words if the person has difficulties understanding what you mean. Use signs and body movements to make yourself understood.
- Face the light and keep your hands away from your mouth.
- You can also write down shorter messages if this makes the conversation easier.
- Deaf people and people who are hard of hearing need the same range of information as all other passengers.
- Be aware that people who are hard of hearing will have difficulties if important information is only communicated by audible means or if there are no induction loops at the main facilities of the airport. In the same way, a person who is hard-of-hearing will have difficulties following important video information on board, such as safety information, if there is no subtitling and/or sign language interpretation.

People who are blind or partially sighted

32. A person with a visual impairment may be totally blind or partially sighted. They might need guiding and assistance for orientation purposes, including directions to important services. Although people who are partially sighted may have some useful vision, they may still need help to find their way.

33. Many, but not all, people who are blind or partially sighted use a mobility aid, mainly a white cane or guide dog. The mobility aid is also a distinctive symbol that a person is blind or partially sighted. Some partially sighted people use special glasses rather than having a mobility aid.

34. Most blind or partially sighted people need to be guided in airports, from the point of arrival in the airport to their seats on board an aircraft as well as from the aircraft seat to the point of departure from the airport.

35. People who are blind or partially sighted may have problems with orientation, but not with mobility as such. Assistance given to them should be geared to their specific needs, for example a wheelchair would not be appropriate, unless a person specifically asks for one.

Useful hints:

- When addressing a person who is blind or partially sighted, introduce yourself by explaining your position and speak to him or her directly. Say if you are leaving - otherwise he or she could find himself or herself talking to an empty space.
- Always ask a person who is blind or partially sighted if he or she wants help. Some may not need any assistance. Never grab someone and take charge.
- Always ask a person who is blind or partially sighted how he or she would like to be guided. Some people may prefer to take your arm or may feel more comfortable if you take theirs. Some people, in particular those with partial sight, may only need oral guidance.
- A guide dog in harness is a working animal and should never be distracted. Do not feed or tend to a guide dog without first asking the owner if he or she minds. If a person has a guide dog you should approach him or her from the side opposite the dog. Do not take hold of the harness or lead as the person with sight loss needs these to control the dog. Some guide dog owners prefer to walk at your side without holding your arm. In some situations you can also walk in front – the dog will follow you.
- Warn about changes in ground surface and gaps, and explain loud noises which may alarm a person who is blind or partially sighted. If there are steps, let the person know if they go up or down. When approaching a door, say which way it is opening and on which side. Also, say if it is a revolving or a sliding door.
- Never back a person who is blind or partially sighted into a seat. Describe the seat to him or her (e.g. dining chair, low sofa) and place their hand on the back, arm or seat of the chair, whichever seems best. Also tell the person which way the chair is facing.
- When leaving a person who is blind or partially sighted, give some indication as to how long you will be away. If you have to be away for a longer period of time, give information about where assistance can be found during your absence. Schedule changes and other unexpected information must be communicated to him/her as soon as possible.
- When handing something over to a person who is blind or partially sighted (e.g. passport, ticket), specify what it is and place it in the hand – do not simply leave it on the counter or desk.
- Be aware that a person who is partially sighted may find it difficult to get around independently when, e.g. signs are not in large, clear and well

contrasted print, lighting is not adequate, or transparent doors not clearly marked with contrasting coloured strips.

- Blind people and people who are partially sighted rely on audio information, information in Braille for those who read it, large print, or websites that are accessible for blind people (for example websites designed in accordance with the WAI guidelines¹). Also, blind people cannot read websites if computers do not have screen reader software installed. Therefore, you should not assume that they are aware of all relevant information if that information was not provided in those formats, and you should be prepared to communicate this information in an accessible way.

Deaf-blind people

36. If a person has difficulty hearing and seeing he or she can be called deaf-blind or 'dual sensory impaired'. A person is regarded as deaf-blind if his or her combined hearing and vision loss causes difficulties with communication, mobility and access to information'. Some deaf-blind people can be identified by the red and white cane they use to navigate their way around.

37. The different degrees of hearing and vision loss that deaf-blind people experience mean that their individual needs will vary from person to person. The needs of a deaf-blind person are also affected by when he or she loses his or her hearing and sight. A person who is born deaf and then loses sight will have different experiences and needs to a person who is blind or partially sighted and then loses his or her hearing. A person who is born totally deaf and blind will have limited communication and may often rely on touch to communicate.

Useful hints:

The hints on communication given in the section on people who are deaf or hard of hearing and on communication with and the guiding of people who are blind or partially sighted are also useful when you are assisting a deaf-blind person. However, there are also some specific steps you can take when communicating with a deaf-blind person.

For example:

- Lightly touch the deaf-blind person's shoulder to attract his or her attention.
- Ask the person how he or she communicates and take time to make sure he or she understands to help lessen possible anxiety.
- If the person communicates using lip reading, speech or sign language you will need to make sure that you are in a good position for them to see you before you start to communicate and that the lighting is on your face.
- If the person prefers to communicate using written messages make sure that they are written in large print with a thick felt tip pen in a colour that contrasts with the paper.

¹ For more information, please see www.w3.org/WAI/

- Some people use a Braille alphabet card which they will hold out to you so that you can place their fingertip on the Braille version of the letters.
- Some people may travel with a support worker, friend or family member who will be able to help you to communicate.

People with impaired speech

38. Many people have speech or language difficulties for various reasons. Do not assume that the person has a learning difficulty, as this is often not the case.

Useful hints:

- Concentrate on the communication and be patient and respectful. If you do not understand completely, tell the person that you do not understand, or repeat what you did understand in order to let the person fill in the gaps.
- Do not fill in the end of the phrases if a person speaks slowly. Let the person take his/her time to speak.
- If the person finds it difficult or tiring to speak, try only to ask questions that need a short answer, preferably just a nod or a shake of the head.
- Be aware that speaking a foreign language can be a barrier for any passenger, but in particular for a person with speech impairment.

People with learning difficulties

39. Remember first and foremost that a person with a learning difficulty has a wide range of skills and abilities which should be respected. Many of these people can live very independent lives and will need help only in some very precise areas of life (for example some can read but have difficulties with numbers, some can count and calculate but have difficulties reading the time on a clock, etc). Be patient when speaking to a person with a learning difficulty. Explain things easily and slowly and encourage the communication without patronising.

Useful hints:

- When you want to explain something:
 - Do not assume any previous knowledge of what you are talking about.
 - Use concrete expressions. Try to avoid metaphors and explain the ones you use.
 - Use familiar and short words, explain difficult words and avoid professional vocabulary or dialect. Avoid using directional terms, like right-left, east-west. Use words that relate to things you both can see.
 - Try always to use the same word for the same idea or concept.
 - Try to avoid negatives, but if you have to use negatives, accompany it with a shaking of your head.
 - One sentence should not contain more than one idea.
 - Do not give too much information at once. Try to present only the most important information.

- Give instructions in the order a person needs to follow them.
- Do not assume that the person is not listening just because you do not get oral or visual feedback. Rather ask if the person understands what you mean.
- When you need to get information or answers from a person with a learning disability:
 - Ask one question at a time,
 - Give them time to answer,
 - Be reassuring.
- People with learning difficulties can find it difficult to read notices. So it helps to explain the notice in an accessible way. Important information should also be provided in easy-to-read format, but remember that some people will need an explanation orally.
- Make sure that you have made yourself understood before leaving the passenger. If you are told that you were not understood, it might be because of:
 - A difficult word: try to explain this word or to use another word that is more easily understood;
 - Too much information: go through the different parts of the information separately;
 - Any other reason: try to find out what created the misunderstanding.
- Remember that most people with learning disabilities speak only one language. It might be reasonable to ask for help from a person who speaks the native language of the passenger.
- Be aware that a person with an intellectual disability may not be aware of important information communicated before the journey, if this information was not provided in easy-to-read format. Therefore, be prepared to communicate this information in one of the ways explained above.

Invisible disabilities

40. A high proportion of disabilities are not visible or observable in other ways. However, an invisible disability can have implications for an air passenger to the same extent as a visible disability. You should, therefore, always be open to needs related to disabilities that you can not observe. An open attitude will be an important element in encouraging people with invisible disabilities to tell you about their needs.

41. Bear in mind that it is not always easy for a person to talk about an invisible disability, since people living with such disabilities are often met with doubt or even suspicion. Therefore, a passenger with an invisible disability will in many instances expect you to be discreet e.g. in relation to other passengers or staff members.

42. The widely varying needs of people with invisible disabilities will demand different kinds of assistance. It is important to remember that a passenger with an invisible disability might need to bring specific assistive devices, medication or other material in order to be able to travel.

43. Mental health problems may cause anxiety, restlessness and even panic attacks. Medication may cause drowsiness and slower reaction.

Useful hints:

- People with mental health problems usually appreciate kindness, consideration and encouragement. Calm and reassuring behaviour makes the passenger feel safe. However, over friendly and enthusiastic service may seem aggressive.
- Here again, offer your help, but do not impose it.

Other disabilities

44. It is impossible to cover all types of disabilities in a document like this. In this section some of the most common impairments have been mentioned, but there will of course be many people who experience other kind of disabilities, visible or invisible, that are not mentioned above, but which will also need particular attention in an airport environment. Let the person express their needs if he or she wishes to do so, and do your very best to meet the individual needs.

45. Remember also that older people, with or without disabilities, might need particular consideration.

The role of assistance dogs

46. Guide dogs assist blind and visually impaired people by avoiding obstacles, stopping at kerbs and steps, and negotiating traffic. The harness and U-shaped handle fosters communication between the dog and the blind partner. In this partnership, the human's role is to provide directional commands, while the dog's role is to ensure the team's safety even if this requires disobeying a command that the dog judges to be unsafe.

47. Hearing dogs assist deaf and hard of hearing individuals by alerting them to a variety of sounds such as a door knock or doorbell, alarm clock, telephone, baby cry, name call or smoke alarm. Dogs are trained to make physical contact and lead their deaf partners to the source of the sound. Hearing dogs are identified by an orange collar and leash and/or vest.

48. Other assistance dogs give support to physically disabled people by retrieving objects that are out of their reach, by pulling wheelchairs, opening and closing doors, turning light switches off and on, barking for alert, finding another person, assisting ambulatory people to walk by providing balance and counterbalance and many other individual tasks that may be needed by a disabled person. Assistance dogs can sometimes be identified by a backpack or harness.

49. Remember that assistance dogs will need particular attention in the case of long delays, cancellations or other exceptional situations. As an example, these dogs might need to drink or be given a run during a delay or at the arrival of a long haul flight.

GlossaryAvoid using

Confined to a wheelchair, wheelchair-bound

Crippled

Lame

Deaf-dumb

Handicapped, invalid

Insane, crazy, psycho, maniac

Retarded, idiot, "downs"

Normal, healthy

Suffers from, afflicted by, victim of...

Dwarf, midget

Use instead

Wheelchair user

Has a mobility disability, person with tetra/quadriplegia

Has a mobility disability, person with tetra/quadriplegia

Deaf, hard of hearing

Disabled person

Has a mental health problem

Has a learning disability or an intellectual disability

Non-disabled

Has e.g. cerebral palsy/autism/epilepsy...

Person of short stature

ANNEX 5-F

**ADVISORY NOTE ON PROCEDURES FOR CARRYING DISABLED PASSENGERS AND
PASSENGERS WITH REDUCED MOBILITY**

ADVISORY NOTE ON PROCEDURES FOR CARRYING DISABLED PASSENGERS AND PASSENGERS WITH REDUCED MOBILITY

Introduction

1. The purpose of this document is to help crews understand the different levels of assistance needed by PRMs and to help airlines comply with the requirements of Regulations 1107/2006 and 3922/1991.
2. It has no statutory force and should be used only as informal guidance.
3. EASA recently (December 2008) commissioned research on these issues and will propose to the European Commission related Community regulations as appropriate once that work is complete.
4. This document therefore provides interim guidance that may be overtaken by future recommendations made by EASA to the European Commission.

Context

5. The number of disabled people and people with reduced mobility is increasing - particularly as a consequence of the ageing population. Improvements in access to airports and air services also mean that many more people with some degree of disability or reduced mobility are now travelling by air.
6. The European Regulation on air passenger rights for people with disabilities and people with reduced mobility (1107/2006) clearly spells out the rights and responsibilities of people with reduced mobility. The Regulation gives those people greater confidence to travel and so will encourage higher levels of travel still as passengers recognise their rights and the prospect of redress if airports or airlines fail to meet their legal duties. ECAC DOC 30 also includes a wide range of recommendations to facilitate air travel by PRMs.
7. Airlines and airports need to understand and respond to the broad spectrum of different passenger needs across the whole air travel market and the same is true of disabled people and people with reduced mobility.

EU OPS and PRMs

8. The EU-OPS Regulation¹ must be applied by EU airlines from 16th July 2008. These requirements will also apply in all non-EU JAA member states from that date in case JAR-OPS 1 is transposed into the respective national legal order.
9. The EU-OPS Regulation only comprises section 1 of JAR-OPS 1. However, pending the adoption of implementing rules related to operations based on EASA Regulation², Member States are allowed to use guidance material

¹ Council Regulation (EEC) No 3922/91 of 16 December 1991 on the harmonization of technical requirements and administrative procedures in the field of civil aviation (OJ L 373, 31.12.1991, p. 4–8), as last amended by Commission Regulation (EC) No 859/2008 of 20 August 2008 amending Council Regulation (EEC) No 3922/91 as regards common technical requirements and administrative procedures applicable to commercial transportation by aeroplane (OJ L 10, 12.1.2008, p. 1).
See <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31991R3922:EN:NOT>.

² Regulation (EC) No 216/2008 of the European Parliament and of the Council of 20 February 2008 on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council

contained in section 2 of JAR-OPS 1 provided that this material do not contradict applicable EU-OPS requirements.

10. The definition of PRM in Article 2 (a) of Regulation 1107/2006, as well as in Section 2 of JAR-OPS - IEM OPS 1.260, is much wider than a person with a disability. The definition includes older people, people who have sustained injuries etc. In other words it is understood to be a person whose mobility is reduced as a result of physical, sensory or cognitive impairment, age, illness or any other cause and who needs some degree of special accommodation or assistance over and above that provided to other passengers.

11. The current relevant text of EU OPS is as follows:

OPS 1.260 Carriage of PRMs

a) An operator shall establish procedures for the carriage of Persons with Reduced Mobility (PRMs)

b) An operator shall ensure that PRMs are not allocated, neither occupy, seats where their presence could:

(1) impede the crew in their duties

(2) obstruct access to emergency equipment,

(3) impede the emergency evacuation of the aeroplane

c) the Commander must be notified when PRMs are to be carried on-board.

12. The related JAR-OPS 1 Section 2 guidance material reads:

IEM 1.260

1. A PRM is understood to be a person whose mobility is reduced due to physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and when the situation needs special attention and the adaptation to a person's need of the service made available to all passengers

2. In normal circumstances PRMs should not be seated adjacent to an emergency exit

3. In circumstances in which the number of PRMs forms a significant proportion of the total number of passengers carried on board:

a> the number of PRMs should not exceed the number of able-bodied persons¹ capable of assisting with an emergency evacuation; and

b>the guidance given in paragraph 2 above should be followed to the maximum extent possible.

Directive 91/670/EEC, Regulation (EC) No 1592/2002 and Directive 2004/36/EC (Text with EEA relevance) (OJ L 79, 19.3.2008, p. 1-49).

See <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32008R0216:EN:NOT>.

¹ 'Able-bodied passengers' are defined in ICAO Doc 7192, Training manual Part E-1- as "Passengers selected by crew members to assist in managing emergency situations if and as required. Non-able-bodied passengers should be removed from exit rows prior to flight. In a planned emergency, able-bodied passengers will be briefed on their responsibilities if time permits".

Understanding Disability and Reduced Mobility

13. The terms "disabled person" or "person with reduced mobility" (PRM) are often used in a general sense and without distinguishing between the very different needs that people have when they are travelling by air.
14. For example, a person who has no use of their legs and therefore needs wheelchair assistance to reach a seat and to leave it may present safety issues for the evacuation of the aircraft in an emergency and for the safe egress of other passengers while somebody who is deaf or blind may present no greater risk than any other passenger under the same circumstances.
15. There are three broad categories of passengers whose needs should be considered:
 - Those with some kind of **physical disability** (which may range from total dependence on a wheelchair to a slight walking difficulty); this category would include the IATA "Codes Descriptors Applying To Disabled People Requiring Assistance" WCHR, WCHS, and WCHC;
 - Those with a **sensory impairment** (which again may range from profound deafness or total blindness to some degree of vision loss or hearing loss); this category would include IATA Codes Descriptors "Blind" , "Deaf" and Deaf/Blind";
 - Those with a **cognitive impairment, learning disability or mental health problem** which can range across a wide spectrum from total independence to high dependency on others. These would be encompassed by IATA Code Descriptor DPNA.
16. The extent to which people in any one of these categories need to receive special assistance will also vary considerably both according to the individual's particular needs and to the aircraft type and configuration and the passenger load but it is nonetheless possible to suggest some general principles.
17. The above mentioned IATA WCHC category includes a wide range of disabled passengers, from those whose disability affects only the lower limbs and who require assistance to embark, disembark and to move inside the aircraft, up to those who are completely immobile and require assistance at all time. Depending on the level of disability, a passenger within this category may be able to travel alone. If the airline does not accept (on medical or safety grounds) that they are able to do so, it may require that the individual travels with an accompanying person in compliance with Article 4 of Regulation 1107/2006. A person given the category WCHR or WCHS will have a good level of independent movement and should be self sufficient on the flight.
18. Airlines should enable PRMs and other passengers who need assistance – for example to fasten/unfasten a seat belt or grab an oxygen mask - to choose seating which minimises inconvenience to them and maximises the scope for cabin crew assistance providing that such seating does not impede the crew in their safety duties, does not obstruct access to emergency equipment and does not impede the emergency evacuation of the aeroplane. They should never be allocated seats in the exit row.
19. The commander's decision on the carriage of **any** passenger (including PRMs) is final. Any refusal of carriage of a PRM should be made only on the basis of a full understanding of the person's ability and level of autonomy and in full

compliance with Regulation 1107/2006 Article 4. It should never be based on generalised assumptions about disability.

It should also be noted that where a PRM has properly notified his/her needs during the booking stage and is later denied boarding, this is likely to contravene Article 3b and Article 4 of Regulation 1107/2006.

The following comments may be helpful to the commander and cabin crew in understanding the implications of each broad category of disability:

- **Physical disability:** where possible it is generally easier to allow a WCHC passenger to use an aisle seat provided that this does not impede other passengers from leaving their seats, nor impede the crew in their safety duties, nor obstruct access to emergency equipment or impede the emergency evacuation of the aeroplane. They should never be allocated seats in the exit row. Where the passenger cannot be allocated an aisle seat or does not wish to occupy one, they should nonetheless be allocated to a row with movable armrests to facilitate transfer.
- **Sensory impairment:** people who are blind or partially sighted and those who are deaf or hard of hearing will need help (which airlines are required to provide under Regulation 1107/2006) to access safety instructions and demonstrations. Guidance is available in ECAC DOC 30 on these and other issues of appropriate assistance. Where possible an aisle seat may be the most convenient both for ease of movement and for communication with the cabin crew provided that such a seating position does not impede the crew in their duties, does not obstruct access to emergency equipment and does not impede the emergency evacuation of the aeroplane. They should never be allocated seats in the exit row.
- **Cognitive impairment, learning disability or mental health problem:** Anyone with a profound learning disability is highly unlikely to be travelling alone. Those with less severe learning disability may need similar help to that given to a deaf person to ensure that they understand safety instructions. Similarly people with mental health problems may need some additional reassurance from cabin crew. Where possible an aisle seat may be the most convenient both for ease of movement and for communication with the cabin crew provided that such a seating position does not impede the crew in their duties, does not obstruct access to emergency equipment and does not impede the emergency evacuation of the aeroplane. They should never be allocated seats in the exit row.

Rights and Responsibilities

20. While there is growing emphasis across all walks of life on recognising and addressing the rights of disabled people and PRMs, there is also an important issue of responsibility which the passenger must recognise. For example if an individual disabled passenger or a group of PRMs travelling together fail to notify the airline in advance of their needs there is a greater risk that the airline will not be able to accommodate them (although under Regulation 1107/2006 they are obliged to make all reasonable efforts to accommodate them even in these circumstances).
21. Guidance on rights and responsibilities of PRMs is contained in ECAC Doc 30, Part I, Section 5 and Annexes at <http://www.ecac-ceac.org>

ANNEX 5-G

TRAINING

TRAINING

Introduction

1. There is a need for harmonised training at the European level of all personnel involved in the chain of air travel in order to ensure that the needs of disabled passengers and passengers with reduced mobility are appropriately met.
2. Doc 30 Part I, section 5, sets the objective of a harmonised implementation in all ECAC Member States, and its sub-section 5.11. establishes knowledge and training for such personnel.
3. This guidance is identical to the provisions in EU Regulation (EC) 1107/2006, Article 11. Recital 10 of that Regulation reads: "In organising the provision of assistance to disabled persons and persons with reduced mobility, and *the training of their personnel*, airports and air carriers should have regard to document 30 of the European Civil Aviation Conference (ECAC), Part I, Section 5 and its associated annexes, [...]."
4. The purpose of this Annex is to assemble into one document all guidelines on training contained in different Annexes to Doc 30 Part I, to facilitate the harmonised implementation of training for all the personnel concerned.
5. The following Annexes to Doc 30 Part I have been used in particular:
 - Annex 5-C – Code of Good Conduct in Ground Handling for Persons with Reduced Mobility: Section 1.8., Training;
 - Annex 5-D – Guidelines on ground handling for persons with reduced mobility: Section 2., Staff training;
 - Annex 5-E - Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public
6. The content of this Annex as regards training of air carriers engaged in commercial air transport with aeroplanes is without prejudice to the training required in accordance with Annex III to EU Regulation (EC) No 3922/1991.

ECAC Recommendation – Doc 30 Part I, Section 5

5.11. Training

5.11.1. Air carriers and airport managing bodies should:

- Ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and PRMs have knowledge of how to meet the needs of persons with various disabilities or mobility impairments;
- Provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- Ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate.

- 5.11.2 So that disabled persons and PRMs can be informed as they need, priority should be given to training airport, airline and travel agency personnel to communicate information to disabled persons and PRMs needing special assistance. These personnel also need to know how to give practical assistance to disabled persons and PRMs and how to ask disabled persons and PRMs what assistance they need and how best to provide it. The training should be delivered in cooperation with disability organisations.
- 5.11.3 Member States should draw the attention of airport managing bodies and air carriers to the guidance in **Annex 5-B** "Guidance Material for Security Staff – Key points for checks of PRMs", and to **Annex 5-E** "Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public", and **Annex 5-G** "Training".

Objectives

7. All personnel having direct contact with passengers, at and off the airport premises, should be aware of disability issues and of disability and equality principles.
8. All personnel in charge of providing direct assistance to disabled persons and PRMs should have knowledge of how to meet the needs of disabled persons and PRMs.
9. Each of the above two categories of staff should receive appropriate training. This training should be delivered prior to the personnel taking up duty. Refresher training courses should also be provided.

Training

10. Each of the categories of staff concerned should receive training, as follows:
- **All** staff having contact with the travelling public should receive training on the items specified in **Module 1**.

This training should be followed by staff concerned prior to taking up their duty. Refresher courses should be organised at least every two years. Training records should be established and kept.
 - **All** staff providing or involved in the provision of assistance to disabled persons and PRMs should receive training on the items specified in **Module 1** and either in **Module 2** (assistance provision at the airport) or in **Module 3** (assistance provision on-board aircraft).

This training should be followed by staff prior to taking up their duty. Refresher course should be organised **at least every year**. At the end of each course an exam is obligatory. Training records should be established and kept.
11. Training modules are at **Attachment 1**. An overview of a training matrix is at **Attachment 2**.

Target groups

12. The two defined categories of staff each comprises a variety of personnel, in terms of the duties performed. Accordingly, the two categories can be divided into sub-sets or target groups, as follows.

Staff in direct contact with the travelling public:

Services delivered at the airport by the airport and/or air carrier, or a sub-contractor of these, including:

- check-in and gate agents
- information desk agents
- lost and found desk agents
- parking agents

Services implemented at the airport by State entities, or entities acting on their behalf, including:

- border control and immigration
- security
- customs
- police

Services provided at the airport by other entities, including:

- retailers
- catering companies (restaurants, bars, lounges)
- cleaning companies

Services provided off the airport premises by air carriers, travel agents and tour operators, including:

- information and reservation services

Staff providing, or involved in the provision of, assistance to disabled persons and PRMs

Staff of the Airport managing body, or any sub-contractor acting on its behalf, providing assistance to the disabled persons and PRMs at the airport, including:

- assistance personnel
- PRM project managers
- Airport management personnel

Staff from operating air carrier, including:

- Cabin crew

13. While the training defined for each of the two main categories applies across target groups, the training delivered should be adapted to the duties performed by each target group. Teaching points which are directly relevant to the person's duties should be specific to those duties.

Trainers' requirements

14. Instructors in charge of training staff in PRM matters should:

- Have significant practical experience at a senior level in the assistance of disabled persons and PRMs in air travel;
- Have a full understanding of the relevant standards, legislation and recommendations (ICAO, ECAC, EU and US) and direct knowledge of reference documentation (ACI, IATA);
- Have knowledge and experience in instructional techniques; and
- Have qualification to instruct from recognised training entity or international organisations in aviation, and/or reference from previous contracts / employment successfully completed in the field of air travel.

Available expertise from representative disability organisations at European level should be used in support of the preparation and delivery of the training courses. Disabled people engaged in this process should have expertise and experience in a wide range of disability issues and not only their own particular disability.

15. Some aviation entities may have their own trainers and may wish to train these to become "in house" instructors on job-related PRM issues, in which case these trainers should successfully complete a train the trainer course on PRM issues, prior to taking up that duty. Train-the-trainer courses should:

- Be delivered by an instructor who meets the requirements described in paragraph 14.
- Include an initial course, of a minimum duration of four days, and periodical refresher courses, at least every two years.

The competences acquired by the trainee instructor should be tested. A minimum level of competence should be set. Trainees having successfully completed the test should be issued with a certificate of successful completion.

The Cost of Training

16. When a charge is levied by the airport managing body for funding the assistance to persons with disabilities and PRMs, the costs for training staff working at the airport should be included in the calculation of that charge.

ATTACHMENT 1 TO ANNEX 5-G

TRAINING MODULES

Module 1 Disability awareness

A – Legislation, Codes and Recommended Practices

- ICAO Annex 9
- EU Regulation (EC) 1107/2006 and implementing guidelines (objectives, requirements and obligations)
- ECAC DOC 30 Part I section 5
- US Air Carrier Access Act 14 CFR 382 and recent updates (objectives and differences with European legislation)
- IATA Resolution 700

B – Training areas

- General disability awareness
- Assistance to disabled passengers
- Statistics
- Causes of disability
- People with walking difficulties
- Wheelchair users
- Vision impaired people
- Hearing impaired people
- People with speech impairments
- People with cognitive impairments
- People with mental health problems
- Invisible disabilities
- Other disabilities

C – Knowledge and skills to be acquired

1. Awareness of, and appropriate responses to, passengers with physical, sensory, hidden, cognitive impairments, or mental health problems, including how to distinguish between the different abilities of individuals whose mobility, orientation, or communication may be reduced;
2. Understanding of barriers faced by disabled persons and PRMs, covering attitudinal, environmental/physical and organisational barriers;

3. Knowledge of assistance animals, including the role and the needs of an assistance animal;
4. Ability to deal with unexpected occurrences (like long delays, behaviour problems, health problems; etc.);
5. Interpersonal skills and methods of communication with deaf and hearing impaired people, visually impaired people, speech impaired people and people with a cognitive impairment or mental health problems;
6. General awareness of ECAC recommendations including Document 30, Part I, Section 5 and relevant Annexes, EU legislation, US legislation and IATA guidelines on access to air travel;
7. How to handle wheelchairs and other mobility aids carefully to avoid damage, (for all staff who are responsible for baggage handling).

Module 2 Assistance provision at the airport

A –Training areas

Participation of people with a disability and with experience in air travel is essential.

- Job description and potential risks
- Statistics, trends and prognostics
- Causes of disability
- Kinetics of lifting (theory and practice)
- Assistance of people with walking difficulties
- Assistance of people using wheelchairs
- Assistance of vision impaired people (theory and practice)
- Assistance of hearing impaired people (theory and practice)
- Assistance of people with cognitive impairments and mental health problems (theory)
- Basic principles of assistance at different stages during the journey at the airport(Check-in; customs; security check; luggage belt, lost and found, etc)
- First aid (this should be delivered by an organisation or individual certified to deliver first aid training)

B - Skills and knowledge

In addition to the skills and knowledge listed in Module 1-B, all staff assisting disabled people and PRMs at an airport should also be capable of distinguishing between different types of disabilities (and the corresponding

IATA codes) and should have knowledge of the most appropriate form of assistance for each including:

1. How to assist wheelchair users make transfers into and out of a wheelchair;
2. Skills for providing assistance to disabled persons and PRMs travelling with an assistance animal, including the role and the needs of these animals;
3. Techniques for escorting blind and partially-sighted passengers and for the handling and carriage of guide animals and other assistance animals;
4. An understanding of the types of equipment as described in annex 5 D 1.3, which can assist disabled persons and PRMs and knowledge of how to handle such equipment;
5. The use of the boarding and deplaning assistance equipment used and knowledge of the appropriate boarding and deplaning assistance procedures that safeguard the safety and dignity of disabled persons and PRMs;
6. Understanding of the need for reliable and professional assistance. Also awareness of the potential for certain disabled passengers to experience feelings of vulnerability during travel, because of their total dependence on the assistance provided.
7. First aid (this should be delivered by an organisation or individual certified to deliver first aid training).

Module 3 Assistance provision- on board aircraft

A – Training areas

Participation of people with a disability and with experience in air travel is highly recommended in this part.

- Infrastructure aircraft and legislation
- Kinetics of lifting (theory and practice)
- Assistance of people with walking difficulties
- Assistance of people using wheelchairs
- Assistance of people with low function of upper limbs (arms and hands)
- Assistance of vision impaired people (theory and practice)
- Assistance of hearing impaired people (theory and practice)
- Assistance people with cognitive impairments and mental health problems (theory)

B – Knowledge and skills to be acquired

In addition to the knowledge and skills listed in Module 1-B, all staff assisting disabled people and PRMs on board an aircraft should also be capable of distinguishing between different types of disabilities (and the corresponding

IATA codes) and should have knowledge of the most appropriate form of assistance for each including:

1. If required by the operator, procedures for lifting a passenger with a physical disability from their seat to and from the on-board wheelchair (if installed).
2. Method of use of the on-board wheelchair (where available).
3. Appropriate seating for disabled passengers and passengers with reduced mobility.
4. Appropriate seating for passengers with assistance animals and method of securing the animal.
5. Stowage of mobility equipment.
6. Appropriate pre-flight safety briefings and associated safety information.
7. Procedures to be taken in the event of an emergency situation such as decompression or evacuation.

The content of this training should be compatible with applicable safety legislation.

ATTACHMENT 2 — OVERVIEW OF TRAINING MATRIX

The enclosed tables identify, for each target groups, training areas respectively for initial training (table 1) and refresher course (table 2).

Note: for target groups marked with an **asterisk** (*), the indicated training refers to train-the-trainer course: once trained, the instructor will deliver 'in-house' training to the staff concerned in his/her entity, in the appropriate format. This format would be dependant on the entity's operations and specific duties of the staff.

A – Initial training

<i>Training modules</i>	<i>Training areas Target groups</i>	Legislation	Disability awareness	Equipment awareness	Job-related items and exercises	Kinetics of lifting	Test	First Aid
		Module1	Check-in/gate agents *	√	√	√	√	
Security check *	√		√	√	√		√	
Airport information *	√		√	√	√		√	
Ticket offices *	√		√	√	√		√	
Lost& found *	√		√	√			√	
Border police *	√		√	√			√	
Customs / immigration *	√		√	√			√	
Bar/rest./shops *	√		√	√			√	
Parking police *	√		√	√			√	
Ramp agents *	√		√	√			√	
Airport Management	√		√	√			√	
Modules 1+2	PRM assist. Provider	√	√	√	√	√	√	√
	PRM project manager	√	√	√	√	√	√	√
Modules 1+3	Cabin crew *	√	√	√	√	√	√	

B. Refresher course

<i>Training modules</i>	<i>Training areas Target groups</i>	Legislation	Disability awareness	Equipment awareness	Job-related items and exercises	Kinetics of lifting	Test	First Aid
		Module1	Check-in/gate agents *	√	√	√	√	
Security check *	√		√	√	√		√	
Airport information *	√		√	√	√		√	
Ticket offices *	√		√	√	√		√	
Lost& found *	√		√	√			√	
Border police *	√		√	√			√	
Customs / immigration *	√		√	√			√	
Bar/rest./shops *	√		√	√			√	
Parking police *	√		√	√			√	
Ramp agents *	√		√	√			√	
Airport Management	√		√	√			√	
Modules 1+2	PRM assist. Provider	√	√	√	√	√	√	√
	PRM project manager	√	√	√	√	√	√	√
Modules 1+3	Cabin crew *	√	√	√	√	√	√	

ANNEX 5-H

GUIDANCE ON PRE-NOTIFICATION OF DISABLED PASSENGERS AND PRMS

GUIDANCE ON PRE-NOTIFICATION OF DISABLED PASSENGERS AND PRMS

1. The purpose of this guidance is to help airports and air carriers adopt practices that will encourage higher levels of pre-notification by arriving and departing disabled passengers and PRMs of their need for assistance. This should enable airports to make more effective use of resources and should enable air carriers to minimise delays. It should also benefit disabled passengers and PRMs by providing a prompter service appropriate to their needs.

Introduction

2. The quality of service that PRM assistance providers can give to departing or arriving disabled passengers and PRMs will depend to a significant extent on whether they have advance notice of the passenger's needs.

3. EU Regulation 1107/2006 makes a clear link between the obligation of the airport managing body to ensure that a PRM passenger is able to take their flight and the responsibility of the passengers to have identified their need for assistance at least 48 hours in advance of the flight departure. Doc 30, Part I, Annexes 5-A and 5-C also make this clear link.

The Issue

4. Evidence from airports around Europe indicates that growing numbers of disabled passengers and PRMs are travelling without giving pre-notification of their needs. This creates potential problems both for the airport and the air carrier.

5. If *departing* disabled passengers and PRMs do not pre-notify there may not be adequate personnel or equipment to meet their particular needs without delay to the passenger and possibly to the flight. If *arriving* passengers have not been pre-notified, there is additional strain on the resources of the airport and, again, a risk of delay both to the passenger and to the aircraft.

6. An additional problem is that where passengers have pre-notified, the information given is not always correct or in a format that is useful to the airport.

7. A survey of European airports carried out for ECAC by ACI indicated that in those airports which reported a drop in the numbers of pre-notifying disabled passengers and PRMs, the main reason given was that passengers perceived little difference in the service level whether or not they had pre-notified.

8. In contrast, at a number of airports levels of pre-notification had increased over the past year. Increases were attributed to:

- PRM passengers becoming more aware of EU Regulation 1107/2006 and Doc 30 provisions;
- Actions to improve delivery of SITA messaging and monitoring PAL/CAL and PSM;
- Ongoing collaboration between airport managing body and organisations of disabled people; and
- Feedback from service providers to air carriers on benefits of pre-notification.

Recommendations

9. There are a number of ways in which it should be possible to increase the levels of pre-notification, for the benefit of all concerned. Responsibility for these actions lies with a number of different bodies including air carriers, travel agents and airports. Member States also have an important role to play in drawing these recommendations to the attention of the bodies concerned and in encouraging their adoption both indirectly and in some cases directly through initiatives such as national publicity campaigns to increase awareness of these issues.

10. The measures that can be considered include:

Booking Process: Actions for air carriers and travel agents

- Develop systems for ensuring consumers are prompted during the booking process to check whether they require assistance and to ensure that the right information is given.
- Make sure that the PRM information is prominently displayed on websites and that websites are available in accessible formats.
- Draw up a checklist of key questions to be asked by travel agency/call centre staff to ensure that they have correctly understood the needs of the PRM.
- Develop information for disabled passengers and PRMs on the types of assistance available, using the IATA codes as a base, but considering symbols and passenger friendly language. This would allow disabled passengers and PRMs to validate whether their airline/tour operator/travel agent has assessed their assistance needs.
- Encourage disabled passengers and PRMs to take responsibility for their journey.
- Provide signposts to airport websites to find out more about the layout and decide whether they need assistance.
- Consider capturing data on PRM needs as part of airline frequent flyer schemes. This could be included within projects to re-design such schemes.
- Provide confirmation to disabled passengers and PRMs that their assistance request has been noted and passed on. (There is no requirement to include this on tickets, but IATA has indicated that they see no difficulties in airlines including this in other communications between airlines and passengers).

IATA Codes: Actions for air carriers and travel agents

- Use the free text facility alongside IATA codes to specify the individual needs of the passenger.
- Provide guidance to all responsible staff on what constitutes mobility and medical equipment and how the IATA codes deal with this equipment.

- At ECAC's request, IATA is proposing the introduction of a new code to allow clearer definition between wheelchair users who are wholly dependent and those with good upper body strength who are self-sufficient. The proposal is to make the following distinction:
 - **WCHC** (C for Cabin Seat) passenger is completely immobile and is not able to assist in her/his own evacuation (e.g. some tetraplegic); requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal¹ is accompanying passenger, specify the type of animal in free text of SSR.
 - **WCHP**(P for Partially immobile) passenger is partially immobile but able to assist in her/his own evacuation (e.g. paraplegic); requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal¹ is accompanying passenger, specify the type of animal in free text of SSR Item.

Some air carriers are already using this distinction on an informal basis to ensure that the correct assistance is provided. This helps both the passenger and the assistance provider.

On board: Action for air carriers

- Encourage greater use of the PSM system to transfer information from in-bound aircraft, particularly on long-haul flights, to provide information on the number of passengers requiring assistance. It is also important for the airport to make greater use of PSM messaging to provide back up information on the assistance to be provided.

At the airport: Action for airport managing bodies

- Consider setting service level agreements that have shorter waiting times for passengers who have pre-notified.
- Encourage airport assistance staff meeting flights to identify the person they pick up against a list of people who have pre-notified. This will help to ensure that the wheelchair ordered by someone with a genuine need is available rather than being taken by someone who did not pre-notify.
- *Some airports have introduced hand held monitors to PRM service staff which include the names of all pre-notified passengers. This system is working well, but also relies on airline support to explain to non-notified passengers they may need to wait a little longer.*
- Provide leaflets to passengers who have not pre-notified, setting out the benefits and encouraging them to do so next time.
- Display posters about passenger rights.
- Ensure that PRM information is prominently displayed on websites and that websites are available in accessible formats.

¹ In the ECAC/EU context, "service animal" refers exclusively to "recognised assistance dogs".

Passenger Information: Action for Member States

- Encourage national authorities and disability groups to provide information to passengers on their rights, responsibilities and how to complain.
 - Provide relevant information to help disabled passengers and PRMs with the pre-notification process.
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ANNEX 5-I

**US AIR CARRIER ACCESS ACT REGULATION (14 CFR PART 382) AND EU
REGULATION 1107/2006: COMPATIBILITY AND POTENTIAL CONFLICT**

US AIR CARRIERS ACCESS ACT PART 382 AND EU REGULATION 1107/2006: COMPATIBILITY AND POTENTIAL CONFLICT

Introduction

1. The US Air Carriers Access Act (ACAA), which prohibits discrimination against disabled people, has applied to US air carriers since 1986. In 1990, the US Department of Transportation issued 14 CFR Part 382 (Part 382), the regulations defining the rights of passengers with disabilities and the obligations of U.S. air carriers under the ACAA.
2. On April 5, 2000, the ACAA was amended to cover foreign air carriers. On May 13, 2008, the Department of Transportation issued a final rule strengthening Part 382 and extending it to non-U.S. airlines on flights to and from the U.S. and on code share flights with US carriers anywhere in the world. This final rule became effective on May 13, 2009.
3. The US Department of Transportation's disability regulation (14 CFR Part 382) is similar to the European Union's (EU) regulation (EC 1107/2006) in that the purpose of both these rules is to ensure access to the air travel. The US regulation also covers many of the same issues as the European Union Regulation 1107/2006 but contains important differences of approach. The purpose of this Annex is to give guidance to Member States, airports and air carriers on their obligations under both sets of rules and where they may find issues of incompatibility.
4. This guidance is not comprehensive and is not a substitute for studying both the legal requirements and the guidance available on both Part 382 (http://airconsumer.dot.gov/SA_Disability.htm) and ECAC Doc 30, Section 5 and annexes.
5. The purpose is to alert Member States which may have air carriers (and therefore also airports) which come within the scope of the US regulation– or may do in the future and to indicate the main areas covered by the regulation and where to go for further detailed guidance.

Scope of Part 382

6. The US Part 382 requirements apply in full to non-US carriers on flights to and from the USA. A flight is defined as a continuous journey in the same aircraft or with one flight number that begins or ends at a U.S. airport.
7. In the case of flights by non-US carriers on a code share with a US carrier between two non-US points (for example between two European cities), the service-related requirements of Part 382 do apply but responsibility for ensuring compliance in this case rests with the US carrier. The aircraft accessibility requirements of Part 382 do not apply in such a situation to either the US or non-US carrier.

Exemptions

8. The only circumstances in which a non-US carrier can be exempt from these requirements are if:
 - They obtain a "Conflict of Law" waiver. This requires proof that a national or international law with which the carrier must comply directly conflicts with the requirements of Part 382;

- They can demonstrate “equivalent alternative determination”. This requires the carrier to demonstrate that they can provide a service or facility for a disabled passenger or PRM by a different means but which is as good as or better than that required by Part 382.

Differences between Part 382 and Regulation 1107/2006

9. The key differences between the two sets of requirements are summarised in the table in Attachment A. The key points are described below:

At the airport

Provision of assistance

10. The biggest difference is in who is responsible. Part 382 places responsibility for delivery of services and facilities to disabled passengers and PRMs on the **airline** and Regulation 1107/2006 places it primarily on the **airport** (except for on board services and facilities).

11. In every case the airline is held responsible of any breach of Part 382 even in circumstances where the delivery is, under European law, the responsibility of the airport. For example, carriers must ensure that passengers with a disability can readily use all terminal facilities they own, lease or control.

12. If the facilities and services provided by the airport under Regulation 1107/2006 do not meet the requirements of Part 382, the carrier is obliged to supplement them in order to meet the performance requirements for assistance set out in Part 382.

13. A carrier must provide, or ensure the provision of, assistance to a passenger with a disability in moving from the terminal entrance through the airport to the gate for a departing flight or from the gate to the terminal entrance. This obligation extends to a vehicle drop-off or pick up point adjacent to the terminal entrance and key functional areas of the terminal such as ticket counters and baggage claim. This does not include satellite parking or car rental drop-off points that are not adjacent to the terminal entrance. If a carrier chooses to provide ground transport to satellite parking or car rental drop-off points for its passengers, the carrier must ensure that accessible transport is provided to its passengers with disabilities.

14. Under Regulation 1107/2006, the obligation of the airport managing body covers all of these areas and also extends to designated points of arrival and departure (agreed in co-operation with disabled people) which may include areas such as satellite parking which are not adjacent to the terminal.

15. Part 382 also requires specific facilities and services for people who are hearing or vision impaired including high contrast captioning on audio visual displays at terminal facilities carriers own, lease or control at a U.S. airport. These requirements are not explicit in Regulation 1107/2006 but there is a general requirement to meet quality standards in accordance with ECAC Doc 30 Guidance.

On Board

Refusal of carriage

16. Under Part 382 a carrier may refuse transport on the basis of safety or if carriage would violate FAA (Federal Aviation Administration) or other non-US government safety or security requirements. This is similar to the provision of Regulation 1107/2006 which permits refusal of carriage only in order to meet "applicable safety requirements" under national or international law or where the size of the aircraft is physically too small to accommodate the passenger.

17. If carriage would not contravene a safety or security requirement, Part 382 allows carriers to refuse to transport on the basis of safety only if the carrier's decision is based on a "direct threat evaluation" based on an individualised assessment of the:

- Nature, duration and severity of the risk
- Probability that harm to health, safety of others will occur
- Possibility to mitigate the risk

18. This means that the Part 382 requirement is more prescriptive than the equivalent Regulation 1107/2006 requirement.

Prenotification

19. Part 382 generally does not permit carriers to require a disabled passenger or PRM to pre-notify (except in cases where the US Department of Transportation believes carriers need time to make arrangements such as accommodating those travelling with respiratory equipment or emotional support animals, accommodating a group of 10 or more passengers with disabilities travelling together and some other unique circumstances).

20. Regulation 1107/2006 only holds the assistance provider responsible for delivering assistance to the approved standards (in accordance with Doc 30 guidance) provided that the passenger has pre-notified their needs at least 48 hours in advance. However they are required to make all reasonable efforts to provide the necessary assistance without this period of notice.

Limitation of number of PRMs on board

21. Under Part 382 carriers cannot limit the number of disabled passengers on a flight. Part 382 forbids quotas for carrying disabled passengers.

22. There is no clear rule under Regulation 1107/2006 but under Recommendation OPS1 IEM 1260 the number of PRMs on board should not exceed the number of able bodied passengers capable of assisting in case of emergency.

Accompanying Person/Safety assistant

23. Under Part 382 a carrier can only require a disabled passenger to be accompanied by a safety assistant under limited circumstances (for example the passenger has a cognitive disability and is unable to understand or respond appropriately to safety instructions including the safety briefing, is severely mobility impaired and would be unable to assist in his/her own evacuation in the case of emergency, or is severely hearing and vision impaired such that he/she could not adequately communicate with airline employees on the safety briefing and assist in his or her own evacuation in the event of an emergency). If a carrier believes that a passenger with a

disability must travel with a safety assistant for one of the reasons above, the carrier may provide the assistant (for example an off duty crew member). If the carrier does not designate an employee or volunteer to be the safety assistant, the carrier must not refuse to accept someone designated by the passenger and if the passenger disagrees with the need for an assistant the carrier cannot charge for their seat.

24. Under Regulation 1107/2006, a carrier can require a disabled person to be accompanied by another person to provide the assistance that person needs. They are not obliged to carry the accompanying person free of charge, although it is good practice to do so.

Seating

25. Part 382 does not permit a carrier to exclude any passenger with a disability from any seat or require that a passenger with a disability sit in any particular seat except for compliance with safety requirements. In four specific situations, Part 382 requires that a passenger who self-identifies as a passenger with a disability be provided a particular type of seat (i.e., a seat in a row with a moveable armrest if the passenger uses an aisle wheelchair to access the aircraft and cannot transfer over a fixed aisle armrest, an adjoining seat for a person assisting a passenger with a disability if the passenger is travelling with a personal care attendant, a bulkhead seat for passenger with a service animal if requested, a bulkhead seat or other seat with more legroom for passenger with fused leg).

26. Regulation 1107/2006 requires carriers to make "all reasonable efforts" to arrange seating to meet the needs of individuals with disability. But the OPS 1260 of the Regulation 859/2008 related to technical rules and administrative procedures applicable to commercial transport indicates that persons with reduced mobility cannot occupy a seat where their presence could impede the crew in their duties, obstruct access to emergency equipment or impede the emergency evacuation of the plane.

Accommodating manual wheelchairs

27. Under Part 382, the carrier is obliged to accommodate in the aircraft cabin a passenger's manual, foldable wheelchair if the wheelchair can fit in the space. Aircraft with more than 100 seats must also provide priority storage on board for a passenger's manual wheelchair.

28. There is no such requirement in Regulation 1107/2006 and this has been the cause of a number of problems and complaints by US passengers with a disability transferring onto a connecting flight in Europe and finding that they are not allowed to board with their wheelchair.

Service Dogs/Assistance Dogs

29. Part 382 requires non-US carriers to accept service/assistance dogs including psychiatric service or emotional support dogs. Carriers can only require medical documentation for these last two categories. US carriers also have to accept other types of service animal (monkeys etc). In the case of flights by non-US carriers on a code share with a US carrier between two non-US points (for example between two European cities), non-US carriers should also transport other types of service animals (monkeys, cats) as the US carrier would be held responsible if the non-US carrier does not do so. ID cards, other written documentation, special harness or tags or "credible verbal assurance" are all acceptable evidence that the dog is a service/assistance dog.

30. The service/assistance dog must be permitted to accompany the passenger to any seat (except emergency exits).

31. Regulation 1107/2006 requires carriers only to accept recognised assistance dogs. These are defined in ECAC Doc 30 as dogs that are trained by an organisation that is accepted by and affiliated to the International Guide Dog Federation or that meets the full membership criteria of Assistance Dogs International.

On Board wheelchairs

32. Under Part 382 aircraft with more than 60 passenger seats and with an accessible lavatory must be equipped with an on-board wheelchair. The on-board wheelchair must be designed to be compatible with the maneuvering space, aisle width, and seat height of the aircraft on which it is to be used, and to easily be pushed, pulled, and turned in the cabin environment by cabin crew.

33. If the aircraft being used for the flight has more than 60 passenger seats but does not have an accessible lavatory, the carrier must provide an on-board wheelchair on request for a passenger who can use the inaccessible lavatory but cannot reach it from his or her seat without the use of an on-board wheelchair. The carrier may require the passenger to provide up to 48 hours' advance notice and check in 1 hour before the check in time for the general public when requesting the on-board wheelchair under these circumstances.

34. Regulation 1107/2006 has no such explicit requirement although carriers must provide assistance in moving to the toilet facilities, if required, which in practical terms may only be done by means of an on-board wheelchair.

Lifting armrests etc

35. Part 382 states that aircraft with 30 or more passenger seats must be equipped with moveable aisle armrests on at least half of the aisle seats in rows in which passengers with mobility impairments are permitted to sit. Moveable armrests must be provided proportionately in all classes of service. Non US carriers have to meet this requirement on new aircraft that were initially ordered after May 13, 2009, or delivered after May 13, 2010.

36. Regulation 1107/2006 does not include requirements for on-board facilities but these are covered in good practice recommendations in Doc 30, Section 5.

Complaints Resolution Officers (CROs)/National Enforcement Bodies (NEBs)

37. Under Part 382 carriers using aircraft with 19 or more passenger seats must designate one or more CROs. These are people who are trained as the carrier's experts in ensuring that carrier personnel correctly implement the Air Carrier Access Act (ACAA) requirements and Part 382.

38. Each CRO must be trained and thoroughly familiar with the rights of passengers with disabilities under Part 382 and with the carrier's procedures with respect to passengers with a disability. The primary purpose of having a CRO is to resolve a passenger's problem as quickly as possible. Non US carriers must have a CRO available at each airport that serves flights to and from the USA, either in person or by phone.

39. Under Regulation 1107/2006, each Member State must appoint one or more National Enforcement Bodies (NEB) responsible for enforcing the Regulation and ensuring that the rights of disabled passengers and PRMs are respected. In the first instance passengers will complain to the airport or air carrier concerned and the role of the NEB is generally to handle complaints that cannot be resolved in this way.

40. Regulation 1107/2006 requires that in the first instance passengers complain to the airport or air carrier concerned and the role of the NEB is generally to handle complaints that cannot be resolved in this way.

41. NEBs also have a role in inspecting and monitoring compliance with Regulation 1107/2006.

ATTACHMENT A
REQUIREMENTS OF PART 382 AND REGULATION 1107/2006

<i>DOT Part 382</i>	<i>EU 1107/2006</i>
<p>Subpart A. General provisions 382-1 Purpose 382-3 Meaning of terms in the rule 382-5 Compliance by carriers 382-7 To whom do provisions apply 382-9 Conflicts of law 382-10 Equivalent alternatives</p>	<p>Art 1 – Purpose and scope Art 2 – Definitions</p>
<p>Subpart B. Non discrimination and access to services and information</p> <p>382-11 General requirement 382-13 Modification of policies, practices and facilities by air carriers 382-15 Compliance by contractors</p> <p><i>382-17 Limitation of the number of passengers with a disability on a flight</i></p> <p>“Carriers cannot limit the number of disabled passengers on a flight. Part 382 forbids quotas for transportation of disabled passengers”</p> <p><i>382-19 Refusal to provide transportation on the basis of disability</i> Carrier may refuse transportation on the basis of safety or if carriage would violate FAA or other foreign government safety or security requirements.</p> <p><i>382-21 Limitation of access to transportation on the basis of communicable disease or other medical condition</i> 382-23 Medical certificates</p> <p><i>382-25 and 382-27 Advance notice</i> “In general a carrier cannot require a passenger with a disability to provide advance notice that he/she is travelling on a flight”.</p> <p>A carrier can require 48H advance notice and 1 hour added check-in for limited services only</p>	<p>Art 3 - Prevention of refusal of carriage Art 4 - Derogations, special conditions and information Art 6 - Transmission of information (<i>prenotification</i>)</p> <p>Not mentioned NB: Recommendation OPS1 IEM 260:</p> <p>The number of PRMs on board should not exceed the number of able bodied passengers capable of assisting in case of emergency.</p> <p>Equivalent to 1107 art 4.1</p> <p>See 1 below</p> <p>Art 6 – 1: “Air Carriers...shall take all measures necessary for the receipt.... of notifications of the need for assistance made by disabled persons or persons with reduced mobility”</p>

DOT Part 382	EU 1107/2006
<p><i>382-29 Safety assistant</i> limits the possibility to require a safety assistant to specified circumstances:</p> <ul style="list-style-type: none"> - Passenger unable to respond to safety instructions from carrier personnel because of a mental disability - Passenger with a mobility impairment so severe he or she is unable to physically assist in his/her own evacuation - Passenger with severe vision AND hearing impairments - Passenger is traveling in a stretcher or incubator <p>NB: If the carrier and the passenger disagree on the necessity of a safety assistant the carrier must not charge for his/her transportation</p> <p><i>382-31 Special charges</i> permits a carrier to charge for the following services</p> <ul style="list-style-type: none"> - Transportation in a stretcher or incubator - Hook up of a respiratory device - Use of a second seat if the passenger's size and condition causes him/her to occupy more than one seat <p>382-33 Other restrictions 382-35 Waivers or releases</p>	<p>Art 4-2: "...A carrier may require that a disabled person or person with reduced mobility be accompanied by other person capable of providing the assistance required by the person"</p> <p>1107 art 10: Assistance defined in Annex II provided at no charge for the passenger</p>
<p>Subpart C. Information to passengers 382-41 Flight related informations 382-43 Accessibility of information and reservation services of carriers 382-45 Availability of 382 to passengers</p>	<p>Annex II Art 4</p>

DOT Part 382	EU 1107/2006
<p>Subpart D. Accessibility of airport facilities 382-51 <i>Requirements by carriers concerning airport facilities</i> a. <i>As a carrier, you must ensure that certain specified accommodations are provided at terminal facilities you own, lease or control at a U.S. airport (e.g., lifts where level entry boarding is not available, service animal relief areas)</i> b. As a carrier you must ensure that passengers with a disability can readily use all terminal facilities you own, lease or control at a foreign airport... 382-53 Information by carriers to individuals with vision or hearing impairment 382-55 Security screening procedures imposed by carriers 382-57 Services by carriers if automated kiosks inaccessible</p>	<p>Art 5 – Designation of points of arrival and departure Annex I</p>
<p>Subpart E. Accessibility of aircraft 382-61 Requirements for movable aisle armrests 382-63 Requirements for accessible lavatories 382-65 Requirements for on board wheelchairs 382-69 Accessibility of videos and other audio visual presentations 382-71 Other aircraft accessibility requirements</p>	
<p>Subpart F. Seating accommodations 382-81 Passengers concerned 382-83 Mechanisms for seating accommodations 382-85 Seating accommodations not covered in 382-81 382-87 Other requirements for seating accommodations You must not exclude any passenger with a disability from any seat or require that a passenger with a disability sit in any particular seat except for compliance with safety requirements</p>	<p>Art 10 – Assistance by air carriers Annex II Making of all reasonable efforts to arrange seating to meet the needs of individuals with disability...</p>

DOT Part 382	EU 1107/2006
<p>Subpart G. Boarding, deplaning and connecting assistance</p> <ul style="list-style-type: none"> - Airlines must ensure assistance upon request - Airlines or their subcontractors must supply the personnel and equipment - Airlines cannot leave non ambulatory passengers in a wheelchair for more than 30 minutes unless the passenger agrees <p>382-91 Assistance to be provided by carriers 382-93 Preboarding 382-95 Carriers general obligations for boarding and deplaning assistance 382-97 Aircrafts concerned for use of lifts 382-99 Carriers agreements with airports they serve 382-101 Other boarding and deplaning assistance by carriers 382-103 Unattendance of a passenger in a wheelchair or other device 382-105 Responsibility of carriers at foreign airports at which airport operators have responsibility for enplaning, deplaning and connecting assistance <i>At a foreign airport at which enplaning, deplaning or connecting assistance is provided by the airport operator.....If the services provided are not sufficient to meet the requirements of this subpart you must supplement the airport's operator services to ensure that these requirements are met.</i></p>	<p>Art 7- Right to assistance at airports</p> <p>Art 8 – Responsibility for assistance at airports 8-1. The managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I....</p> <p>Art 9- Quality standards for assistance 9-3: <i>The managing body of the airport shall publish its quality standards</i></p> <p>Annex II</p>

DOT Part 382	EU 1107/2006
<p>Subpart H. Services on aircraft 382-111 Services to be provided on board 382-113 Services not required to be provided on board 382-115 Requirements for on board safety briefings 382-117 <i>Service animals</i> Airlines must carry service dogs including psychiatric service or emotional support dogs. Airlines can only require medical documentation for these last 2. ID cards, other written documentation, special harness or tags or credible verbal assurance are all acceptable evidence that the dog is a service dog. The service dog must be permitted to accompany the passenger to any seat (except emergency exits)</p> <p>382-119 Information to be given on board to individuals with vision or hearing impairment</p>	<p>Annex II Airlines must carry recognised assistance dogs in the cabin</p>
<p>Subpart I. Stowage of wheelchairs, other mobility aids and other assistive devices 382-121 Mobility aids and other assistive devices into the aircraft cabin 382-123 Priority cabin stowage for wheelchairs and other assistive devices 382-125 Procedures to be followed when wheelchair or other assistive devices must be stowed in the cargo compartment 382-127 Procedures to be applied for stowage of battery powered mobility aids 382-129 Requirements when mobility equipment must be disassembled for stowage 382-131 Baggage liability limits to mobility aids and assistive devices</p> <p>382-133 Evaluation and use of passenger supplied electronic devices for respiration in the cabin during flight</p>	<p>Art 12 – Compensation for lost or damaged wheelchairs, other mobility equipment and assisting devices</p>
<p>Subpart J. Training and administrative provisions 382-141 Training required to be provided to carriers personnel 382-143 When must training be completed 382-145 Records of training</p>	<p>Art 11 – Training</p>

<i>DOT Part 382</i>	<i>EU 1107/2006</i>
<p>Subpart K. Complaints and enforcement procedures</p> <p>382-151 Requirements for provision of CROs</p> <p>382-153 Actions taken on complaints by CROs</p> <p>382-155 Response by carriers to written complaints</p> <p>382-157 Record keeping and reporting of complaints by carriers</p> <p>382-159 Filing of complaints with DOT</p>	<p>Art 14 – Enforcement body and its tasks</p> <p>Art 15 – Complaint procedures</p> <p>Art 16 - Penalties</p>

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