

SCHEDULE 1

(Section 23)

TRAINING PROGRAM INFORMATION

**Winnipeg Airports Authority
Winnipeg Richardson International Airport
249-2000 Wellington Ave. Winnipeg, MB R3H 1C2**

WAA & Contracted Service Providers at Winnipeg Richardson International Airport

Revised November 18, 2021

- 1. Name and title of WAA persons responsible for managing the training program within the organization.**
 - Darryl Dowd, Vice President, Operations
 - Nicole Stefaniuk, Vice President, Finance and Administration
 - Scott Marohn, Vice President, Innovation & Customer Services

- 2. List of the occupational categories of members of personnel who must complete the training program under the Regulations (*specify*):**
 - a. Occupational categories of members of personnel who interact with the public;
 - Manager(s), Airport Operations
 - Manager, Marketing Partnerships & Sales
 - Indigo Customer Service Attendants
 - Security Resource Group Customer Care Services Personnel
 - Goldwing airport volunteers

 - b. Occupational categories of members of personnel who participate in making decisions or developing policies or procedures in relation to the requirements of these Regulations;
 - Darryl Dowd, Vice President, Operations
 - Nicole Stefaniuk, Vice President, Finance and Administration
 - Scott Marohn, Vice President, Innovation & Customer Services

 - c. Occupational categories of members of personnel who provide physical assistance;
 - Indigo Customer Service Attendants
 - Security Resource Group Customer Care Services Personnel

 - d. Occupational categories of members of personnel who handle mobility aids; and
 - Indigo Customer Service Attendants

- Security Resource Group Customer Care Services Personnel
- e. Occupational categories of members of personnel who use, or assist a person with a disability in using, special equipment.
- Indigo Customer Service Attendants
 - Security Resource Group Customer Care Services Personnel

3. Description of the subject matter covered in the training program.

Training includes:

- Human rights framework and principles of the UN Convention on the Rights of Persons with Disabilities (CRPD)
- The role of Canadian Transportation Agency and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Key terminology and definitions
- Types of mobility aids and devices
- Types of assistive devices
- Language of Dignity
- Identification of the five barriers to equal access
- Providing assistance and interaction with the public
- Physical assistance
- Handling mobility aids and equipment
- Service Dogs and Support Persons
- Recognition of common symbols throughout the terminal
- The role of the YWG Accessibility Committee
- Summary of programs and services available at Winnipeg Richardson International Airport
- Accessibility complaints, compliments, and suggestions process

4. Description of the principal teaching methods and the types of educational and support materials used in the training program.

The principal teaching method was intended to be delivered online as a self-study course. The training is comprised of videos, images, and text and is delivered in a digital format.

5. Number of hours of training provided to members of personnel in the initial training program.

Initial training is formatted as a self-study program and is expected to take 3 hours to complete.

6. Average period between a member of personnel's assumption of their functions and the initial training program.

Within sixty days after the day on which the personnel member assumes his/her functions.

7. Frequency and nature of refresher training programs and the number of hours of refresher training provided to members of personnel.

Refresher training programs are delivered once every three years.

8. Qualifications and title of any person who provides the initial training and refresher training programs.

Initial training developed by Kirk Goodlet, Director, Winnipeg Airport Services Corporation (WASCO) and Chair of the YWG Accessibility Committee.

Training delivered via online learning management system.

Means used to consult persons with disabilities in the development of the training program and the principal teaching methods. WAA consulted various groups that represent persons with disabilities via the YWG Accessibility Committee. The following organizations reviewed and provided feedback on the development of the training program:

- Canadian National Institute for the Blind (CNIB) –Manitoba
- Manitoba Possible
- Inclusion Winnipeg
- St. Amant

9. Means used to ensure that members of personnel receive training that is suitable to the requirements of their functions and that provides an adequate level of knowledge and skills to carry out those functions.

All training provided to personnel is comprehensive in nature and designed to provide guidance to employees in a wide range of functions.

10. Means used to ensure that members of personnel complete the initial training and refresher training programs within the timelines that are specified by these Regulations.

Training for WAA personnel is recorded as a digital record and linked to a learning management system.

Training records for non-WAA employees are maintained by the respective employers providing service to the airport.

11. Means used to record and monitor the completion of the initial training and refresher programs by each member of personnel, including the dates on which the initial training and refresher training programs were completed.

Training for WAA personnel is recorded as a digital record and linked to a learning management system.

Training for non-WAA personnel is tracked as a standing agenda item during regular contract management meetings. Additionally, WAA is entitled under the service contracts to perform audits of training records.

may perform audit in accordance with the contracts in place.

12. If the transportation service provider enters into any agreement or arrangement with a person for the provision of transportation-related services or facilities, a list of the transportation-related services or facilities that are provided under each agreement or arrangement.

Transportation-related service providers that provide services on pre-arranged basis are not included in the scope of this schedule.

Transportation-related service providers separately licenced by the City of Winnipeg are excluded from the scope of this schedule on the basis that the licencing requirements for taxi drivers includes a two-day training program and provides a certificate valid for two years. This training is based on and grounded in the principles found in the UN Convention on rights of persons with disabilities.

In scope on-demand providers include:

- Hotel shuttle drivers
- Car rental staff that are customer facing