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Who should obtain help – definition: *Person with Reduced Mobility /PRM, PRMs/ is a person whose mobility is reduced due to a physical (sensory or*

motor) disability, intellectual disability, age, impairment or other cause of disability, and who requires special attention and adaptation of the service offered to all passengers while using transportation.

I General:

1. Introduction:

1) The arrangements below contain guidelines as to the general nature and scope of the special help to be provided to persons with reduced mobility on the premises of Kraków Airport in line with local, domestic and European Union law in order to provide them with professional and continuous service.

Airport managing body - John Paul II International Airport Kraków-Balice sp. z o.o., airlines and groundhandling agents declare that they will cooperate on the local level in order to organize special help for PRMs. The arrangements mentioned above must be in accordance with the European Groundhandling Directive.

2) This Code is based on the regulations contained in Document 30, part 1, section 5 of the European Civil Aviation Conference /ECAC/ including its annexes, and recommendations of ICAO, Annex 9, ed. 11.

3) Persons with reduced mobility have the same right as other citizens to freely move and make free choices.

Any discrimination of persons with reduced mobility traveling by air is forbidden. Such persons must not be denied booking or transport due to their disability. It is forbidden to directly charge these persons for assistance provided to them.

4) Regulations contained in the Code pertain to all users of Kraków Airport, in particular to: organizational units of the airport managing body, handling agent(s), airlines, public services, tour operators, architects, designers and shops.

2. General rules:

1) The purpose of this Code is to improve the accessibility of air travel to persons with reduced mobility.

2) This Code defines minimum standards of conduct on the premises of Kraków Airport with respect to persons with reduced mobility.

The detailed scope of services provided on the premises of Kraków Airport is contained in a separate agreement between the airport managing body and a provider of services for PRM.

3) The Code is based on the regulations for the standard of services provided to persons with reduced mobility contained in:

a) European Civil Aviation Conference (ECAC) Document 30, section 5 including its Annexes:

- **Annex E:** Guidance leaflet for persons with reduced mobility who may be infrequent, or first time, flyers
- **Annex F:** Guidance material for security staff – Key points for checks of PRMs
- **Annex J:** Code of Good Conduct in ground handling for persons with reduced mobility
- **Annex K:** Guidelines on ground handling for persons with reduced mobility
- **Annex N:** Guidelines on awareness and disability equality for all airport and airline personnel dealing with the traveling public

b) Annex 9 ICAO, edition 11

c) Regulation (EC) 1107/2006

d) European Groundhandling Directives

4) The Code contains minimum standards which must be met, however it also points out that it is necessary to raise standards in this area, especially in strategic planning, eg. the planning of new airport infrastructure, terminal facilities and the planning of new technologies and equipment for handling services.

5) The Code contains regulations concerning all aspects of air travel by persons with reduced mobility i.e. from the moment of acquiring information about travel until arrival at destination airport.

6) The Code also contains airport infrastructure solutions, including signage and information designed for PRM passengers.

7) All doubts arising from the regulations below will be explained and interpreted by the *Disabled Persons Assistance Team* appointed by the managing body in a separate order.

3. Policy for personnel attending to persons with reduced mobility:

Users of the airport and the airport managing body declare to work jointly in order to regularly evaluate and improve the way assistance for persons with reduced mobility is organized at Kraków Airport.

The cooperation should be aimed at developing a model used for work organization of services assisting persons with reduced mobility.

Main goals of the policy:

- 1) Services need to be provided in a harmonized, clear and non-discriminating way; they also need to be subject to audits and evaluation in line with the European Groundhandling Directive.
- 2) Raising the level of service and security of persons with reduced mobility by providing reliable services of highly qualified personnel with the use of high-quality equipment and organizational structures, aiming to fulfill and, if possible, extend the scope of activities so as to improve the current security standards and customer service.

4. Scope of services:

When booking tickets in advance, PRMs should be able to express their special needs, in accordance with current IATA codes **/Annexes 4,5/**.

The services to be provided should cover the following:

- 1) Advance booking, with the use of all generally available modern media (web sites, electronic mail, SMS etc., both on the national and local level, for all PRMs requiring help on departure and arrival),
- 2) Assistance, from the moment of arrival to check-in counter at the airport,
- 3) Assistance in check-in procedure at the check-in counter, passport control and security check procedures,
- 4) Assistance in proceeding to the gate to board the plane with appropriate advance,
- 5) Assistance in boarding the plane and disembarking, including appropriate assistance to passengers in need of special means in order to board the plane/disembark (in line with local or national requirements),
- 6) Assistance in reclaiming baggage and immigration and customs control,
- 7) Assistance in changing planes in combined flights, both in the generally available zone and in the restricted zone, and while moving between the terminals and on their premises,
- 8) Assistance during a journey with changes,
- 9) If the time allows, allowing persons with reduced mobility to use airport facilities he or she has requested, without the need to ensure constant assistance of a service provider employee,
- 10) On passenger's request, providing a wheelchair without assistance, subject to availability of wheelchairs.
- 11) Providing appropriate help in case of major flight delays and/or cancellation (covering instantaneous needs of persons with reduced mobility) exclusively on the premises and in the area of Kraków Airport, without continuous assistance.

5. Principles of operation:

Provisions for transport facilitation for persons requiring special assistance have been collected in Section 8 of Annex 9 ICAO, edition eleven.

The following principles should be applied to transport facilitation activities for persons requiring special assistance:

- 1) Activities in accordance with the provisions of the European Groundhandling Directive,
- 2) Airlines will be able to perform the services on their own or select another service provider. Such provider is not allowed to directly charge persons with reduced mobility. In any case the provided service must comply with at least the standards set forth in part 1 of Document 30 ECAC,
- 3) If possible, the service provider must avoid subcontracting its duties to third parties,
- 4) Where possible, a uniform standard of services should be provided,
- 5) An efficient system should be developed to classify the importance of services, plan and provide assistance on time,
- 6) Appropriate waiting/meeting points should be provided in strategic points of the airport,
- 7) Efficiency should be continuously evaluated and improved, ensuring the most efficient ways of regrouping personnel and equipment are in place,
- 8) Training programs based on requirements set out in part 1 of Doc 30 ECAC should be developed by agreement with domestic and European organizations for people with disabilities, in accordance with local regulations or the national law.
- 9) All equipment necessary to provide assistance to persons with reduced mobility that must be compliant with the requirements of local and domestic laws and with the requirements of local airports, including domestic security regulations, must be ready to use and be provided by the service provider,
- 10) The airport managing body allows blind and vision impaired persons to be accompanied by their guide dogs while in terminal facilities.

6. Working hours and the area of operation:

1) Service providers should provide necessary assistance during working hours of the airport, on its premises /within the airport's boundaries/: inside and around terminal facilities, in the generally accessible zone and in the restricted zone.

2) Assistance points for persons with reduced mobility located inside the airport have been selected, in accordance with the enclosed layout **/Annex No 6/**.

7. Standard and monitoring of services:

1) Standard and target level of services is subject to agreement between the airport managing body, AOC, service provider and other users of the airport.

2) Standards listed below state the minimum level of services to be applied when attending to PRMs.

They are subject to revision agreed on by AOC, the service provider, the airport managing body and all other involved parties, depending on the size of the airport and the amount of passenger traffic.

3) For departing customers who booked in advance:

After arriving to the airport and notifying the service provider at the help point:

- a) 80% of customers should not wait for assistance for more than 10 minutes
- b) 90% of customers should not wait for assistance for more than 20 minutes
- c) 100% of customers should not wait for assistance for more than 30 minutes

4) For departing customers who did not book in advance:

After arriving to the airport and notifying the service provider at the help point:

- a) 80% of customers should not wait for assistance for more than 25 minutes
- b) 90% of customers should not wait for assistance for more than 35 minutes
- c) 100% of customers should not wait for assistance for more than 45 minutes

Note: waiting times longer than 15 minutes are subject to the availability of waiting zones.

5) For arriving customers who booked in advance:

Assistance should be available by the plane for:

- a) 80% of customers within 5 minutes from the moment their plane parks
- b) 90% within 10 minutes
- c) 100% within 20 minutes

6) For arriving customers who did not book in advance:

Assistance should be available by the plane for:

- a) 80% of customers within 25 minutes from the moment their plane parks
- b) 90% within 35 minutes
- c) 100% within 45 minutes

7) General provisions:

- a) All customers should be satisfied with the help they received
- b) 100% of departing customers should reach the aircraft on time, in order to enable them to board early and depart on time.

8. Training:

1) All employees attending to passengers on Kraków Airport should receive training in attending to persons with reduced mobility.

Such training should be adjusted to the position of a particular employee.

Employees directly involved in attending to persons with reduced mobility should receive training in attending and service of disabled persons at least once a year and the training should cover the following:

- a) information about types of disabilities, including all types of temporary disabilities (eg. broken legs, hands etc.),
- b) to provide at least the minimum level of services, as described in Doc. 30 Part 1, the PRM service provider shall employ only properly trained and educated staff.

2) The training should be developed in cooperation with local, national and European organizations for people with disabilities.

3) All managers of organizational units responsible for making decisions which may be related to the infrastructure or providing help to persons with reduced mobility, eg. in terms of design, should also receive training.

In small enterprises where it is not possible to provide training to all employees at least the managing director should receive training in order to transmit his knowledge in this area to his subordinates.

4) The training in providing help to persons with reduced mobility should include employee training covering all stages in a disabled person's journey starting from booking the ticket, and all aspects (conduct, communication, comprehension etc.).

The training must utilize the practical experience of disabled persons to determine a broad array of their needs.

5) Smaller enterprises are advised to use written guidelines.

6) The training must be tailored to the type of business and performed activities but it must generally include the following items /as required/:

- a) barriers to disabled persons: environmental, technical, organizational,
- b) general rules for access,
- c) proposed solutions for removing the barriers,
- d) information about types of disabilities, including hidden disabilities,
- e) interpersonal skills in communication, lifting, escorting,
- f) handling unforeseeable situations,
- g) communication skills (except for using sign language)
- h) general information about the rights of the disabled and non-discrimination.

- 7) Organizations for people with disabilities must be consulted for the scope of the training program.
- 8) Additionally, airlines and handling agents should receive specialized training in handling specialized equipment for people with disabilities.
- 9) The management should receive training in the responsibility and understanding of problems experienced by disabled persons and in taking decisions improving the situation of PRMs.
- 10) It is recommended to use the guide "Instructions for assisting persons with reduced mobility" - **Annex No 7**.

9. Monitoring of service quality and standards:

- 1) Regular evaluations will be carried out to monitor respecting standards of services by the provider and to improve the standard monitoring systems.
- 2) Although regular market research will be conducted in order to analyze the level of respecting quality standards, service providers should be required to introduce their own monitoring systems and transmit appropriate information to airport users and the airport managing entity.
- 3) Kraków Airport will monitor how the standards of providing services to persons with reduced mobility are respected by doing the following:
 - a) Recording the handling of PRM,
 - b) Recording received complaints,
 - c) Auditing the service provider and talks with institutions for people with disabilities.
- 4) All remarks and complaints concerning respecting standards of services for persons with reduced mobility should be mailed to the following address: KRK Airport Services sp. z o.o., based in Port Lotniczy Kraków, 32-083 Balice or to the e-mail address biuro@lhc.pl

10. Dissemination of information:

Airport managing entity will be required to provide public and non-public organizations operating on Kraków Airport with any useful information in order to spread awareness of special help or facilities available to persons with reduced mobility.

Service provider is responsible for providing all necessary information about handling of PRM passengers.

The importance of advance booking should also be emphasized; the information should be disseminated through all available channels including the internet.

II Detailed principles of operation:

1. Pre-journey:

When booking tickets in advance, a PRM should be able to inform about his/her special needs, in accordance with current IATA codes; a *template registration form* is enclosed /**Annexes 4,5**, .

- 1) When booking tickets in advance, a PRM should fill out the correct form informing in detail about his/her handling needs.
- 2) The managing authority provides access of persons with reduced mobility to information on help available on Kraków Airport, specifically this information is published on the website and in brochures available in all terminal buildings in Polish and in English.

2. Ticket booking:

- 1) Airline and travel agent should demand all necessary information from persons who need assistance at the airport and during the flight. Such information must be recorded and sent in available forms to the handling agent with the use of international codes, within the time limit defined in Regulation (EC) 1107/2006. The record should be simple and comprehensible, and adequate internationally recognized terms should be used.
- 2) If it is not possible to obtain information about assistance needed by a person with reduced mobility directly from that person, the information should be retrieved from that person's representative. In the case of a telephone booking the necessary information should be filled out by the airline's or travel agent's staff, basing on the registration form.
- 3) The need for PRM assistance needs to be registered in advance so that appropriate help at the airport and on board can be provided.
- 4) Airlines are obliged to notify the managing entity or in its place the service provider that assistance is required for a PRM with a minimum of 48 hours advance before the announced departure time - in accordance with the provisions of Regulation (EC) 1107/2006.
- 5) Internet booking should provide for the same possibility of registering for the required assistance as the traditional service.

Seats on the plane should be booked on "first come, first served" basis, if possible.

6) Staff of the handling agent should be informed about each special, individual seat reservation in order to ensure seats are properly arranged before check-in begins.

In case of no advance registration all efforts should be made so that the person with reduced mobility is assigned the right seat.

7) Where a PRM needs two seats on the plane, the airline should offer the second seat at a discounted price.

3. Getting to the airport:

Each person with reduced mobility planning a departure from Kraków Airport should be able to easily and quickly find their way to the airport.

Airport managing entity shall put appropriate signs on the points of access to terminal facilities.

Access by car:

Most persons with reduced mobility travel to the airport by car. Therefore, it is important for airport infrastructure and signage to be adequate.

1) Car park administration should provide for appropriate design and facilities for persons with reduced mobility, taking into account parking ticket sale points, pedestrian crossing passageways, communication with terminal buildings etc. Parking spaces for PRMs and access to them must be clearly marked.

2) Short term parking spaces should be located as close to the terminal buildings as possible.

3) Users of PRM parking spaces must have parking cards entitling them to enjoy the rights of persons with disabilities.

Information about the requirement of holding a parking card must be available in advance, before arrival at the airport.

4) Long-term car parks should have spaces for PRMs well communicated with passageways to terminal buildings.

5) Car park personnel should be trained in recognizing signage on cars with disabled passengers, and their rights.

Signage on parking spaces for PRMs should clearly state the status of these spaces and effectively discourage other passengers from using them.

Car park personnel should help carry luggage or invalid equipment but they are not allowed to lift a disabled person from their car.

6) Bus stops should be accessible to wheelchair users.

Buses adjusted to the needs of disabled persons should be appropriately marked.

Information about the availability of such transportation should be available at the help point for people with disabilities.

7) There should be a help phone for PRMs available in front of the terminal building near the PRM car park, bearing clear and legible signage. The sign should contrast with the surroundings.

The transportation system should be available to persons with impaired hearing and vision. The user should receive a confirmation that his/her information about the need for help has been taken.

All phones designed for persons with reduced mobility should be fitted with an induction loop and a light signal.

TAXI:

1) Taxi rank should be well marked and situated near the entrance to terminal buildings.

2) Taxi vehicles adjusted for the disabled should have additional special marking.

3) The airport managing entity should provide for a special service for disabled persons in an agreement with a taxi operator: adjustments for wheelchairs, assistance in getting in and getting off a taxi, assistance in loading luggage.

4) Information about the availability of such transportation should be available at the help point for people with disabilities.

Bus and rail:

The airport managing entity should make an agreement with bus and rail operators to cooperate in helping persons with disabilities traveling to/from the airport.

Access ways to terminals:

All access ways to external points – the help phones and terminal buildings – should be adequately marked and fully available to persons with disabilities.

The help phone for persons with reduced mobility should be located near the entrance/exit of the terminals. These points should be visibly marked and they should contrast with the surroundings.

4. Infrastructure for persons with reduced mobility inside the terminal buildings:

Infrastructure for persons with disabilities should be considered as a priority from the first designing stages of new terminal facilities.

All installations and services available to PRMs, ie. toilets, waiting points, help phones, public phones etc. should be clearly marked and visible from a distance. The signage should contrast with the surroundings.

Check-in counters should be designed in a way making them available to wheelchair users.

1) Shops, restaurants and other services:

Commercial and restaurant services and other services offered inside terminal buildings should be available to persons with reduced mobility.

Counters should be accessible to wheelchair users.

Offices of airlines, travel agents, restaurants, shops and the chapel should be available to disabled persons.

2) Waiting points in terminal buildings:

Waiting points for persons with reduced mobility should be located near the check-in counter or the PRM help phone. These points and access ways should be clearly marked and available to persons with reduced mobility.

The staff of the service provider should regularly check the zone for disabled persons. This is particularly important in the case of passengers who are not able to use visual information.

3) Access to information:

Public phones designed for PRMs should be available inside and outside terminal buildings.

Such phones should be adequately fitted with an induction loop and signs for people with impaired hearing or vision.

Points of their location must be clearly marked. Access to these phones must also be possible for wheelchair users.

The system of visual information "flight information" should be available to persons with reduced mobility waiting in the PRM zone.

4) Wheelchairs:

As a general rule, wheelchairs belonging to disabled persons are allowed in the terminal buildings.

Electric wheelchair users should be granted permission to use them until they reach the departure hall / gate, if possible.

In other cases such wheelchairs should be checked in as luggage.

Electric wheelchairs should be transported at no extra charge.

They should be sent to the plane last and delivered during disembarkation first.

Wheelchairs should be returned to the disabled person first.

Airlines should exercise special care while transporting wheelchairs.

5. Attending to persons with reduced mobility:

1) Check in

The staff of the handling agent should verify all information in the check-in system in order to make sure if there has been an advance booking requiring service for the PRM.

In case of no such booking the staff of the handling agent should ask the PRM passenger about any help he/she might require and organize such help, if necessary.

The staff of the handling agent should provide all information about the distance to the departure hall and gate, and about the time it takes for persons without disability to get there.

The staff of the handling agent should be able to communicate with deaf persons or persons with impaired hearing; however they do not need to be able to use the sign language.

The staff of the handling agent should also help persons with reduced mobility to operate the self-service check-in point.

2) Help in departure halls / gates:

Departure hall personnel should be aware if there are PRM passengers on a particular flight, especially passengers with impaired hearing, and whether they are being systematically informed about the departure of their plane. The personnel should be aware of passengers who have mobility problems on stairs or who might find it difficult to walk the distance to the plane. The personnel should suggest assistance, if necessary.

The same applies to passengers who are blind or vision impaired.
All such passengers must be systematically informed about stages in the check-in procedure.

3) Boarding:

It is recommended that persons with reduced mobility are transported individually and by means of transport which meet appropriate requirements.

If a disabled person requires a "full lift on" he or she needs to be attended to first, unless there are other circumstances which force a different conduct.

It should be a rule that disabled persons requiring assistance should be checked-in first and should leave the plane last.

Only appropriately trained staff are allowed to assist such a person or carry or lift him/her, acting according to that person's wishes.

4) Assistance on board of the plane:

Assistance to be provided by air carriers is regulated by Annex no. 2 to Regulation (EC) 1107/2006 and in Doc. 30 ECAC.

5) Arrival and transfer:

It is important to pay attention to even the slightest delays, which may be troublesome for passengers.

Assistance is to be provided at the time of transfer between planes.

Airlines and the airport managing entity should make sure that assistance and adequate accommodation are available for the time of transfer.

If a person with reduced mobility needs to use a wheelchair, such wheelchair should be available after the person leaves the plane.

6) Luggage reclaim, passport and customs clearance:

Assisting personnel should help to reclaim and transport luggage.

Adequate signs should show passengers the way through passport and customs clearance.

Passport and customs clearance personnel should be adequately trained in attending to disabled persons.

If a PRM passenger continues his/her journey by car, the assistance should include loading the luggage in the car; this does not include carrying/lifting the passenger into the car.

If journey is continued by other means of transport complete information should be given as to the means of transport the passenger will be using.

Assistance should be provided on the way from the plane to the car park, bus stop or TAXI rank.

Before abandoning a PRM passenger, personnel should make sure if the passenger has been provided with a means of transportation and whether they will need further assistance.

7) Security check, passport control, customs control:

All disabled persons are subject to the same inspection as all other passengers, but they require special treatment and care.

Inspecting personnel should be adequately trained in inspecting persons with disabilities and acquainted with ECAC Doc. No. 30. After receiving appropriate training the personnel should have easy access to information about inspecting PRMs in the form of a pocket-size brochure.

If there is nobody to assist a person with reduced mobility, the inspecting personnel should provide all possible facilitations available to disabled persons, such as help in carrying their luggage during the inspection. The personnel should offer all required assistance.

Security check infrastructure should be adjusted to the use of wheelchairs.

Regulations on performing security inspections are set forth in Doc. No. 30 ECAC, Annex F: Guidance material for security staff – Key points for checks of PRMs.

General rules of conduct during security checks of PRM passengers are covered by Annex 8.

Assistance dogs:

The airport managing entity allows blind and vision impaired persons to be accompanied by their guide dogs while inside terminal facilities.

Annex No. 1 to the Code of Good Practice in Handling Persons with Reduced
Mobility

Consultation document

No.	Organizational unit	Consultation date	Signature/company stamp and personal stamp
1.	Airport managing entity		
2.	Handling agent		
3.	Kraków Airport's Airline Committee (AOC)		
4.	Border Guards unit Kraków-Balice		

Annex No. 2 to the Code of Good Practice in Handling Persons with Reduced Mobility

Association (IATA) codes apply into disabled people requiring Assistance:

- 1) MEDA Passenger whose mobility is impaired due to clinical cases with medical pathology in progress, being authorised to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident.
- 2) STCR Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.
- 3) WHCR Passenger who can walk up and down stairs and move about in an aircraft cabin, who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- 4) WCHS Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- WCHP* Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair.
- 5) WCHC Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
- 6) BLIND Blind.
- 7) DEAF Passenger who is deaf or a passenger who is deaf without speech.
- 8) DEAF/ Passenger who is both deaf and blind, who can only move

BLIND around with the help of an accompanying person.

- 9) MAAS All other passengers in need of special assistance.

* WHCP is not yet internationally recognized.

Annex No. 3 to the Code of Good Practice in Handling Persons with Reduced Mobility

Useful contacts

N o.	Organizational unit	Position	Phone number	E-mail address
	International Airport Kraków-Balice			
1.		Head of Terminal Service Section	12 639 3309; 3310;	jrokosz@krakowairport.pl
2.		Medical Service Section	12 639 3504	mklosinski@krakowairport.pl
3.		Falck	12 639 3015	
4.		Airport Operations Duty Officer	12 639 3305	dp@krakowairport.pl
5.		IT service	12 639 3333	laczosc@krakowairport.pl
	Service provider		12 639 3140	
1.		Head of PRM Section		
2.		Shift Manager		
	MPL Services Sp. z o.o.	Car parks	12 295 30 65	
	PSG	Shift Manager	12 639 32 37	
	UC	Shift Manager	12 639 32 36	
	AOC		12 639 34 27	
	The Plenipotentiary of the Mayor of the City of Krakow for the Matters of the Disabled	Plenipotentiary Bogdan Daśal	12 616 50 08, 12 616 50 26	Bogdan.Dasal@um.krakow.pl
	Polish Forum of People with Disabilities	President Krystyna Mrugalska Anna Rozborska	22 646 87 55 22 635 34 77	anna.rozborska@pfon.org
	Taxi		9191	
	Civil Aviation Office	Civil Aviation Security and Facilitation Department	22 520 74 78	aborkowski@ulc.gov.pl

Annex No. 4 to the Code of Good Practice in Handling Persons with Reduced Mobility
/version suggested by the International Airport Kraków-Balice/

Registration form for persons with reduced mobility
/version in Polish/

Please fill out this form with information about your disability by selecting **YES** or **NO**. The information will be passed on to the airline in order to prepare your journey.

A Booking details:

First and last name of the customer with special requirements: _____

Date of departure: _____

Booking: _____

Departing flight number: _____

Arriving flight number: _____

Contact phone or e-mail address: _____

B General information:

1. How can you describe your disability? _____

Please specify the medical term for your disability. _____

C Mobility:

1. Do you have mobility problems? YES/NO

If not, please go to section D

If yes, please specify further details. _____

2. Can you walk or travel without assistance at a place which is unfamiliar to you?
YES/NO

Eg. You may not require assistance at all times but some distances at the airport may be long, such as the distance between check-in counters and departure halls.

3. Do you have your own wheelchair?

YES/NO

If yes, does your wheelchair have a battery?

YES/NO

If yes, is it a wet battery?

YES/NO

If yes, is your wheelchair foldable?

YES/NO

If yes, what are its dimensions and weight?

YES/NO

Unfolded wheelchair:

Width cm, height cm, depth cm.

Folded wheelchair:

Width cm, height cm, depth cm, weight

4. Do you need to rent a wheelchair on your way to/from the plane YES/NO

There may be a charge for that service. Please ask your travel agent/airline about details.

5. Can you go up/down the plane stairs without assistance? YES/NO

The stairs are steep and have narrow steps.

6. Do you need a wheelchair to use the toilet on board of the plane? YES/NO

7. If your journey includes a bus transfer, can you go on/off the bus without additional assistance?
YES/NO

Buses may have steep stairs.

8. If your journey does not include a bus transfer, will you need a TAXI to get from the airport to your place of accommodation and back?
YES/NO

There may be a charge for that service. Please ask your travel agent/airline about details.

D Access to information:

1. Is your disability likely to make it difficult for you to see or hear important information or announcements? YES/NO

For example: some routine announcements will not be made through the loudspeaker but will only be visible on the screens; on some planes the demonstration of security rules by flight personnel may be performed without voice instructions.

E Plane/bus:

1. Would you prefer to have a seat near the toilet on board of a plane/bus? YES/NO

2. Would you prefer to have a seat near the aisle on board of a plane/bus? YES/NO

If yes, why?

3. Will you be taking medicines while you are traveling? YES/NO

If yes, please specify details.

4. Do you have any medical equipment? YES/NO

If yes, please specify details.

6. Are you asthmatic or have breathing problems? YES/NO

If yes, please specify details.

7. Do you need extra oxygen? YES/NO

This service will be extra charged.

8. Are you traveling with a guide dog? YES/NO

Please ask your travel agent/airline about details of carrying a dog on board of a plane.

F Food:

1. Do you have special requests concerning food? YES/NO

If yes, please specify details. _____

Important information:

The above information will be passed on to your travel agent/airline who will make every effort to satisfy your needs.

However, it is important to remember the following:

- *Your needs will not always be satisfied, eg. planes, buses and other stages of your journey may be replaced without prior notification due to unforeseeable circumstances (such as accident, cancellation, unavailability of accommodation).*
- *Your travel insurance should adequately cover any previously existing health problems and any expensive medical equipment you have,*
- *all changes in your requests may influence the appropriateness of the contract you have concluded with the travel agency/airline,*
- *you should immediately inform the travel agency/airline about any changes made in your reservations*
- *airlines use an international code to recognize the level of disability and provide necessary assistance*

I confirm that the information stated in this form is true and I understand that I am not guaranteed that my requests listed above will be satisfied.

Signature/date:

Annex No. 4 to the Code of Good Practice in Handling Persons with Reduced
Mobility
/version suggested by the KRK/

FORM FOR PASSENGERS REQUIRING SPECIAL ASSISTANCE

1. FIRST AND LAST NAME
2. CONTACT DETAILS (PHONE, E-MAIL)
3. PLANNED FLIGHTS

AIRLINE	FLIGHT NUMBER	F R	TO	DATE	CLASS	REMARKS
---------	------------------	--------	----	------	-------	---------

		O				
		M				

4. TYPE OF DISABILITY

WCHR (THE PERSON HAS MOBILITY PROBLEMS OVER LONG DISTANCES, IS ABLE TO WALK ON STAIRS)

WCHS (MOBILITY PROBLEMS OVER LONG DISTANCES, IS UNABLE TO WALK ON STAIRS)

WCHC (COMPLETELY IMMOBILE)

BLND (BLIND OR VISION IMPAIRED PERSON)

WILL THE PASSENGER BE ACCOMPANIED BY A GUIDE DOG YES NO

DEAF (THE PERSON IS DEAF OR HEARING-IMPAIRED)

MEDA (PERSON WHOSE MOBILITY IS IMPAIRED DUE TO AN ILLNESS.

AUTHORISATION TO TRAVEL BY AIR ISSUED BY MEDICAL AUTHORITIES IS REQUIRED).

5. WILL THE PASSANGER USE HIS/HER OWN WHEELCHAIR?

YES NO

6. TYPE OF WHEELCHAIR OWNED BY THE PASSENGER HE/SHE WILL BE USING

FOLDABLE WHEELCHAIR YES NO

BATTERY-POWERED WHEELCHAIR YES NO

TYPE OF THE BATTERY DRY WET

Annex No. 5 to the Code of Good Practice in Handling Persons with Reduced Mobility
/version of the International Airport Kraków-Balice/

Checklist for travelers with disabilities

We want everyone to enjoy completely successful travel arrangements.

We therefore ask that this checklist be completed before confirming a booking for any customer who has a disability or medical condition requiring special travel, accommodation or dietary arrangements.

The questions may seem intrusive but they are necessary to ensure disabled customers receive a quality service tailored to their particular needs.

This information will be used to check the suitability of the accommodation, transport and facilities in the destination. This form should also be used to give information regarding specific needs for equipment and/or medication.

Please circle **Yes** or **No** as appropriate

A. Booking details:

Name of customer with special requirements: _____

Departure date: _____

Booking ref.: _____

Outbound flight number: _____

Inbound flight number: _____

Contact phone number or e-mail: _____

B. General:

1. How would you describe your disability?

It may also be helpful to give the medical term for the disability.

C. Mobility:

1. Do you have any kind of mobility difficulty? Yes/No

If No please go to Section D.

If Yes please give details. _____

2. Can you walk or travel on your own without assistance in an unfamiliar place?

Yes/No

For example: although you may not need assistance all the time some distances at the airport terminal can be long – between the airline check-in desk and the departure gate, say.

3. Are you taking your own wheelchair?
Yes/No

3 (a) If Yes, is it battery operated?
Yes/No

3 (b) If Yes, is it: i) Dry Cell
Yes/No

ii) Wet Cell
Yes/No

3 (c) If Yes, does it fold up?
Yes/No

3 (d) If Yes, what are the dimensions and weight of your wheelchair?

Open:

Width cm. Height cm. Depth cm.

Closed:

Width cm. Height cm. Depth cm.

Weight:

4. Do you need to borrow a wheelchair to/from the aircraft? Yes/No

There may be a charge for this. Please ask your travel company for details immediately.

5. Can you walk up/down the aircraft steps without assistance? Yes/No

These can be steep with narrow treads.

6. Do you require a wheelchair to visit the toilet on board the aircraft?
Yes/No

7. If there is a transfer coach provided as part of your arrangements, can you board and leave a standard coach without additional assistance other than from your traveling companion? Buses and coaches may have steep steps. Yes/No

8. If there is no transfer coach provided as part of your arrangements, do you need a taxi transfer from the airport to your accommodation and return? There may be a charge for this. Please ask your travel company for details. Yes/No

D. Accessible information:

1. Do you have a disability that would make it difficult to see or hear important information, or communicate easily with people providing important or emergency information? For example: some routine flight departure information will not be announced over loudspeakers and will only appear on a television screen; and on some aeroplanes the safety demonstration may not be accompanied by full spoken explanation. Yes/No

E. Flight/Coach tour

1. Is it best for you to sit near to the toilet? Yes/No

2. Is it best for you to have an aisle seat? Yes/No

If yes, why?

3. Will you be taking medication during the flight? Yes/No

If Yes, please provide details.

4. Are you taking any medical equipment? Yes/No

If Yes, please provide details.

5. Are you asthmatic or do you have other breathing difficulties? Yes/No

If please provide details.

6. Are you likely to require supplementary oxygen? Yes/No

There will almost certainly be a charge for supplementary oxygen.

7. Are you traveling with any kind of assistance dog? Yes/No

Please ask your travel company for details.

F. Meals:

1. Do you have a special dietary requirement? Yes/No

If Yes, please give details. _____

Important customer information

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However it is very important to remember that:

- Meeting your needs cannot always be guaranteed. For example, aeroplanes, coaches and other elements of your holiday may need to be substituted without prior notification due to unforeseen circumstances (i.e. breakdown, cancellation or non-availability of accommodation).
- Your holiday insurance policy should adequately cover any preexisting medical conditions and cover any expensive equipment you may be taking.
- Any change in your requirements may affect the suitability of the travel arrangements you have made. It is important to let your travel agent or tour operator know of any changes immediately.
- Airlines use an internationally recognized coding system to identify the level of assistance they need to provide to individuals.

I confirm that the information given on this form is correct and understand that there is no guarantee that these needs will be met.

Customer signature/date

Annex No. 6 to the Code of Good Practice in Handling Persons with Reduced
Mobility

**Layout of help points and waiting points for persons with
reduced mobility**

/graphic files/

Annex No. 7 to the Code of Good Practice in Handling Persons with Reduced Mobility

Disability awareness and disability equality training guidelines for all airport and airline personnel dealing directly with the travelling public

1. Introduction

Disability awareness and disability equality training for airline and airport personnel is crucial in order to ensure that passengers with disabilities receive the assistance they may need and that they are treated with respect.

Personnel who have an understanding of disability and its diversity, and the types of barriers people with disabilities experience in society, will be better able to provide a high quality service that respects the safety, independence and dignity of each passenger.

These guidelines are intended to be a source of information to identify best practice for personnel employed in the air passenger transport industry dealing directly with the travelling public. They focus mainly on the attitudinal barriers that disabled people are facing in air travel, and they offer solutions to some of those.

These guidelines need to be complemented with general information on ECAC recommendations, IATA guidance and relevant EU legislation in order to acquire comprehensive knowledge on the rights of disabled air passengers and how to best provide assistance to those passengers.

Training must cover the full range of disabilities. These guidelines provide information on how best to interact with and provide assistance to people with varying special needs. Training should be provided to all employees dealing with the general public, including refresher training when appropriate. Passenger feedback should be constantly analysed and any necessary improvements fed into training programmes. The most important thing to remember when interacting and assisting disabled passengers and people with reduced mobility is to be respectful - what counts is to provide a high quality customer service, rather than necessarily to follow these guidelines word for word.

2. General Disability Awareness

Disabled people make up approximately 10 % of the population in Europe. Disabled people have the same right to non-discrimination and equal treatment as all other citizens and have the right and need to participate fully in all aspects of life, including air travel.

Disabled people are just like everybody else. It is important to remember that a person may have a disability, but the person himself or herself is not the disability. Therefore, the first thing to remember when interacting with a disabled person is to *focus on the person instead of the disability*.

Disabled people are a diverse group. They include people with reduced mobility, people who are blind or partially sighted, deaf or hard of hearing, people who have a learning difficulty or people with a mental health problem. There are also many people who have an invisible disability or a chronic illness. Other people have a combination of two or more types of disabilities. It is important to recognize this diversity.

When you are communicating with disabled people, it is important to communicate directly with the person, whenever possible, and not via a personal assistant, a sign language interpreter or any other accompanying person or assistant. However, some people may feel intimidated or anxious when you speak directly to them. In those cases, it might feel better for the passenger if you communicate via the accompanying person. It is important to respect a person's privacy when giving assistance.

Remember that the specific needs of an individual passenger with a disability are not always visible and may not be covered by a code, such as IATA's classification on disability. When appropriate, you should therefore encourage the disabled passenger to explain about his or her individual needs for assistance when travelling by air. The majority of disabled people are experts in their own needs and are familiar with this procedure.

3. Providing assistance to disabled air passengers

In order to allow disabled air passengers to enjoy a "seamless" travel experience in the same way as able-bodied passengers, your assistance may be needed. Seamlessness is a concept that aims at providing a comfortable, safe and uninterrupted journey, with the provision of assistance that is adapted to the needs of each individual.

Most disabled people, irrespective of their disability, are capable of acting for themselves and/ or travelling on their own. Asking for, or receiving, practical assistance from you means that your action can enable the person to retain his or her independence. Always ask the person if he or she needs the assistance and what kind of assistance he or she actually needs in connection with travelling by air in order to understand their capabilities. Bear in mind that the disabled person might have experienced similar situations before.

Remember that information about a person's disability is personal. Some passengers are also reluctant to explain their needs in detail and this should be respected. Seek feedback from the disabled person to ensure that you are providing appropriate assistance.

Think of your assistance to a disabled person as providing professional service, to which the person is entitled, and avoid giving the impression that you are acting out of compassion or that you are doing them a favour. This could for example be done by avoiding giving the person with a disability special treatment apart from what is needed due to the disability.

Remember that some people will not be familiar with a particular airport and/or language and might therefore have difficulty in knowing what their needs are at that airport. Your support and information is needed and appreciated in such cases.

Remember also that unexpected occurrences – late gate change, delayed flights, emergency evacuations of an aircraft or of an airport etc – are already stressful for the non-disabled passenger, but are often particularly difficult for disabled people. Be prepared to respond to the individual needs of disabled people in these situations.

In order to provide assistance corresponding to the needs of the individual passenger, you and the passenger will also benefit from a better understanding of the different barriers that disabled people face.

There are different kinds of barriers and these barriers affect people with different types of disabilities in different ways. You will find some examples of barriers for people with specific impairments in the following section. However, this is not an exhaustive list and is given only as a guide to the challenges you may face.

Common for all is the *attitudinal barrier*, which is perhaps the most difficult obstacle for disabled people to overcome. A person does not feel equal unless you treat him or her as an equal. Negative attitudes towards disabled people exist everywhere, starting at a very early stage in life.

When we meet people who are different from what we are used to, we feel unsure about how to react and think. The attitude we have to life, to ourselves and our surroundings, influences our behaviour. If we are able to change our attitude we are able to change our behaviour.

Research studies show that non-verbal communication has a significant impact on how people feel they are being treated. Spoken words are only a part of the experience that the passenger will have when interacting with you.

4. The diversity of disability

As disabled people form a heterogeneous group, the specific assistance needs will vary considerably from one individual to the other. In this section you will however find some basic information about the needs of people with some common types of impairment. Keep in mind that you are dealing with individuals and that these guidelines may not always be appropriate. Also, health and safety requirements may in a limited number of cases oblige you to avoid giving a certain kind of assistance to an individual.

4.1 Wheelchair users

Wheelchairs can be manual or electric and have various functions and dimensions. Wheelchair users rely on their chairs, which are often adapted to their individual needs. The wheelchair is the most vital part of the independence and dignity of the user. Therefore it is important to let the person stay in his or her individually adapted chair as long as possible during the journey. As an example, in order to be able to use an accessible toilet before the departure of the flight, many wheelchair users depend on their own chair. Be aware that the vast majority of wheelchair users are unable to use the small toilets which are provided in aircrafts.

Useful hints:

- Look directly at the wheelchair user. For long conversations, kneel down to the height of the wheelchair user or bring a chair in order to allow for a more comfortable conversation.
- Do not lose eye contact when standing up.
- If the height of a check-in or ticket office desk is not adapted to the needs of wheelchair users, think about coming around to their side of the desk.
- Offer to help opening heavy doors or picking up things that might have fallen on the floor. Ask if the person wants help with luggage or to reach anything that is at a non-accessible level.
- Do not lean on or push the wheelchair without asking first.

Be aware that the design of the airport infrastructure or the aircraft may prevent wheelchair users from moving around independently. This is the case for example if there are steps in the airport environment or if a ramp is too steep.

4.2 People with walking difficulties

Many people with walking difficulties use walking aids, like sticks, crutches or zimmer frames, but some will not use any aids at all.

Some people with reduced mobility prefer to sit down. Others prefer to stand because of pain when sitting or difficulties to get up from the seated position.

Useful hints:

- Whenever possible, offer a seat.
- Offer help with coats, bags or other belongings.
- Offer to open heavy doors, to pick up items that might have fallen on the floor etc.
- People who have walking aids may find it difficult to use their hands when they stand up.
- Many diseases cause pain that can severely limit mobility. They can make holding and grabbing difficult or impossible. Weakness in limbs makes it difficult to move and maintain balance.
- People with amputated limbs, arthritis etc may have an increased sensitivity to touch and also to pain. The pain may increase in hot or cold conditions. Unskilled assistance may also hurt. Therefore, always ask prior to doing anything.
- Be aware that many people with walking difficulty will prefer to use a lift, where available, rather than an escalator or steps. Walking long distances at the airport can also be difficult or impossible.

4.3 People who are deaf or hard of hearing

Some people are deaf. Very many people are hard of hearing. This is an invisible disability.

People who have been deaf since birth or childhood often use sign language as their mother tongue. Those people normally rely on visual communication modes. Sometimes their literacy skills may have been affected – it is difficult to learn to write and read a language which you have never heard spoken, and, in addition, is not your mother tongue. Sign language is completely different from a spoken language and has its own grammar, lexicon and idioms. Spoken language is therefore for many deaf people their second or even third language.

People who have become deafened at a later stage in life more often use lip or speech reading, written messages or basic signs when communicating. Those people have developed and used the spoken language.

People who are hard-of-hearing often use a hearing aid and/or use lip or speech reading. A hearing aid can also be used together with other listening devices such as induction loop and desk loop.

Some people who are deaf or hard of hearing use hearing dogs.

Useful hints:

- The best thing is to ask how an individual prefers to communicate rather than guessing.
- People with a slight hearing loss can often manage without a hearing aid, but they are dependent on certain conditions for communication: good acoustics, no background noise, good lighting and clear speech. However, it may not always be possible to ensure such conditions in an airport environment.
- People who have a severe hearing loss and those who have lost their hearing as adults can benefit from supportive signs and information in written form if such information is available. Other kinds of visual information might also be useful in some cases.
- You may need to attract the attention of a person who has reduced hearing by lightly touching his or her shoulder or indicating with your hand.
- Do not shout when speaking, but use a normal speaking tone. This is important as it is more difficult to lip-read when a person is shouting, nor does not make the message clearer, just louder. Speak rather slowly, looking at the person, and use other words if the person has difficulties understanding what you mean. Use signs and body movements to make yourself understood.
- Face the light and keep your hands away from your mouth.
- You can also write down shorter messages if this makes the conversation easier.

- Deaf people and people who are hard of hearing need the same range of information as all other passengers.
- Be aware that people who are hard of hearing will have difficulties if important information is only communicated by audible means or if there are no induction loops at the main facilities of the airport. In the same way, a person who is hard-of-hearing will have difficulties following important video information on board, such as safety information, if there is no subtitling and/or sign language interpretation.

4.4 People who are blind or partially sighted

A person with a visual impairment may be totally blind or partially sighted. They might need guiding and assistance for orientation purposes, including directions to important services. Although people who are partially sighted may have some useful vision, they may still need help to find their way.

Many, but not all, people who are blind or partially sighted use a mobility aid, mainly a white cane or guide dog. The mobility aid is also a distinctive symbol that a person is blind or partially sighted. Some partially sighted people use special glasses rather than having a mobility aid.

Most blind or partially sighted people need to be guided in airports, from the point of arrival in the airport to their seats on board an aircraft as well as from the aircraft seat to the point of departure from the airport.

People who are blind or partially sighted may have problems with orientation, but not with mobility as such. Assistance given to them should be geared to their specific needs, for example a wheelchair would not be appropriate, unless a person specifically asks for one.

Useful hints:

- When addressing a person who is blind or partially sighted, introduce yourself by explaining your position and speak to him or her directly. Say when you are leaving - otherwise he or she could find himself or herself talking to an empty space.
- Always ask a person who is blind or partially sighted if he or she wants help. Some may not need any assistance. Never grab someone and take charge.
- Always ask a person who is blind or partially sighted how he or she would like to be guided. Some people may prefer to take your arm or may feel more comfortable if you take theirs. Some people, in particular those with partial sight, may only need oral guidance.
- A guide dog in harness is a working animal and should never be distracted. Do not feed or tend to a guide dog without first asking the owner if he or she minds. If a person has a guide dog you should approach him or her from the side opposite the dog. Do not take hold of the harness or lead as the person with sight loss needs these to control the dog. Some guide dog owners prefer to walk at your side

without holding your arm. In some situations you can also walk in front – the dog will follow you.

- Warn about changes in ground surface and gaps, and explain loud noises which may alarm a person who is blind or partially sighted. If there are steps, let the person know if they go up or down. When approaching a door, say which way it is opening and on which side. Also, say if it is a revolving or a sliding door.
- Never back a person who is blind or partially sighted into a seat. Describe the seat to him or her (e.g. dining chair, low sofa) and place their hand on the back, arm or seat of the chair, whichever seems best. Also tell the person which way the chair is facing.
- When leaving a person who is blind or partially sighted, give some indication as to how long you will be away. If you have to be away for a longer period of time, give information about where assistance can be found during your absence. Schedule changes and other unexpected information must be communicated to him/her as soon as possible.
- When handing something over to a person who is blind or partially sighted (e.g. passport, ticket), specify what it is and place it in the hand – do not simply leave it on the counter or desk.
- Be aware that a person who is partially sighted may find it difficult to get around independently when, e.g. signs are not in large, clear and well contrasted print, lighting is not adequate, or transparent doors not clearly marked with contrasting coloured strips.
- Blind people and people who are partially sighted rely on audio information, information in Braille for those who read it, large print, or websites that are accessible for blind people (for example websites designed in accordance with the WAI guidelines¹). Also, blind people cannot read websites if computers do not have screen reader software installed. Therefore, you should not assume that they are aware of all relevant information if that information was not provided in those formats, and you should be prepared to communicate this information in an accessible way.

4.5 Deafblind people

If a person has difficulty hearing and seeing he or she can be called deafblind or 'dual sensory impaired'. A person is regarded as deafblind if his or her combined hearing and vision loss causes difficulties with communication, mobility and access to information¹. Some deafblind people can be identified by the red and white cane they use to navigate their way around.

The different degrees of hearing and vision loss that deafblind people experience mean that their individual needs will vary from person to person. The needs of a deafblind person are also affected by when he or she loses his or her hearing and sight. A person

¹ For more information, please see www.w3.org/WAI/

who is born deaf and then loses sight will have different experiences and needs to a person who is blind or partially sighted and then loses his or her hearing. A person who is born totally deaf and blind will have limited communication and may often rely on touch to communicate.

Useful hints:

The hints on communication given in the section on people who are deaf or hard of hearing and on communication with and the guiding of people who are blind or partially sighted are also useful when you are assisting a deafblind person. However, there are also some specific steps you can take when communicating with a deafblind person.

For example:

- Lightly touch the deafblind person's shoulder to attract his or her attention.
- Ask the person how he or she communicates and take time to make sure he or she understands to help lessen possible anxiety.
- If the person communicates using lipreading, speech or sign language you will need to make sure that you are in a good position for them to see you before you start to communicate and that the lighting is on your face.
- If the person prefers to communicate using written messages make sure that they are written in large print with a thick felt tip pen in a colour that contrasts with the paper.
- Some people use a Braille alphabet card which they will hold out to you so that you can place their fingertip on the Braille version of the letters.
- Some people may travel with a support worker, friend or family member who will be able to help you to communicate.

4.6 People with impaired speech

Many people have speech or language difficulties for various reasons. Do not assume that the person has a learning difficulty, as this is often not the case.

Useful hints:

- Concentrate on the communication and be patient and respectful. If you do not understand completely, tell the person that you do not understand, or repeat what you did understand in order to let the person fill in the gaps.
- Do not fill in the end of the phrases if a person speaks slowly. Let the person take his/her time to speak.
- If the person finds it difficult or tiring to speak, try only to ask questions that need a short answer, preferably just a nod or a shake of the head.
- Be aware that speaking a foreign language can be a barrier for any passenger, but in particular for a person with speech impairment.

4.7 People with learning difficulties

Remember first and foremost that a person with a learning difficulty has a wide range of skills and abilities which should be respected. Many of these people can live very independent lives and will need help only in some very precise areas of life (for example some can read but have difficulties with numbers, some can count and calculate but have difficulties reading the time on a clock, etc). Be patient when speaking to a person with a learning difficulty. Explain things easily and slowly and encourage the communication without patronising.

Useful hints:

- When you want to explain something:
 - do not assume any previous knowledge of what you are talking about.
 - Use concrete expressions. Try to avoid metaphors and explain the ones you use.
 - Use familiar and short words, explain difficult words and avoid professional vocabulary or dialect. Avoid using directional terms, like right-left, east-west. Use words that relate to things you both can see.
 - Try always to use the same word for the same idea or concept.
 - Try to avoid negatives, but if you have to use negatives, accompany it with a shaking of your head.
 - One sentence should not contain more than one idea.
 - Do not give too much information at once. Try to present only the most important information.
 - Give instructions in the order a person needs to follow them.
 - Do not assume that the person is not listening just because you do not get oral or visual feedback. Rather ask if the person understands what you mean.
- When you need to get information or answers from a person with a learning disability:
 - ask one question after another,
 - give them time to answer
 - be reassuring.
- People with learning difficulties can find it difficult to read notices. So it helps to explain the notice in an accessible way. Important information should also be provided in easy-to-read format, but remember that some people will need an explanation orally.
- Make sure that you have made yourself understood before leaving the passenger. If you are told that you were not understood, it might be because of:
 - A difficult word: try to explain this word or to use another word that is more easily understood;
 - Too much information: go through the different parts of the information separately;
 - Any other reason: try to find out what created the misunderstanding.
- Remember that most people with learning disabilities speak only one language. It might be reasonable to ask for help from a person who speaks the native language of the passenger.

- Be aware that a person with an intellectual disability may not be aware of important information communicated before the journey, if this information was not provided in easy-to-read format. Therefore, be prepared to communicate this information in one of the ways explained above.

4.8 Invisible disabilities

A high proportion of disabilities are not visible or observable in other ways. However, an invisible disability can have implications for an air passenger to the same extent as a visible disability. You should, therefore, always be open to needs related to disabilities that you can not observe. An open attitude will be an important element in encouraging people with invisible disabilities to tell you about their needs.

Bear in mind that it is not always easy for a person to talk about an invisible disability, since people living with such disabilities are often met with doubt or even suspicion. Therefore, a passenger with an invisible disability will in many instances expect you to be discreet e.g. in relation to other passengers or staff members.

The widely varying needs of people with invisible disabilities will demand different kinds of assistance. It is important to remember that a passenger with an invisible disability might need to bring specific assistive devices, medication or other material in order to be able to travel.

Mental health problems may cause anxiety, restlessness and even panic attacks. Medication may cause drowsiness and slower reaction.

Useful hints:

- People with mental health problems usually appreciate kindness, consideration and encouragement. Calm and reassuring behaviour makes the passenger feel safe. However, over friendly and enthusiastic service may seem aggressive.
- Here again, offer your help, but do not impose it.

4.9 Other disabilities

It is impossible to cover all types of disabilities in a document like this. In this section some of the most common impairments have been mentioned, but there will of course be many people who experience other kind of disabilities, visible or invisible, that are not mentioned above, but which will also need particular attention in an airport environment. Let the person express their needs if he or she wishes to do so, and do your very best to meet the individual needs.

Remember also that older people, with or without disabilities, might need particular consideration.

5. The role of assistance dogs

Guide dogs assist blind and visually impaired people by avoiding obstacles, stopping at kerbs and steps, and negotiating traffic. The harness and U-shaped handle fosters communication between the dog and the blind partner. In this partnership, the human's

role is to provide directional commands, while the dog's role is to insure the team's safety even if this requires disobeying a command that the dog judges to be unsafe.

Hearing dogs assist deaf and hard of hearing individuals by alerting them to a variety of sounds such as a door knock or doorbell, alarm clock, telephone, baby cry, name call or smoke alarm. Dogs are trained to make physical contact and lead their deaf partners to the source of the sound. Hearing dogs are identified by an orange collar and leash and/or vest.

Assistance dogs give support to physically disabled people by retrieving objects that are out of their reach, by pulling wheelchairs, opening and closing doors, turning light switches off and on, barking for alert, finding another person, assisting ambulatory people to walk by providing balance and counterbalance and many other individual tasks that may be needed by a disabled person. Assistance dogs can sometimes be identified by a backpack or harness.

Remember that assistance dogs will need particular attention in the case of long delays, cancellations or other exceptional situations. As an example, these dogs might need to drink or be given a run during a delay or at the arrival of a long haul flight.

6. Glossary

<u>Avoid using</u>	<u>Use instead</u>
Confined to a wheelchair, wheelchair-bound	Wheelchair user
Crippled	Has a mobility disability, person with tetra/quadriplegia
Lame	Has a mobility disability, person with tetra/quadriplegia
Deaf-dumb,	Deaf, hard of hearing
Handicapped, invalid	Disabled person
Insane, crazy, psycho, maniac	Has a mental health problem
Retarded, Idiot, "downs"	Has a learning disability or an intellectual disability
Normal, healthy	Able-bodied, non-disabled
Suffers from, afflicted by, victim of...	Has e.g. cerebral palsy/autism/epilepsy...
Dwarf, midget	Person of short stature

Annex No. 8 to the Code of Good Practice in Handling Persons with Reduced Mobility

General guidelines for security check personnel

Security Check:

Persons with reduced mobility is a term used to define disabled and elderly persons who are partially disabled with reduced mobility or intellectual impairments resulting from age, or have other problems which make it difficult to travel, who require special assistance and help other than that provided to a fully able-bodied passenger.

- Remember to focus on the person not his/her disability
- All passengers should be treated with appropriate tact and respect.
- Not all types of disabilities can be seen
For example, some passengers may be deaf or hard of hearing
- Always speak clearly and turn directly and naturally to a disabled passenger
- Use simple words; this will help persons with impaired hearing
- Use clear language, not jargon
- Ask how you can help. Be tactful and delicate
- Some persons are unable to raise their arms normally. Be prepared to react to vocal commands when lifting such a person so as not to cause extra pain
- After inspecting the luggage of a blind person remember to help him/her to pack it back
- Remember that there are special rooms for performing body search
- Be discreet when performing body search
- PRM passengers are not exempted from security check but such check must be performed carefully and with appropriate tact
- However, you do not need to strictly apply the procedural requirements as long as the check is carried out in line with the regulations
- Try to think about the person's reactions to your actions
- Explain why a specific check/inspection method is necessary
- Always explain the procedures the passenger is going through
- Do not insist on helping

Direct inspection:

- Be advised of hidden disabilities of the person undergoing inspection
- Be trained in the area of medical equipment and the rules for searching it.

- If the person with reduced mobility begins to feel discomfort be prepared to use a different inspection technique, if necessary
- Always suggest a personal inspection
- Ask the person with reduced mobility how to best help him/her and listen carefully to their needs
- When inspecting a wheelchair user lean towards him/her so as to be level with them
- Be discreet
- Be sure that the person is able to stand on his/her own before taking away their walking aid, such as a walking stick, for inspection
- Airport wheelchairs should be regularly checked.
- Special procedures should be used with personal wheelchairs

Luggage check:

- a disabled person may not be able to lift his/her luggage to have it checked
- a disabled person may not hear the question "Whose luggage is this?" during the checking procedure
- always check the luggage of a blind person in the presence of a witness
- be careful when repacking the luggage of a disabled passenger. It is very important to put items in the luggage of a blind person in the same order as they were before unpacking the luggage
- make sure that all medicines are packed back into the checked luggage
- be discreet, especially when checking medicines and medical aids
- always remember that it is possible to perform the inspection in a separate room,
- always remember that the inspection must be performed in a tactful and respectful way.