



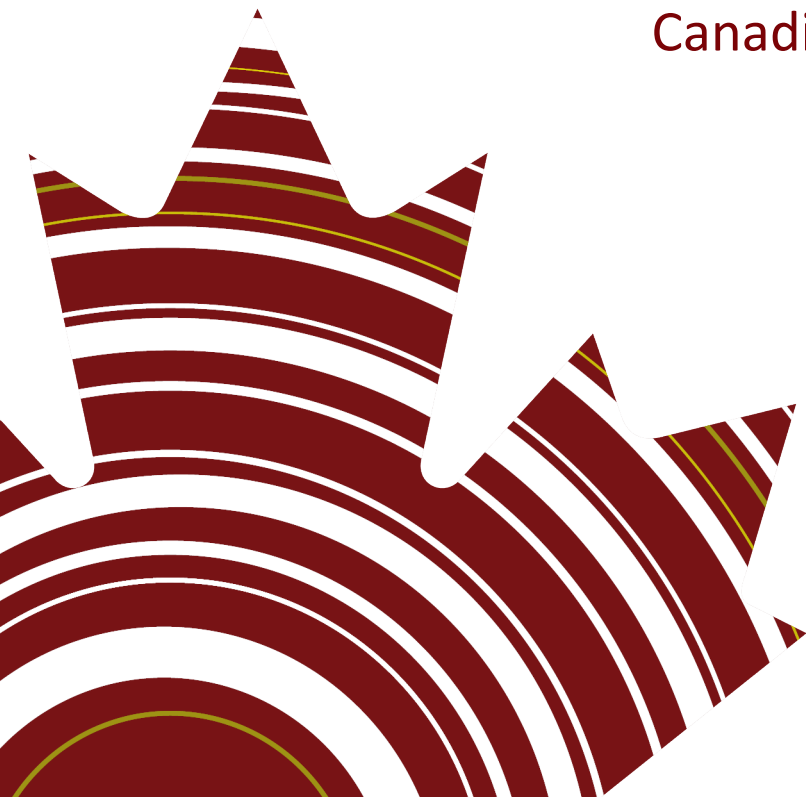
Canadian
Transportation
Agency

Office
des transports
du Canada

Plain language summary:

Requirements Applicable to the Canadian Air Transport Security Authority and the Canada Border Services Agency: A Guide

Canadian Transportation Agency



Canada 

1. Purpose

This is a plain language summary of the [Requirements Applicable to the Canadian Air Transport Security Authority and the Canada Border Services Agency Guide](#), which explains the obligations of the Canadian Air Transport Security Authority (CATSA) and the Canada Border Services Agency (CBSA), under the [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR). It explains the obligations related to assistance for travellers with disabilities during security screening and border clearance processes, and in relation to signage under the control of CATSA and CBSA. In addition, both CATSA and CBSA are required to comply with the communication and training requirements that can be found in Part 1 of the ATPDR. More detailed information can be found in the original guide.

2. Security Screening (CATSA) and Border Clearance (CBSA) procedures

Security screening and border clearance may pose challenges for some travellers with disabilities for a variety of reasons, including long lines and procedures which may be unfamiliar to them.

Note: CATSA and CBSA provide useful information for travellers with disabilities about the screening process on their respective websites. Travellers with disabilities may wish to consult these websites prior to travel.

The ATPDR require that, on the request of a traveller with a disability, the following services are provided without delay:

- Expedite the security screening or border clearance process by directing the traveller, along with any accompanying support person, to the front of the line or to a different designated line;
- Permit an approved individual or representative of an air carrier to accompany the traveller through security screening or border clearance;
- Assist the traveller with proceeding through the security screening process, including with handling of carry-on baggage and personal items; and

- Assist the traveller with proceeding through the border clearance process, including in completing a declaration card or verbal declaration, and with handling of personal items for inspection.

3. Assistive devices, support persons, and service dogs in security screening (CATSA)

When screening a traveller who uses an assistive device or travels with a support person or a service dog, CATSA must make every reasonable effort to carry out the screening simultaneously with the screening of their assistive device, support person, or service dog.

If CATSA removes an assistive device for separate screening, it must immediately return the device to the traveller after it has been screened. If a mobility aid is removed for separate screening, CATSA must offer a chair to the traveller while their mobility aid is being screened.

4. Signage

CATSA and the CBSA must ensure that all signage in areas of a terminal under their control:

- is located at strategic points in those areas, such as close to washrooms and exits;
- is positioned to avoid shadow areas and glare, and have a glare-free surface;
- is colour-contrasted with its background; and
- meets the requirements set out in clauses 4.5.3 to 4.5.7 of the (CSA B651-18) (exception: these do not apply to electronic signage).

If the signage is electronic, CATSA and the CBSA must also ensure that it:

- has letters, numbers, symbols and pictographs that slowly scroll across the screen and are colour-contrasted with their background but are not in red on a black background; and
- meets the requirements set out in clauses 4.5.3 to 4.5.5 of the *Accessible design for self-service interactive devices standard* (CSA B651-18).