



Beyond, Every Day.

FACT SHEET

Vancouver International Airport: The Accessible Airport

Vancouver Airport Authority is committed to providing fully accessible terminal facilities for people of all backgrounds and capabilities. The Airport Authority believes that access is a fundamental component of customer care. Since 1992, providing universal access has been a top priority in every expansion and new building project at Vancouver International Airport (YVR).

Accessibility Highlights

Features to aid those with mobility and agility loss:

- All check-in, customer care, and retail outlets have universal service counters with writing surfaces and toe clearance for persons using a wheelchair
- Customer Care stores self-push wheelchairs that airport passengers may borrow at no charge
- Low-height flight and gate information displays throughout the terminal.
- Washrooms have screen walls rather than doors, and are equipped with no-touch faucets, soaps, and paper towel dispensers
- Curbsides have ramps as well as parking for people with accessibility needs
- Terminal flooring outfitted with low resistance carpeting for easier movement for people using wheelchairs or walkers
- Specialized wheelchairs designed to fit through aircraft aisles and used to assist passengers with boarding and deplaning aircrafts
- Aircraft gates have wheelchair lifts to expedite the process of getting passengers to their own wheelchair from the aircraft hold

Features to aid those with hearing loss:

- The airport has strategically installed more individual speakers around the terminal, but set to lower volumes, resulting in clearer sound for those using hearing aids
- Accessible public telephones, including TTY (TDD)-equipped units are located in each bank of public telephones at YVR. Visual paging service uses television monitors located at Customer Care counters
- Check-in counters are equipped with amplified handsets
- Fire alarms rely on both sound and strobe lights as alerts

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Features to aid those with vision loss:

- Terminal maps and flight information displays use clear fonts in high-contrast tones for improved readability
- 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

Features to aid those with developmental disabilities

- Signage and wayfinding features use plain language
- Customer Care staff is trained in the use of plain language

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For more information:

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