

## Special Needs

AT AIR CANADA,  
WE BELIEVE EVERY  
PASSENGER  
SHOULD BE ABLE TO  
TRAVEL WITH EASE  
AND DIGNITY.



## An Industry Leader

At Air Canada, we understand that each passenger is unique. For more than half a century, we've been tailoring our services to meet the diverse needs of our customers, ensuring each passenger receives the attention they require to travel safely and comfortably. This breadth of experience makes Air Canada Ground Handling Services an industry leader in the area of special needs handling.

We understand that for certain individuals, air travel poses specific challenges. The ACGHS team is committed to ensuring that these passengers have the best travel experience possible. At Air Canada we believe every passenger should be able to travel with ease and dignity.

Special needs handling demands that all aspects of the traveler's experience be considered, and that both appropriate infrastructure and trained personnel are in place on the ground and in-flight. With ACGHS, each passenger has the support they need at each juncture of their journey. ACGHS employs a multidisciplinary approach to solving the diverse challenges posed by special needs travelers: From mobility issues to language challenges, from security procedures through to health and safety concerns, each aspect of special needs handling is carefully considered.

"AT ACGHS, we believe every individual has the right to a pleasurable and dignified travel experience. Our team is committed to going the extra mile to ensure every passenger is given the support they need for a safe and enjoyable journey."

**Chantal Baril,**  
President and Chief Executive Officer,  
Air Canada Ground Handling Services



"Special needs handling demands an experienced team and a diverse skill-set. At ACGHS, we have the expertise to provide seamless special needs solutions in-flight and on the ground."

**Chantal Baril,**  
President and Chief Executive Officer,  
Air Canada Ground Handling Services



## A PROVEN TRACK RECORD

Air Canada's extensive track record in terminal development translates into a practical understanding in how best to accommodate special needs passengers throughout the terminal, from parking arrangements, wheelchair service and ground transportation, to an array of services within the terminal and onboard the aircraft.

Building on the proficiencies developed through sixty-five years of providing special needs service, we stand ready to offer airlines and airport authorities a world-class special needs customer care program. From consulting on airport design, equipment and procedures, to issues of regulatory compliance and a diverse range of training options, ACGHS is ready to craft custom solutions in all areas of special needs handling.

Understanding regulatory requirements such as the *Americans with Disabilities Act*, and related guidelines regarding accessible design, ensures our services and infrastructure solutions are second to none. This is especially relevant today, with an increase in passengers who are in need of special assistance, and new EU protocols affecting both carriers and airports. ACGHS is well positioned to provide innovative solutions to airlines and airport authorities demanding the very best in special needs handling.

## SAFE SECURE SERVICE

Placing responsibilities for your special needs customers in the care of ACGHS ensures your passengers are in experienced and capable hands. You can rest assured that whether it is unaccompanied minors, customers in need of wheelchair assistance, visible impaired travelers, or customers requiring language assistance, ACGHS employees are equipped and ready to make their journey safe, secure and enjoyable.

## SPECIAL NEEDS SOLUTIONS

### Unaccompanied minors, elderly passengers, persons with special needs

Requisite support on the ground and in-flight for individuals unable to travel unattended.

### Small children or youths

Appropriate procedures and security measures for the safety and comfort of small children and youths.

### Persons with hearing impairments

A full range of services for the deaf and hearing impaired, including reservations and travel information through telecommunications devices for the deaf (TDD). In-aircraft safety briefings with open captioning, sign language, etc. Text Telephones (TTYs) as required.

### Blind and vision-impaired

A variety of scalable assistance for the visually impaired, including visual paging within terminal buildings.

### Service animals

Accommodation and appropriate procedures for guide dogs and other service animals in-flight and on the ground, including service dog relief areas.

### Pre-boarding and seating assignments

Pre-boarding and select seating for special needs passengers in order to minimize difficulty boarding the aircraft.

### Provision of services and equipment

Including FAA-certified oxygen bottles within FAA guidelines. Hook-up for specialized medical equipment to terminal or aircraft electrical power supplies when applicable.

### Pain or sensitivity

Mobility aids and assistance at checkpoints to ensure screening officers are aware of sensitivities that could be exacerbated by conventional security procedures.

### Checking/Storage of mobility devices

Storage of mobility aids and assistive devices including the appropriate handling of wet-cell batteries, walkers, canes and crutches, etc.

### Medical implants and artificial limbs

Information to aid passengers travelling with medical implants (i.e. pacemakers, insulin pumps, artificial hips, knees, pins or plates, etc.)





AIR CANADA  ACGHS

FROM CONSULTING ON AIRPORT DESIGN,  
THROUGH TO A FULL RANGE OF CUSTOM  
SERVICES, ACGHS PROVIDES ITS CLIENTS  
A RANGE OF SPECIAL NEEDS SOLUTIONS  
BACKED BY AN INDUSTRY-LEADING TEAM.

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