

## Accessible Areas and Services – Vancouver International Airport

We are committed to providing meaningful access and participation for people with a disability and welcome spectators with a disability to enjoy the 2010 Winter Games. Below are the accessible features available on the venue.

<b>RESOURCE</b>	<b>INFORMATION</b>
<b>Accessible Amenities</b>	<p>All merchandise kiosks and concessions will feature at least one point of sale that is wheelchair accessible.</p> <p>Airline check-in counters are wheelchair accessible and feature a lowered writing shelf.</p>
<b>Accessible Transportation</b>	<ul style="list-style-type: none"> <li>• All workforce will access YVR via the Canada Line which is accessible.</li> <li>• Accessible transportation options will be available to accredited Games customers.</li> <li>• The following accessible transportation services are also available:               <ul style="list-style-type: none"> <li>○ accessible taxi service available 24 hours. A taxi host will call up as required</li> <li>○ accessible parking spaces curb-side on all levels of the Domestic and International Terminal as well as on all levels of the parkade</li> <li>○ parking lot shuttle with wheelchair accessible lift</li> <li>○ Pacific Coach Lines to Whistler has accessible buses however 24 hours notice is required to book this service</li> </ul> </li> </ul>
<b>Accessible Drop Off Location</b>	<p>Dedicated passenger drop-off/loading zone are available for both terminals. All bus bays and drop off areas are equipped with curb cuts to allow for wheelchair access from side or rear mounted lifts.</p>
<b>Accessible Entry/Exit</b>	<p>The main entry/exit to the airport is wheelchair accessible.</p>
<b>Accessible Toilets</b>	<p>Accessible toilets are available in every set of washrooms located in both the International Terminal and Domestic Terminal buildings. Unisex/family toilets are also available.</p>
<b>Mobility Assistance</b>	<p>Golf cart and wheelchair service is provided by the airlines for passengers who require extra assistance. Customers are encouraged to notify their airline in advance if they require assistance with moving to the boarding area, as well as boarding and deplaning, or moving to the general public area upon arrival.</p>
<b>Wheelchair Access</b>	<p>All pathways in and around the venue will be a hard surface cleared of snow with grades not exceeding eight per cent. Elevator access is available to all floors.</p>

<b>Spectator Information in Alternative Formats</b>	Reference copies (in English and French) of the Spectator Guide will be available at the tourism information centre in large print and in Braille formats.
<b>Dog Relief Areas</b>	Assistance/guide dogs are welcome in the venue. A dog relief area has been identified in the grassed area in front of the utilities building which is at the south end of the Domestic Terminal. A pet waste bag dispenser and receptacle will be on site.
<b>Visual Paging Service</b>	Visual paging service is available in both the Domestic and International Terminal.
<b>TTY Payphones</b>	TTY (text teletype – telephone device for the Deaf) equipped pay telephones are available in both the Domestic and International Terminal buildings.
<b>Microphone/volume controlled handsets</b>	Located at check-in counters in the International Terminal