

## FACT SHEET

### Vancouver International Airport: Accessibility @ YVR

---

One of YVR's top priorities is providing an accessible airport for everyone.

#### Accessibility Highlights

##### **Features supporting people with mobility and agility loss include:**

- 15 minute curbside parking for vehicles with a valid SPARC permit (or equivalent) for passenger/luggage drop-off
- Universal food and service counters that welcome people using wheeled mobility devices
- Restaurant and lounge seating that includes a mixture of chairs with and without arms
- Low-mounted flight and gate information displays throughout the terminal
- Designated parking for people with disabilities in all parking lots with accessible shuttle bus or train service to long-term parking
- Curbsides have ramps for people with accessibility needs
- Customer Care stores self-push wheelchairs that airport passengers may borrow at no charge
- Terminal flooring outfitted with low resistance carpeting for easier movement of wheeled mobility devices and greater stability for people using walkers
- Washrooms have screen walls rather than doors and are equipped with emergency call buttons in accessible stalls, as well as no-touch faucets, soaps, and paper towel dispensers
- Adult dimension change tables throughout the terminals
- Specialized wheelchairs designed to fit through aircraft aisles and used to assist passengers with boarding and deplaning aircrafts
- Receive flight notifications by email or on your mobile phone through yvr.ca
- Animal relief areas for individuals travelling with assistance animals
- Aircraft gates with dedicated wheelchair/equipment lifts to provide secure, direct loading of assistive devices into the aircraft

##### **Features supporting people with hearing loss include:**

- Check-in counters are equipped with amplified handsets
- Terminal public address system set to lower volumes, resulting in clearer sound for all users- particularly people using assistive hearing devices

- Accessible public telephones, including TTY (TDD)-equipped units are located in each bank of public telephones at YVR.
- Fire alarms rely on both sound and strobe lights as alerts
- Terminal flooring outfitted with low resistance carpeting to reduce overall noise levels
- Welcome messaging in sign language (ASL), featured on YVR monitors
- Visual paging monitors are located throughout the terminal and available on many of our customer care counter screens, flight information display screens and baggage carousel screens.
- Animal relief areas for individuals travelling with assistance animals
- Receive flight notifications by email or on your mobile phone through yvr.ca.

**Features supporting people with vision loss include:**

- Terminal maps and flight information displays that follow Clear Print guidelines
- High contrast, glare-free directional signage
- Airport flooring incorporates a variety of textures to assist with wayfinding, including:
  - Tile or terrazzo indicates an exit is nearby
  - Carpet indicates a gate is nearby
  - Laminate flooring indicates a retail area
  - Tile patterns also provide directional cues
- Washrooms have high contrast, tactile and braille signage
- The Digital Information Kiosk (US Departures Post-Security) is equipped with audio keypad assistance
- Animal relief areas for individuals travelling with assistance animals.
- Receive flight notifications by email or on your mobile phone through yvr.ca.

**Features supporting people with developmental disabilities include:**

- Signage and wayfinding features use plain language
- Customer Care staff is trained in the use of plain language
- Receive flight notifications by email or on your mobile phone through yvr.ca.
- Animal relief areas for individuals travelling with assistance animals

For more information:

[www.yvr.ca](http://www.yvr.ca)

Customer Care

604.207.7077 | [customercallcentre@yvr.ca](mailto:customercallcentre@yvr.ca)

Twitter: @yvrairport