



**Your Guide to the
Accessible Features of**



WINNIPEG
RICHARDSON
INTERNATIONAL AIRPORT

TRAVEL PLANNING INFORMATION

Planning ahead and researching accessibility options before you travel will improve your experience. We encourage travellers to check with their individual airline with respect to what equipment is acceptable to bring on a plane and when to arrive at the airport. Winnipeg Airports Authority's website at www.waa.ca provides contact information for airlines and other helpful links. Visit the Canadian Transportation Agency's website at www.cta-oct.gc.ca for a Reservation Checklist — a step-by-step guide for meeting the needs of travellers with disabilities.



Your airline can provide a manual wheelchair, assistance to and from the gate area, or supply a temporary escort pass to permit someone else to help you to the gate if necessary. Please identify your needs to your airline at least forty-eight (48) hours prior to travel to allow time for your requests to be fulfilled.

The Canadian Air Transport Security Authority is responsible for passenger screening at airports. When it comes to packing for your trip, information on what and how to pack as well as questions about security screening is available on their website at www.catsa-actsa.gc.ca.

GETTING TO THE AIRPORT



INTERNATIONAL
SYMBOL OF
ACCESS

Pick up and drop off locations designated with the International Symbol of Access are located on the median on Arrivals Level 1 and on the main curb on Departures Level 2 of the Terminal. To help us ensure the availability of these designated locations, please use them as loading zones only. No waiting is permitted at these designated spots.



Parking

All parking lots have stalls designated by the International Symbol of Access for holders of valid permits.

For the Air Terminal Building, the closest accessible short term parking is located in the Parkade across the road. Level 3 of the Parkade is directly connected to the Terminal on the Departures Level. Economy Lot 1, the surface lot on the other side of the parkade from the Terminal, provides the nearest low-priced parking.

AT THE AIRPORT

The Air Terminal Building runs east to west with Arrivals on the ground level (Level 1) and an elevated roadway leading to Departures on the second level (Level 2).

Universal design principles were used in the design of the Air Terminal Building and adjacent Parkade to ensure that all areas are accessible for all users. The Parkade has two oversized elevators, a pedestrian ramp, and stairs connecting all levels. In the Terminal, design cues make important facilities easier to find. Orange glass wall tiles and granite floor tiles identify washroom entrances. Elevator locations are distinguished by granite tiles embedded into the floor surface.

Terminal Entrance

There are three Terminal entrance/exit doors on each level. The middle entrances on both levels are revolving doors with power-assisted hinged doors on either side. All other entrances are oversized and slide open and closed by motion sensors.



Elevators

Upon entering the terminal, you will find the elevator on the west side of the Terminal, to the left of Door #3.



Airline Check-In

Advise the Check-in Agent of any assistance you will require. Check-in counters and kiosks are accessible from a standing or seated position. The Travellers' Aid kiosk, located near Door #1 on the Departures Level, provides the means for passengers to get information or assistance upon entering the terminal.



Flight Information

Approachable monitors showing all flight information are located on all levels and in all areas of the building. Please call (204) 987-9780 for recorded flight information in audio format.

Visual Information Displays

Visual information displays are monitors used to display audible messages, such as public announcements and paging information, in text format. Video displays are located alongside the flight information monitors.

Passenger Security Screening

During Security screening, advise the agent if you wish to have privacy. There are designated private rooms available for this purpose.



Washrooms

All washrooms are accessible with doorless entryways. Water fountains are located at most washroom entrances. Separate Family Washrooms are available to accommodate a variety of users, including parents with children, or a person with an attendant.



Teletype (TTY) Payphones

All public telephones are TTY equipped. There are two types of TTY equipped payphones – one utilizes the keypad and display on the payphone and the other utilizes a keyboard installed in a motorized drawer below the payphone. All payphones have volume control buttons.



Animal Relief Area

Outside Door #3 on Arrivals Level 1 is a designated park like setting for service animals and other animals in transit. Turn right on exiting the terminal and follow the sidewalk to the green space.

NEED INFORMATION?



The Information Centre kiosk is centrally located on the Arrivals Level near Door #2. The phone number at the Information Centre is (204) 987-9402 or (204) 987-2732 for TTY. The Centre can also be reached by e-mail at ywg_info@waa.ca.



Black telephones located throughout the terminal provide direct access to the Information Centre. Besides airport information, the Information Centre provides paging services, airport valet and concierge service, and maintains airport lost and found property. Customized language services in over 100 languages are also available to travellers who visit the Information Centre.



Travellers' Aid

If you require assistance reaching your airline check-in, the Travellers' Aid kiosk is located as you enter Door #1 on Departures Level 2. This kiosk will be staffed by our Goldwing Ambassador volunteers as schedules permit and, in their absence, a telephone with a direct line to the Information Centre is available for visitors to communicate their need for assistance. Approachable Flight Information and Visual Information Display monitors, along with a TTY equipped telephone, are located at this kiosk. Wheelchairs are also available at this kiosk.

WE'RE HERE TO HELP!

Goldwing Ambassadors

Easy to spot in their gold jackets, Goldwing Ambassadors are volunteers who provide personal assistance to passengers and other airport visitors who may need assistance. Many of these friendly volunteers are fluent in more than one language, helping us to reduce language and cultural barriers.



ARRIVING IN WINNIPEG

Signage

Our signs contain Braille, internationally recognized symbols and bilingual text directing passengers to various amenities.



Baggage Pick Up

An audible alarm as well as a flashing light will signal that the baggage belt will be starting to move and baggage will soon be delivered to the baggage claim area.



Ground Transportation

All ground transportation service providers accommodate passengers of every ability. Ground transportation should be pre-arranged to ensure that an accessible vehicle is ready to take you to and from the airport when needed. Travellers with service animals are entitled to ride in any vehicle without pre-arrangement.

We ensure that all our ground transportation providers and front line staff attend workshops to ensure they possess the knowledge, skills and attitudes necessary to assist persons with disabilities in an effective and sensitive manner.

Transportation options for getting to and from the airport include taxi, limousine, shuttle and bus service. For information on pre-arranging ground transportation services visit www.waa.ca/location/othertransportation.



Car Rental

Car rental agencies are located on the main floor of the Parkade (P1). Vehicles are sheltered from the weather in this covered garage. Make reservations in advance to ensure vehicles with hand-control systems can be provided. For more information visit www.waa.ca/location/carrentals.

Arrivals Level 1



- Public Areas
- Secure Areas
- Airport Police Unit
- Ground Transportation
- Dining & Food Service
- Shopping & Services
- Elevators/Escalators/Stairs

LEGEND

- | | |
|--|--|
|  Accessible Ramp |  ATM/Cash Machine |
|  Baggage Services |  Bus Stop |

Departures Level 2



- Public Areas
- Secure Areas
- Airport Police Unit
- Ground Transportation
- Dining & Food Service
- Shopping & Services
- Elevators/Escalators/Stairs

LEGEND

- Accessible Ramp
- ATM/Cash Machine

Information Centre 987-9402
TTY 987-2732

Alternate formats are
available on request