

**SCHEDULE  
(Section 11)**

**DESCRIPTION OF TRAINING PROGRAM**

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

**WAA Employees and Service Providers**

Date: October 15, 2018

1. Name and title of WAA persons responsible for managing the training program within the organization.
  - Darryl Dowd, Director, Operations
  - Rob Bachart, Director, Commercial Assets
  - Kim Bilcowski, Director, People & Culture
2. Target group of the training program (specify):
  - (a) employees and contractors who interact with the public;
  - (b) employees and contractors who provide physical assistance;
  - (c) employees and contractors who handle mobility aids;
  - (d) employees and contractors who assist with special equipment or aids.
3. List of the occupational categories of the organization's employees and contractors required to receive training.

**WAA Employees:**

- Manager(s), Airport Operations
- Manager, Terminal Operations & Customer Experience
- Manager, Groundside Operations

**Contractors and airport service providers:**

- SRG Shift Manager
- SRG Curb Traffic Attendants
- SRG Guest Transportation Liaison
- Indigo Information Centre staff
- Indigo Parking Booth staff
- Indigo Valet & Away staff
- On-demand ground transportation drivers (licenced operators)
- Hotel shuttle drivers (licenced operators)
- Car rental agency staff (on airport lands)

4. Subject matter covered in the training program.

The following modules are covered for employees, contractors and airport service providers through CTA issued training videos on how to assist persons with disabilities entitled, Accessibility for All.

- Introduction to sensitivities
- Services to be offered to persons with disabilities
- Communication best practices
- Assisting a traveller who is blind or partially sighted
- Assisting a traveller who is deaf, deafened or hard of hearing or who has another disability.

Municipally licensed taxi and limousine providers receive an acceptable Disability Awareness Transportation Training Course as part of their licencing process.

5. Principal teaching methods and types of educational and support materials used in the training program.

Employees and contractors are provided with a link to CTA's online training videos on how to assist persons with disabilities.

Municipally licensed taxi and limousine providers receive training in a classroom environment.

6. Number of hours of training provided in the initial training program.

The training program including the quiz typically takes 1.5 hours to complete.

Municipally licensed taxi and limousine providers are provided with two (2) days of training.

7. Average period between the beginning of employment and the initial training.

WAA employee training is completed within sixty (60) days of the commencement of their duties.

For contractors and airport service providers, employees and contractors are expected to have initial training before they interact with the public.

8. Frequency, nature and number of hours of refresher training sessions required.

- Refresher training is required at intervals not to exceed three (3) years.
- Participates undertaking refresher training are expected to complete the CTA's online training videos and quiz on how to assist persons with disabilities.

Municipally licensed taxi and limousine providers are provided with refresher training by the Province of Manitoba every two (2) years.

9. Qualifications and title of the person who provides the initial training and refresher training sessions.

Training sessions are online training course is provided by the CTA.

Provincially licensed taxi and limousine providers are provided training by the Province of Manitoba.

10. Where a person with a disability is involved in the training program, the nature of the involvement.

Not applicable.

11. Means used by the organization to ensure that employees receive a level of training appropriate to the requirements of their function.

WAA uses contractual provisions to ensure that contractors comply with training obligations under the Canada Transportation Act.

Provincially licensed taxi and limousine providers receive an acceptable Disability Awareness Transportation Training Course as part of their licencing process.

12. The recording and monitoring of the completion of the initial training and each refresher training session.

Training records for WAA employees are maintained in WAA's Safety Management System which is the organization's repository for training records governed by regulatory requirements.

Training records for contractors are collected by contractors and airport service providers are forward to WAA and filed with the commercial licence agreements on an ad hoc or annual basis. Records are submitted to:

- Marianne Palmer, Supervisor, Real Estate Assets
- Lisa Patterson, Manager, Groundside Operations

13. Where the organization uses contractors, the means used to ensure that the contractors receive a level of training appropriate to the requirements of their function.

Contractors and airport service providers are provided with a link to CTA's online training and are expected to complete all modules.

Provincially licensed taxi and limousine providers receive an acceptable Disability Awareness Transportation Training Course as part of their licencing process.



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Darryl Dowd, Director, Operations



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Kim Bilcowski, Director, People & Culture



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Rob Bachart, Director, Commercial Assets