



WORKING PAPER

ASSEMBLY — 40TH SESSION

EXECUTIVE COMMITTEE

Agenda Item 14: Facilitation Programme

ACCESS TO AIR TRANSPORT BY PERSONS WITH DISABILITIES — PROMOTING THE IMPLEMENTATION OF DOC 9984

(Presented by Brazil on behalf of a group of LACAC Member States¹)

EXECUTIVE SUMMARY

As per Annex 9, Recommended Practice 8.23, ICAO Member States should cooperate with a view to taking necessary measures to make accessible for Passengers with Disabilities or Reduced Mobility (PDRM) all the elements of the chain of the person's journey, from the arrival at the airport of departure to leaving the airport of destination.

Based on experiences of Rio 2016 Paralympic Games at the main Brazilian airports, this Working Paper aims to share the Brazilian Standard Procedures Manual for PDRM's Assistance (SPM-PDRM), highlighting its voluntary characteristics, to show in practice the use of procedures based on DOC 9984, *Manual on Access to Air Transport by Persons with Disabilities*. In addition, Brazil supports that Member States voluntarily share their PDRM assistance procedures in order to promote deeper discussions regarding the application in practice of DOC 9984 within the Facilitation Panel (FALP).

Action: The Assembly is invited to:

- a) note the information provided by Brazil regarding its experience on implementing accessibility measures for PDRM, based on DOC 9984;
- b) encourage Member States to voluntarily submit to FALP their procedures related to PDRM accessibility and to make them available publicly; and
- c) ask the Council, with the support of the Air Transport Committee and of the FALP, to promote the exchange of experiences and best practices for the application of DOC 9984.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective — <i>Security and Facilitation</i> .
<i>Financial implications:</i>	No additional funding required.

¹ Argentina, Belice, Bolivia, Colombia, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Paraguay, Perú, Venezuela

<i>References:</i>	Annex 9 — <i>Facilitation</i> (Fifteenth Edition, October 2017), Doc 9984, <i>Manual on Access to Air Transport by Persons with Disabilities</i> , WP 6 and WP 14 of the Sixth Meeting of the FALP (FALP/6), WP 2 and Report of the Seventh Meeting of the FALP (FALP/7), WP 11 of the Tenth Meeting of the FALP (FALP/10), <i>Convention on the Rights of Persons with Disabilities</i> (available at https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)
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1. INTRODUCTION

1.1 As per Annex 9, Recommended Practice 8.23, ICAO Member States should cooperate with a view to taking the necessary measures to make accessible to Passengers with Disabilities or Reduced Mobility (PDRM) all the elements of the chain of the person's journey, from the arrival at the airport of departure to leaving the airport of destination.

1.2 The 38th Assembly encouraged States to give due regard to DOC 9984 - Manual on Access to Air Transport by Persons with Disabilities - when implementing the relevant provisions of Annex 9. This DOC 9984 is a result of the work of the Persons with Disabilities Working Group (PWD), established following the 2008 FALP/5 meeting recommendation to update ICAO Circular 274, that was firstly published in 2013.

1.3 During FALP/10, ICAO Secretariat reinforced that DOC 9984 was created by the PWD Working Group for the purpose of assisting the civil aviation community in the SARPs implementation. However, a reference to DOC 9984 was missing in Section H, Chapter 8 of Annex 9. Thus, ICAO Secretariat recommended that a new note be appended to Recommended Practice 8.22, drawing attention to DOC 9984.

2. DISCUSSION

2.1 Firstly, Brazil recognizes that ICAO has achieved substantial progress in pursuing efforts to address the needs of PDRM in aviation since FALP/5. The issuance of DOC 9984 has instigated worldwide the debate about minimum uniform procedures related to accessibility of PDRMs.

2.2 During Rio 2016 Paralympic Games, more than 4,350 athletes were hosted. Many tests and simulated events were performed in order to try out the infrastructure of all the airports involved in the planning. A detailed procedure based on DOC 9984 was developed and provided to all the links of the chain of services, with the objective of instructing and guiding those who would participate in the boarding and disembarking of the PDRMs, in accordance with the general obligations of States under the *Convention on the Rights of Persons with Disabilities*, meaning to promote universal design, to provide accessible information, and to promote the training of professionals and staff working with persons with disabilities (article 4, paragraph 1, f, h, and i).

2.3 For that event, the Brazilian Civil Aviation Authorities thoroughly debated, defined, simulated and utilized, in practice, specific procedures called Standard Procedures Manual for PDRM's Assistance (SPM-PDRM) aimed at athletes, tourists and the general public.

2.4 Because of that, nowadays, there is an established culture for PDRM Assistance at the main Brazilian airports, which originated from the use in practice of SPM-PDRM and, consequently, of DOC 9984's concepts during Rio 2016 Paralympic Games.

2.5 Based on the aforementioned information, Brazil presents its SPM-PDRM as Appendix A to this Working Paper. The purpose is to share information with ICAO's Secretariat and Member States with a view to contribute to the global effort of applying in practice minimum uniform procedures related to accessibility with respect to transportation services for PDRM.

2.6 It also has the purpose of gathering information on civil aviation PDRM procedures, while mapping actions that might contribute to their application in order to carry on for deeper discussions and likewise debate on application of DOC 9984.

3. CONCLUSION

3.1 Brazil endorses that the sharing by States of their Standard Procedures for PDRM is a positive contribution to the overall global efforts of applying in practice minimum uniform procedures related to accessibility with respect to transportation services for PDRM.

3.2 In order to promote the effectiveness of the initiative, Brazil strongly supports new experiences toward improving the application in practice of concepts from DOC 9984 should be referred to the FALP for consideration. Thereby, considering the experiences from Member States on procedures related to PDMR accessibility in air transportation services, Member States themselves could strive for deepen use in practice of DOC 9984.

APPENDIX A

**CIVIL AVIATION SECTOR PLANNING MANUAL OLYMPIC AND
PARALYMPIC GAMES – RIO 2016**

**CIVIL AVIATION SECTOR PLANNING MANUAL
OLYMPIC AND PARALYMPIC GAMES - RIO 2016**

**National Commission of Airport Authorities
Technical Committee of Special Operations**

MINISTRY OF TRANSPORT, PORTS AND CIVIL AVIATION

MINISTRY OF TRANSPORT, PORTS AND CIVIL AVIATION

Civil Aviation Secretariat
National Civil Aviation Agency
Brazilian Airport Infrastructure Company

DEFENSE MINISTRY
Command of Aeronautics
State Major Aeronautics
Airspace Control Department
General Command for Air Operations
Army Electronic Communications and Warfare Center

MINISTRY OF FINANCE
Federal Revenue of Brazil

MINISTRY OF JUSTICE AND CITIZENSHIP
Federal Police Department

MINISTRY OF HEALTH
National Sanitary Surveillance Agency

MINISTRY OF AGRICULTURE, LIVESTOCK AND SUPPLY
International Agricultural Surveillance System

PRESIDENCY OF THE REPUBLIC
Civil House

MINISTRY OF PLANNING, DEVELOPMENT AND MANAGEMENT

SPORT MINISTRY
Olympic Public Authority

MINISTRY OF FOREIGN AFFAIRS

MINISTRY OF THE ENVIRONMENT
Brazilian Institute of the Environment and Renewable Natural Resources

PRIVATE AIRPORT OPERATORS

RIO 2016 COMMITTEE

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The National Commission of Airports Authorities - CONAERO is a coordinating committee established by Decree No. 7,554, of August 15, 2011, whose purpose is the organization and coordination of public activities at airports. The CONAERO Technical Committee for Special Operations was created by resolution at the 1st CONAERO Meeting on September 14, 2011 and its objective is to coordinate and implement strategic actions of public agencies at airports during periods of high demand, aiming at the good flow of passengers and goods, and optimizing the use of airport infrastructure.

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THIS DOCUMENT IS CLASSIFIED AS RESERVED, PURSUANT TO ART. 24 OF LAW NO. 12.527 / 11, MAINTAINING THEIR SECURITY FOR THE 5 YEARS PERIOD, HAVING SUSTAINABLE CLASSIFICATION OF INFORMATION (ARTICLE 23 OF LAW No. 12.527 / 11) THAT COULD: HARMFUL OR CAUSE RISK TO STRATEGIC PLANS OR STRATEGIC OPERATIONS OF THE ARMED FORCES ; HARMFUL OR CAUSE RISK TO SCIENTIFIC AND TECHNOLOGICAL RESEARCH AND DEVELOPMENT PROJECTS, AS WELL AS SYSTEMS, GOODS, FACILITIES OR AREAS OF NATIONAL STRATEGIC INTEREST; RISK THE SAFETY OF INSTITUTIONS OR HIGH NATIONAL OR FOREIGN AUTHORITIES AND THEIR FAMILIARS. THE DISCLOSURE OF PART, SITE, IMAGE OR ANY OTHER TECHNICAL ELEMENT THAT MAY IMPACT ON THE PLANNING OF THE CIVIL AVIATION SECTOR AND CHARACTERIZE DISCLOSURE OF SIGILY INFORMATION CONTAINED IN THIS MANUAL SHALL BE PASSABLE FOR THE APPLICATION OF THE RELEVANT AND COMPATIBLE ACTIONS TO THE ACTS COMMITTED.

CHAPTER 5. ACCESSIBILITY

5. ACCESSIBILITY

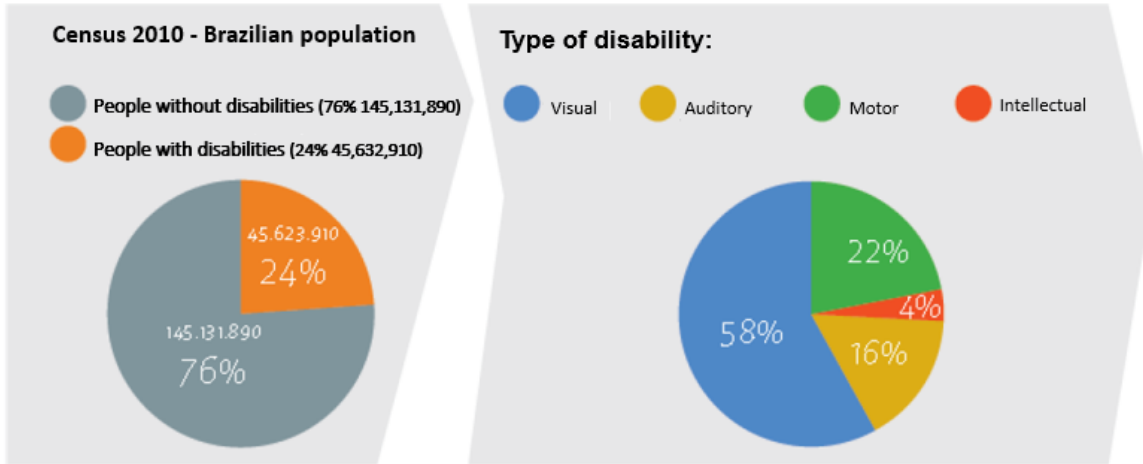
The Convention on the Rights of Persons with Disabilities, as well as its Optional Protocol, approved by the UN General Assembly on December 2006 and signed in March 2007 in New York, was ratified in Brazil by Legislative Decree No. 186/2008 and promulgated by Federal Decree No. 6.949 / 2009, with equivalence of constitutional amendment.

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

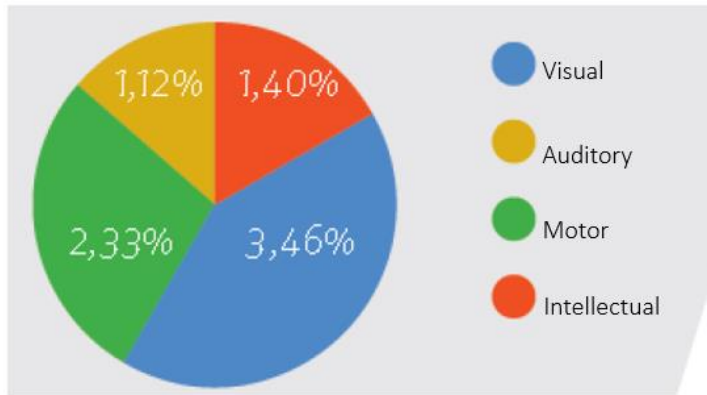
Convention on the Rights of Persons with Disabilities - Article 1

This concept brings a breakdown of paradigm by associating the physical, mental, intellectual and sensory impediments - characteristics of people - with the barriers due to attitudes and the environment - characteristics of society. That is, the greater the barriers imposed by society, the greater the disability.

In the 2010 Census, the Brazilian Institute of Geography and Statistics (IBGE) qualified as persons with disabilities who have some difficulty or they cannot, in any way, to hear, see or walk, and still, those who have some intellectual disability. The results were the following:



Adding the two grades that form the group of people with severe disability, e.g. those who answered that they have great difficulty or cannot at all, we reach 8.3% of the Brazilian population (15,791,945 people), distributed among the following types of disability:



And what is accessibility? If we consider what was said at the beginning of this chapter - that disability results from the interaction between impediments and barriers -

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accessibility can be defined simply as the process of identifying and eliminating or mitigating the most diverse barriers in society. These include:

- a) **Urbanistic barriers:** those on roads and in open public and private spaces to the public or to collective use;
- b) **Architectural barriers:** those in public and private buildings;
- c) **Barriers in transport:** those in systems and means of transport;
- d) **Communication and information barriers:** any obstacle, attitude or behavior that makes it difficult or impossible to express or receive messages and information through communication and information technology systems;
- e) **Attitudinal barriers:** attitudes or behaviors that prevent or impair the social participation of the person with disability on equal conditions and opportunities with other people;
- f) **Technological barriers:** those that hinder or impede the access of the person with disabilities to the technologies.

The search for the elimination of all possible barriers in an environment or service is the pursuit of, also called, "universal accessibility". Accessibility ensures the safe and autonomous use of environments and services by all people, not just people with disabilities.

Well-executed signaling, coupled with accessible information in an airport, for example, may be useful for the person with hearing impairment, the person with intellectual disability and, also, to a Japanese tourist who does not speak Portuguese or English.

Therefore, when thinking about universal accessibility, the target audience is not only the person with disabilities but also the elderly, the child, the person pushing a baby carriage or a luggage cart, the foreigner who does not speak our language, among others.

The Brazilian Law on the Inclusion of Persons with Disabilities (Statute of the Person with Disabilities) brings the following definition of accessibility:

Possibility and condition for use, safety and autonomy, of spaces, furniture, urban equipment, buildings, transport, information and communication, including their systems and technologies, as well as other services and facilities open to the public, of public use or private of collective use, both in urban and rural areas, by people with disabilities or with reduced mobility.

Law No. 13,146, of July 6, 2015, Art. 3, Section I

For the first time ever, the world's largest sporting event will be held in South America. The Rio 2016 Olympic and Paralympic Games are an excellent opportunity to make the population and governments of the countries of our continent aware about the importance of the universal accessibility.

The Rio 2016 Paralympic Games, which will take place from 07/09/2016 to 09/18/2016, in the city of Rio de Janeiro, will count on 4,350 athletes from 176 countries. In 11 days will be more than 500 disputes for 23 sports medals. The competition venues will be spread in four regions of the city: Maracanã, Copacabana, Deodoro and Barra.

This will undoubtedly be the greatest challenge of special operation for attendance and handling passengers with disability already faced by Brazilian airports.

For this reason, the Accessibility Subcommittee was created, within the scope of the Special Operations Technical Committee (CTOE), whose activities planning is listed in the next topic.

5.1. PLANNING

During the 14th CONAERO Meeting the creation of the Accessibility Subcommittee attached to the Special Operations Technical Committee (CTOE) was approved. Was

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established it is the responsibility of this subcommittee to manage the accessibility aspects related to the airport infrastructure. It was noted that the Subcommittee should provide the CTOE with all inputs related to accessibility issues at airports, initially aiming at the Rio 2016 Paralympic Games, but recognizing the importance of the legacy of these facilities for airports and for the country.

The Accessibility Subcommittee, coordinated by the Secretariat of Human Rights - SDH, is also formed by representatives of the Civil House of the Presidency of the Republic, Civil Aviation Secretariat and National Civil Aviation Agency.

The actions of the subcommittee began with a meeting for the understanding of the aspects to be studied and the establishment of the detailing about "Accessibility" present in the CTOE Work Plan. In addition, the members of the subcommittee discussed and concluded by defining the airports to be involved in the planning of this item. They would be the airports of the host city, Rio de Janeiro: Galeão and Santos Dumont; and the airports of the soccer cities: Guarulhos, Congonhas, Viracopos, Confins, Brasília, Salvador and Manaus (soccer city included a later date).

After approval of the new planning structure in the CTOE, the coordinator presented to the subcommittee members a proposal of items to be verified in the airports involved, including priority and other desirable items. This list, without exhaustive character, served as a guide for the visits made in the airports, according to established schedule.

Airport	Date of visit
Brasília	14/11/2014
Galeão	24/11/2014
Santos Dumont	25/11/2014
Confins	05/12/2014
Congonhas	08/12/2014

Guarulhos	09/12/2014
Viracopos	10/12/2014
Salvador	15/12/2014
Manaus	26/05/2014

Following these visits, SDH compiled the notes accomplished based on the list of accessibility features and produced reports of improvements for each one of the airports. Representatives of the airport operators were invited when reports were presented, clearing all doubts and debating solutions.

The next step envisaged the elaboration by each of the airport operators of a plan of adequacy containing the description of the actions to be taken and the expected dates for its conclusions. It was emphasized that plans should approach and give solutions to all aspects covered in the SDH reports.

All the operators submitted the adequacy plans that were evaluated by SDH. Subsequently, a meeting was held between the members of the subcommittee to outline the follow-up of the actions proposed in the adequacy plans

A calendar of revisits was established considering the deadlines reported in the plans, with the exception of the Congonhas airport, because the report indicated very few required adaptations. These revisits were intended to evaluate the progress of the actions taken to resolve the points raised in the previous report and other improvements carried out by each of the operators.

Airport	Data os revisit
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Brasília	29/03/2016
Galeão	06/06/2016
Santos Dumont	23/02/2016
Confins	27/06/2016
Guarulhos	11/05/2016
Viracopos	17/05/2016
Salvador	18/05/2016
Manaus	31/03/2016

5.2. STANDARD PROCEDURES

5.2.1. INITIAL APPROACH

For the attendance of any person, including passengers with disabilities, one must always follow the steps:

- a) Greeting: Good morning; Good afternoon; Good night!
- b) Identification: Name and company
- c) Two basic questions:
 - Can I help you?
 - (If yes) How can I help?

When offering help, ask the person with disability "if" and "how" they want to be helped. Do not be offended if your offer is refused, because people with disability do not always need help. Be clear about the difficulties.

After the Convention on the Rights of Persons with Disabilities, the terms "handicapped ", "person with special needs -PNE" or "disabled person" are no longer used. Use the term "PERSON WITH DISABILITY" and its variations, as exemplified in the following topics.

Do not call PNAE (Passenger with Special Assistance Need) as PNE. As stated, the latter term should no longer be used. By ANAC Resolution number 280/2013, PNAE is understood not only as a person with a disability, but also a person aged 60 or over, pregnant, nursing, person accompanied by an infant, person with reduced mobility, or anyone who has limitation in its autonomy as a passenger by some specific condition.

5.2.2. PERSON WITH PHYSICAL / MOTOR DISABILITY

- Never touch the shoulder, push or pull a walker user, crutch or walking stick.
People with polio symptoms may experience pain if touched;
- Always keep your crutches within reach.

People in a wheelchair:

- When talking for a long time with a person in a wheelchair, stay in the same level of your look;

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- Observe if the person can reach out to greet;
- Never move the wheelchair without permission. The wheelchair is part of the person's body space, an extension of his/her body. Try not to grab or lean on the wheelchair;
- To descend with a wheelchair on a ramp, curb or steps, use the "reverse" to avoid loss of balance and falling forward; Follow the rhythm of your walk;
- When you are pushing a person sitting in a wheelchair and stopping to talk to someone, be sure to turn the chair around so that the person can also participate in the conversation;
- The correct name is MOTORIZED CHAIR, never say electric chair.

Person with cerebral palsy:

- Does not, as a rule, have an intellectual disability;
- Makes involuntary facial gestures;
- Walks with difficulty or sometimes does not walk (some uninformed people can confuse him/her with an alcoholic person);
- You can help him/her keep up. If you do not understand his/her speech, ask him/her to repeat;
- He/She is attentive to everything that happens around him/her, do not speak about him/her as if he/she does not was present;
- As for locomotion, in the severe forms of cerebral palsy, independent walking is not possible or requires a lot of energy. Therefore, depending on the degree of motor difficulty and balance, aids for locomotion may be required, such as walkers (posterior and anterior), canadian walking sticks, strollers or wheelchairs.

5.2.3. PERSON WITH VISUAL DISABILITY

- Identification is important in every care, but it is essential for the attendance of the blind person. Always identify yourself;
- When assisting a blind person, remember that he/she hears and speaks;
- When you leave the group of blind people, notify them of your departure, as well as when turn back;
- Offer your arm or shoulder for him/her to hold. It is incorrect to grasp him/her or pull him/her by the arm or cane;
- Report on existing obstacles, such as curbs, gaps and steps, suspended obstacles, among others;
- When passing through narrow places, such as doors and corridors, position your arm behind;
- Do not feel embarrassed to speak words such as "blind, see or look";
- When explaining the direction to a blind person, indicate reference points clearly, without using signs and gestures, neither "there" or "over there". E.g: grass, floor, 10 meters;
- When driving a blind person to a chair, indicate the backrest, informing whether the chair has arms or not;
- In restaurants, the glass should be placed on one side and the bottle on the other and the food placed on the clock-shaped plate;
- As tempting as it may be to pet a guide dog, remember that these dogs have the responsibility to guide an owner who does not see. The dog should never be distracted from his duty;
- People with low vision benefit from information in large print and color contrasts.

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Group Accompaniment Instructions:

- The group can be divided in groups of two, but this solution could prove impracticable by the number of personnel training that would be required to guide large groups;
- 5 or 6 blind people can be conducted using two guides, one ahead and one behind. Both guides should tell what they are doing and the obstacles. The latter must observe so that no one in the group is left back or hits an obstacle.

5.2.4. PERSON WITH HEARING DISABILITY OR DEAF

- Never use the expression "deaf-mute";
- The deaf chooses the language they will use, some deaf has oral language;
- In Brazil, the official language¹ of the deaf is LIBRAS - Brazilian Language of Signals. All airport and air operators should provide service in that language;
- Do not scream! To attract attention, move hands;
- Use a normal tone of voice, unless you are asked to repeat and, if it is the case, speak a little louder;
- Use your speed, unless you are asked to speak more slowly;
- Few words are objectively enough for your understanding;
- Position yourself in front of the person, so that your face (lip) is very visible, being careful about the lighting, which facilitates lip reading;
- When two people are speaking in Sign Language, do not walk between them;
- Talk to the person, not the interpreter;
- Do not show anxiety in communication, look for simple dialogues;

¹ Lei nº 10.436, de 24 de abril de 2002 e Decreto nº 5.626, de 22 de dezembro de 2005

Tips:

- The biggest complaint of the deaf and person with hearing impairment in general is the changing gates;
- You can send a SMS to these people with the updates of the flights given by the speech;
- A good practice would be to put the translation into Libras by means of an avatar at the boarding gates;
- In addition, it is important that the dashboard is updated in real time;
- Inside the aircraft: subtitles and Libras window on the videos displayed to passengers, especially the safety instructions.

5.2.5. DEAFBLIND PERSON

- Let him/her perceive your presence with a touch;
- Match a signal so that he/she identifies you the next time you meet;
- Remember that in this case, you cannot communicate from a distance;
- If other people are present, let him/her know when it is time for him/her to speak;
- Always warn him/her of what surrounds him/her; Make sure he/she is comfortable and safe. If he/she needs something to lean on during your absence, put his/her hand on what he/she will support;
- Never leave him/her alone in an unfamiliar environment;
- When walking, let the deafblind person lean on your arm. Never push he/she in front of you;
- Use simple signs to warn him/her of stairs, doors, or vehicles;

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- A deafblind person who is using your arm as support will notice any change in your walking pace.

5.2.6. PEOPLE WITH INTELLECTUAL DISABILITY

- Greet them normally;
- Give him/her attention and have patience to listen to him/her;
- Avoid overprotection, use only when necessary;
- Respect the rhythm of the person;
- Treat he/she with respect and consideration, according to your age;
- Do not underestimate their intelligence, because they take more time to learn, but can acquire many intellectual and social skills;
- The environment can do much for people with intellectual disabilities.

5.3. SIMULATIONS AND LESSONS LEARNED

Simulations of loading and unloading of large numbers of people with disabilities were carried out at Santos Dumont, Galeão and Guarulhos airports, aiming to improve operational procedures.

Airport	Date
Galeão Airport	06/11/2015 and 06/14/2016
Santos Dumont Airport	07/11/2015 and 09/04/2016
Guarulhos Airport	08/04/2015 and 05/30/2016

In addition to the simulations, the athletes' arrivals were tracked for the Paralympic test event of Bocce and Rugby in wheelchairs.

5.3.1 OBSERVATIONS FROM THE SIMULATIONS

5.3.1.1. GENERAL PROCEDURES

- Prior and timely communication of Arrivals and Departures is essential.
According to the resolution n° 280/2013 of ANAC, the air operator shall provide to the airport operator, timely, the information needed to attend the PNAE at the airport, in particular for the purpose of allocating boarding bridges for aircraft carrying PNAE that depend on the assistance of type STCR - passengers on a stretcher, WCHC - Wheelchairs (S) for steps - steps or WCHC - Wheelchairs (C) for the cabin seat;
- In case of a lack of arrival and departure system, Rio 2016 should send the information in a timely manner;
- It is recommended to hold daily briefings on the movement of PNAEs for joint planning with all the actors involved;
- As shown in the simulations, the remote boarding/disembarking with the use of ambulift can be more than 500% longer than in the boarding bridge, therefore the use of the ambulift is not recommended in the case of many passengers in wheelchairs. One option would be to use mobile ramps;
- Volunteers and professionals involved in the operation must provide the necessary support to direct the passenger from the curb to the aircraft in case of boarding. And also, from the aircraft to the curb, in case of landing;

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- It is suggested to contact the airports of origin of the largest delegations for information on the loading sequence of wheelchairs, as well as to request the labeling of the equipment with name and seat number of the passenger;
- It is suggested to contact the airline at the origin to request a map of seats with the marking of each passenger with a disability;
- Each airport shall identify and reserve the most appropriate stop positions (bridges) for the processing of flights with large numbers of people in wheelchairs. This allocation should consider the existence of elevators near the boarding bridge for lifting wheelchairs, especially the heavier ones.

5.3.1.2. OPERATION OF CURB (BOARDING ROUTE)

- Request support from the municipal guard to organize the flow at the boarding;
- Accessible buses generally have the following boarding/disembarking devices: vehicle lifting platform (EPV) or vehicle access ramp (VAR);
- If the bus has a vehicle lifting platform (EPV) - the boarding and landing must be carried out with the person in wheelchair facing the exit, that is, with his back to the bus. Make sure that the manual chair is locked and the power chair is off;
- If the bus is on the ground floor with a vehicle access ramp (VAR) - the person should disembark on the back and board on the front.

5.3.1.3. CHECK-IN

General:

- Volunteers and professionals involved in the operation must provide the necessary support to direct the passenger to the place of check-in;

- Scale the preferred channels according to the demand, avoiding large queues for exclusive counters;
- In case of recheck-in (transit to another airline company) the airline company of origin has the responsibility to accompany the passenger until the start of the new check-in.

Person with physical/motor disability:

- Use the counters accessible according to ABNT NBR 9050;
- Identify the wheelchair or other locomotion equipment to be dispatched, by a tag with the seat number and passenger name. The identification tag must be made of water-resistant material of outstanding color and size. Do not affix the tag to the wheels or to places that allow it to come off;
- Technical aids dispatched require extra care in handling, transport and accommodation;
- Attention to the marked seats! It is suggested that people in wheelchairs be placed in seats with movable arms.

Person with visual impairment:

- People with guide dogs should follow the special guide dog flow available in the Infrastructure Management Chapter of this manual and the standards, legislation, and procedures available in the Rules and Procedures Chapter.

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5.3.1.4. BOARDING ENTRY

Person with physical/motor disability:

- Manage flows considering the capacity and the quantity of elevators and other vertical transport devices, prioritizing the flights at the nearest time.

Person with visual disability:

- The airline must pass information such as: "from this moment we will drive you to the boarding area"; "We are in line to get into the departure lounge";
- It is important to describe the environments they are going through: "we are passing close to restaurants, kiosks, toilets, etc";

Mainly due to great amount of information to be reported, it is indispensable that the professional of the airline has a command of the language English.

5.3.1.5. INSPECTION CHANNEL

General:

- The passenger with special assistance needs must have priority to be inspected, including for crew members.

Person with physical/motor disability:

- The safety procedures must be followed according the existing rules. No passenger is exempt of inspection despite your condition.
- All standardized inspection options must be offered to passengers. The passenger must be consulted about the preference of being inspected inside or outside the cabin. Dimension number of cabins according to demand.

- Provide alternate access to the gateways according to demand. These accesses are required when the passenger is not able to pass through the gateway, either by having an implanted device or by being in a wheelchair.

Person with visual disability:

- The company must provide informations such as: “We are now in the line for the inspection channel and we will guide you through one”;
- The passenger must be guided by the “Civil Aviation Protection Agent” (APAC) to put his/her belongings in the tray. The APAC must not take the objects from the hands of the passengers, by own initiative.
- The airline employee, or passenger companion, must be inspected first, after will assist on the person with special needs assistance through the port. Do not pull the visually impaired person by the arm! Just guide with arms outstretched.
- In the inspection of a guide dog accompanied by a person with visual impairment, trainer, instructor or accompanying person, the following procedures, as set forth in Administrative Rule no. 1155/SIA of ANAC, dated May 15, 2015:
 - the safety inspection must be carried out according to one of the following procedures, at the passenger's choice, and the separation of the animal and its owner must not happen without the owner's consent:*
 - All metal parts of the guide dog and the passenger must be removed and the passenger must pass through the metal detector gateway together with the guide dog and, if the alarm is triggered, both (passenger and guide dog) must be submitted to a search;*
 - (b) all metal components of the guide dog and the passenger must be removed and the passenger must pass through the metal detector gateway separated from the*

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guide dog, guiding it by a non-metallic guide or by voice command and, if the alarm is triggered, a search shall be done for clarification of the alarm;

c) the passenger must be submitted to the safety inspection procedures provided for in Resolution 207 of November 22, 2011, while the guide dog must be submitted to search; or

d) the passenger and the guide dog must be submitted directly to search;

II. the guide dog search shall include checks on the inside of the harness and / or guide components, which may be removed from the dog and inspected by X-ray equipment when APAC deems necessary to ensure the animal's sterility for prohibited items.

5.3.1.6. BOARDING GATE

General:

- The air operator must carry out the PNAE boarding priority in relation to all other passengers;
- The air operator must ensure that passengers with sensory impairments (visual, auditory, deafblind) receive information about altering gates, delays, and other relevant information in a personalized manner, not just through the speech or information system monitor.

5.3.1.7. AIRCRAFT BOARDING PROCEDURE:

General:

- Must always board with the "Boarding Bridge". When it is not possible and the number of passengers with reduced mobility is greater than the amount supported by the ambulift, it is suggested to use mobile ramps;
- Attention! Care shall be taken to ensure that the gap between the boarding bridge and the aircraft doorstep is as short as possible. If it is not possible to

level, use a connecting ramp between the boarding bridge and the aircraft doorstep, for example in the picture below.



Person with physical/motor disability:

- On flights with more than 4 people in wheelchairs (PCR), make available on board chairs (CB), transfer agents (AT) and gate agents (AP) in sufficient quantity for simultaneous attendance and 1 team leader (LE):
 - ✓ Board chairs (CB) that have a height similar to the seat of the aircraft facilitates the transfer;
 - ✓ LE² - responsible for supervising the shipment. Must be aware of the whole procedure and act proactively;
 - ✓ AP - responsible for organizing the queue of passengers;
 - ✓ AT³ - responsible for making the transfers: wheelchair - board chair - aircraft seat. They should be aware of transfer techniques for people with quadriplegia, paraplegia and reduced mobility.

² NOTE: LE must be proficient in English

³ AT must be proficient in English

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- The following procedures refer to narrow body aircraft due to the difficulty of entering and exiting the aircraft through the same internal corridor. For wide body aircraft, the on-board seats can enter one corridor and exit the other, facilitating the flow inside the aircraft;
- The PCR's should be queued in the following order: A PCR that is closer to the back, one that is at least 3 rows before his/her, another at least 3 rows before his/her, and so on up to the total number of CBs, then repeats order. For example, if there are 4 CBs, you can organize the queue like this: 11C, 8C, 5D, 2D, 11D, 8D, 5C, 2C, 10C, 7C, 4D, 1D, 10D, 7D, 4C, 1C ... (NEVER put passengers sitting in the same row in a sequence in the line, NOR passengers who are ahead before those behind in sequence lower than the amount of CBs);

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
F												X	X			
E												X	X			
D	12 ^o	4 ^o		11 ^o	3 ^o		14 ^o	6 ^o		13 ^o	5 ^o	X	X			
C	16 ^o	8 ^o		15 ^o	7 ^o		10 ^o	2 ^o		9 ^o	1 ^o	X	X			
B												X	X			
A												X	X			

- Passengers must be transferred in sequence from their daily use wheelchair (CD) to the board chair (CB). This transfer must be performed in such a way that the passenger stays as short as possible in the CB and the following procedures must be observed:
 - ✓ Both chairs (CD and CB) must be locked at the time of transfer;

- ✓ The passenger should be consulted on his/her preference, if he/she does not have a preference, the TA should perform the transfer technique appropriate to the situation (person with quadriplegia, paraplegia or reduced mobility);
 - ✓ The passenger should be asked if he/she use a tube or anything that might catch on during the transfer;
 - ✓ The AT that is behind the person to be transferred must perform the count so that the transfer movement is synchronized. The two ATs must lift the passenger at the same height;
 - ✓ If the wheelchair has a removable cushion or backrest, the passenger must be offered the possibility of taking them with him/her, inside the cabin;
 - ✓ NOTE: Some daily use wheelchair are narrower and can reach the first row of the aircraft. If this procedure is possible, CB can be dispensed.
- After transferring from the CD to CB, the handling team must descend, by elevator or ambulift, the CD to the patio level and then to the basement of the aircraft:
 - ✓ Motorized wheelchairs are very heavy and need to be lowered mechanically, an elevator can be used near the boarding bridge or an ambulift coupled on the door opposite the aircraft entrance door;
 - ✓ The passenger should be asked to show how to turn the wheelchair off by disconnecting the battery so that it is free to be pushed;
 - ✓ Manual wheelchairs may be folding (X-closed) or monoblock-type, which do not close on X. In any case, they must be packed so as not to force their structure and not damage other chairs.

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Person with visual disability:

- When arriving near the door of the aircraft, it should be reported that access will take place in a narrow location so that the line of passengers with visual impairment is aligned. Always leave a person at the end of the queue to avoid accidents.

5.3.1.8. AIRCRAFT LANDING PROCEDURE:

- It is necessary to make the landing always in bridge, when it is not possible and the quantity of passengers with reduced mobility is greater than the amount supported by the ambulift, it is suggested to use movable ramps;
- Attention! Care shall be taken to ensure that the gap between the boarding bridge and the aircraft doorstep is as short as possible. If it is not possible to level, use a connecting ramp between the boarding bridge and the aircraft doorstep;
- On flights with more than 4 people in wheelchairs (PCR), make board chairs (CB), transfer agents (AT) and gate agents (AP) available in sufficient quantity for simultaneous attendance and 1 team leader (LE):
 - ✓ Board chairs (CB) that have a height similar to the seat of the aircraft facilitates the transfer;
 - ✓ LE4 - responsible for supervising the landing. Must have knowledge of the whole procedure and act proactively;
 - ✓ AP - responsible for organizing the CB queue according to procedure defined in this manual;

⁴ LE must be proficient in English

- ✓ AT⁵ - responsible for making the transfers: aircraft seat - board chair - wheelchair. They should be aware of transfer techniques for people with quadriplegia, paraplegia and reduced mobility.

g)

- The following procedures refer to narrow body aircraft due to the difficulty of entering and exiting the aircraft through the same internal corridor. For wide body aircraft, the on-board seats can enter one corridor and exit the other, facilitating the flow inside the aircraft;
- The on-board chairs (CB) must enter to remove the PCRs in the following order: A PCR that is closer to the back, another that is at least 3 rows before him/her, another at least 3 rows before them, and so on up to the total number of CBs. After the withdrawal of these passengers, the order is repeated;
- CDs should be taken from the hold of the aircraft as soon as possible and arranged in the corridor of the boarding bridge for repatriation.
- Passengers should be transferred in sequence from the board chair (CB) to their daily use wheelchair (CD). This transfer must be performed in such a way that the passenger stays as short as possible in the CB and the following procedures must be observed:
 - ✓ Both chairs (CD and CB) must be locked at the time of transfer;
 - ✓ The passenger should be consulted on his/her preference, if he/she does not have a preference, the TA should perform the transfer technique appropriate to the situation (person with quadriplegia, paraplegia or reduced mobility);

⁵ AT must be proficient in English

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- ✓ The passenger should be asked if he/she use a tube or anything that might catch on during the transfer;
- ✓ The AT that is behind the person to be transferred must perform the count so that the transfer movement is synchronized. The two ATs must lift the passenger at the same height;
- ✓ NOTE: Some daily use seats are narrower and can reach the first row of the aircraft. If this procedure is possible, CB can be dispensed.

5.3.1.9. CURB OPERATION (LANDING ROUTE)

- Request support from the municipal guard to organize the flow on the landing route;
- Accessible buses generally have the following boarding/disembarking devices: vehicle lifting platform (PEV) or vehicular access ramp (RAV);
- If the bus counts on vehicle lifting platform (PEV) - the embarkation and disembarkation must be carried out with the person in wheelchair facing the exit, that is, with his/her back to the bus. Make sure that the manual chair is locked and the power chair is off;
- If the bus is on a low floor with a vehicle access ramp (RAV) - the person should disembark on the back and board the front.

— END —