

Presentation:

# ICAO ANNEX 9 – FACILITATION – PASSENGERS WITH DISABILITY

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# PASSENGERS WITH DISABILITY

## PRESENTATION OVERVIEW

☐ REFERENCE MATERIAL

☐ DIFFERENT AREAS OF  
DISABILITY

☐ SOME RECOMMENDED  
PRACTICES

☐ ACCESSIBILITY

☐ RP 8.39: REQUIREMENT OF  
MEDICAL CLEARANCE FOR  
PERSONS WITH DISABILITIES

☐ RP 8.26: TRAINING

☐ EXAMPLE OF A DEVIATIONS

☐ FUTURE TECH FOR AFRICA –  
DEPENDING ON STATES

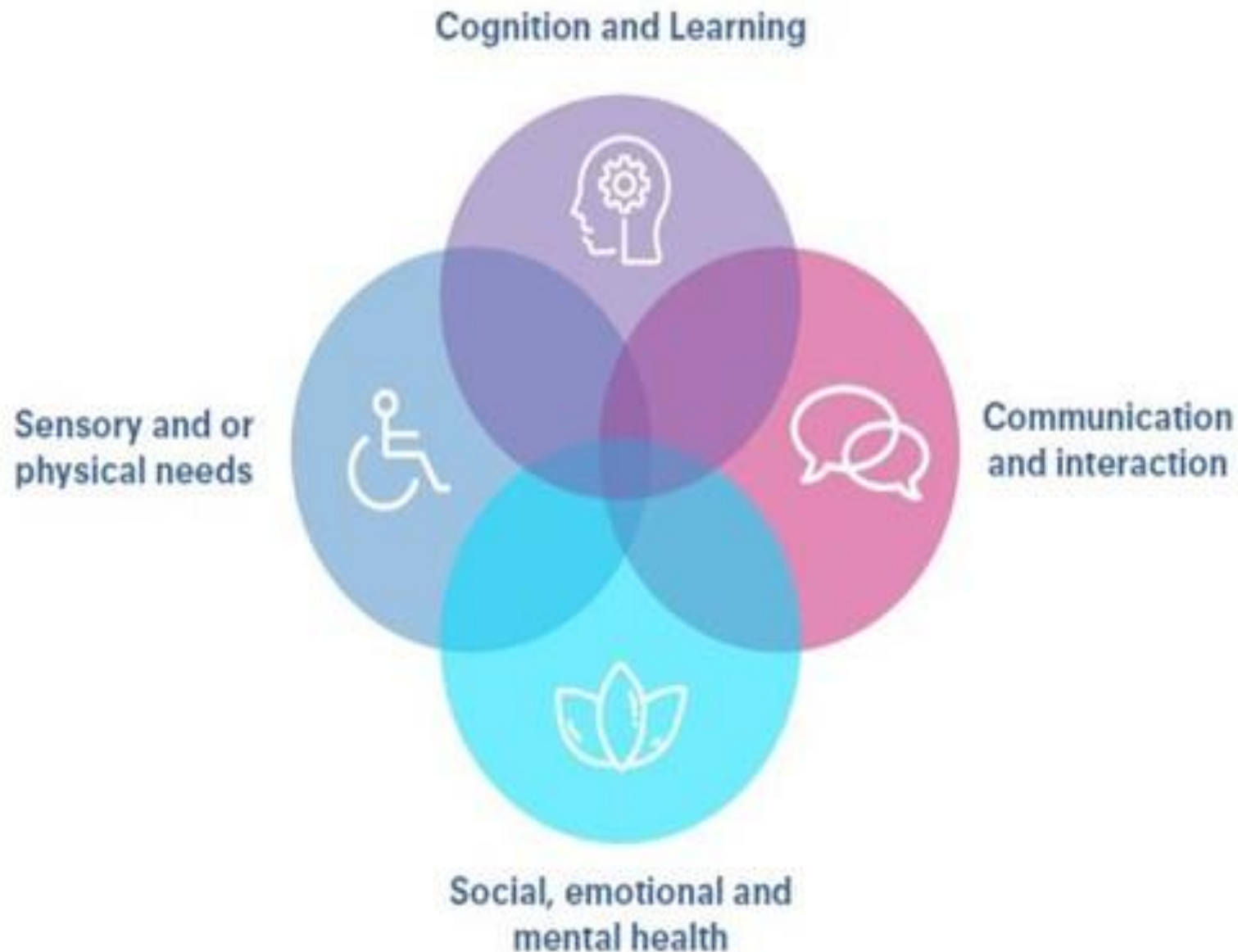
# **PASSENGERS WITH DISABILITY**

## **RECOMMENDED PRACTICES FOR ALL CONTRACTING STATES**

### **OTHER REFERENCE MATERIAL APART FROM ICAO ANNEX 9**

- SACAA Regulations and Technical Standards
- ICAO Doc 9984 – Manual on Access to Air Transport by Passengers with Disabilities - First Edition (2013)
- IATA Guidelines - Section 6 IATA Medical Manual / Cabin Operations Best Practice
- ACAA of 1986, Part 382, CFR 14 by the American DOT – More detailed, prescriptive and targeted – Staff Training re: Pax Handling and Rights

# DIFFERENT AREAS OF DISABILITY



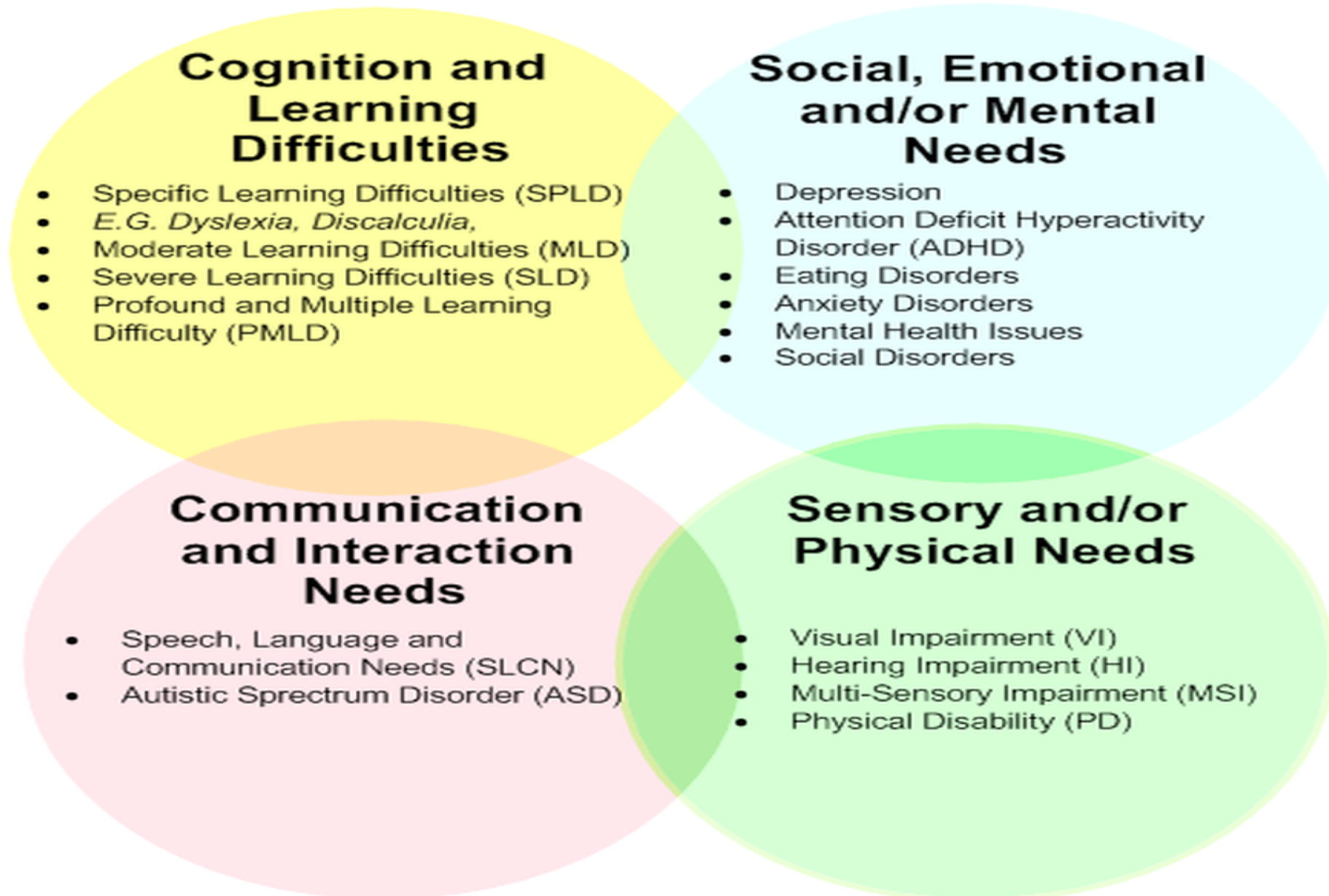
**INTELLECTUAL / COGNITIVE e.g.,  
DOWN SYNDROME**

**PHYSICAL / SENSORY e.g.,  
PARAPLEGIA / HEARING AND VISUAL  
DISORDER /**

**COMMUNICATION /INTERACTION e.g.,  
SPEECH DISORDER / STUTTERING**

**MENTAL HEALTH DISABILITIES e.g.,  
ANXIETY DISORDER / OCD / PTSD**

# HIDDEN AND OVERT DISABILITIES



# **PASSENGERS WITH DISABILITY**

## **SOME TEMPORARY DISABILITIES / THOSE UNRELATED TO CONVENTIONAL DISABILITY**

- ❖ MEDICAL CONDITIONS - Heart & Lung
- ❖ RECENT SURGERY- Shoulder, hip & knee
- ❖ BARIATRIC PASSENGERS – Need for Extension Seatbelt – Language
- ❖ THE ELDERLY – WCHR / WCHS
- ❖ PREGNANT LADIES – only when they can't walk long distances

# **PASSENGERS WITH DISABILITY**

## **EXAMPLES OF SOME RECOMMENDED PRACTICES FOR ALL CONTRACTING STATES**

**RP 8.22: SPECIAL ASSISTANCE** (In a Dignified Manner).

✓ **NO ASSUMPTION OF SERVICE - VERIFICATION**

✓ **LANGUAGE – TONE**

**RP 8.23: ACCESS TO ALL SERVICES**

✓ **FROM CHECK-IN TO DISEMBARKATION AT FINAL DESTINATION**

**RP 8.24: TRANSPORTATION – POINT TO POINT**

✓ **KERB TO KERB SERVICE – NEEDS MORE ATTENTION**

✓ **PAU; WHEELCHAIRS / SKY CHAIRS – AVAILABLE**



# ACCESSIBILITY – GAUTRAIN

## GAUTRAIN – ACCESSIBLE



**EXCELLENT SERVICE**

**STILL NEEDING A PUSH OVER THE THRESHOLD THOUGH**

**A RAMP WILL ADD MORE VALUE**

**DISABILITY GROUPS ALREADY  
RAISED THIS AS A CONCERN**

# PASSENGERS WITH DISABILITY

## RECOMMENDED PRACTICES FOR ALL CONTRACTING STATES

### RP 8.27: ADAPTATION TO NEEDS

✓ **RAMPS / LIFTS / ACCESSIBLE FACILITIES** i.e., Self Check-in Facility

### RP 8.28: ASSISTIVE DEVICES

✓ **PAU / SIMILAR DEVICES**

### RP 8.29: ACCESSIBILITY OF INFORMATION

✓ **SAFETY PAMPHLET / INFLIGHT MAGAZINES**

✓ **DUTY-FREE CATALOGUES OR ANY OTHER**

✓ **RELEVANT INFORMATION READILY**

✓ **AVAILABLE TO ALL PASSENGERS**



# PERSONS WITH DISABILITY

## RP 8.30: PICK-UP AND DROP OFF POINTS ACCESSIBILITY

- ✓ DESIGNATED PARKING AREAS FOR PERSONS WITH DISABILITIES TO BE AS CLOSE TO THE BUILDING AS POSSIBLE,
- ✓ AND TO ONLY BE USED BY THEM – NOT FOR ABLE-BODIED PEOPLE – LIKE IN MALLS / SHOPPING COMPLEXES

## RP 8.31: PROVISION OF ACCESSIBLE AND REASONABLY PRICED TRANSPORTATION

- ✓ GAUTRAIN / ADAPTED MINIBUSES FOR WCH PASSENGER CARRIAGE



# PASSENGERS WITH DISABILITY

## RECOMMENDED PRACTICES FOR ALL CONTRACTING STATES



**RP 8.35: CONFORMING BY NEWLY ACQUIRED OR REFURBISHED AIRCRAFT TO UNIFORM ACCESSIBILITY**

- ✓ **MOVABLE ARMREST – ACAA PART 382, HAD A DEADLINE**
- ✓ **ON-BOARD WHEELCHAIRS – SKY-CHAIR**
- ✓ **WCH STORAGE – First come First Served Basis**
- ✓ **ACCESSIBLE WASHROOMS**
- ✓ **SUITABLE LIGHTING AND SIGNS**

# PASSENGERS WITH DISABILITY

## RECOMMENDED PRACTICES FOR ALL CONTRACTING STATES

**RP 8.38: BATTERY POWERED DEVICES – DOC 9284  
– TECHNICAL INSTRUCTION FOR THE SAFE  
TRANSPORT OF DANGEROUS GOODS**

✓ **POC / CPAP / WCH**

**RP 8.39: REQUIREMENT OF MEDICAL CLEARANCE  
FOR PERSONS WITH DISABILITIES**

✓ **IATA – MEDIF / FREMEC – IATA PROCESSES &  
DOCUMENTATION**



# RP 8.26: TRAINING (FOR PERSONNEL AND CONTRACTORS – CFR 14)

❖ TOPICS COVERED: TO BE AS PER GUIDANCE MATERIAL i.e.,

- ICAO ANNEX 6,9;
- SACAA CATS & CARS;
- IATA GUIDELINES – GROUND / CABIN CREW / SUPPORT SERVICES
- ACAA PART 382, CFR 14

**Subpart A—General Provisions – Equivalent Provision by Foreign Carriers**

**Subpart B—Nondiscrimination and Access to Services and Information**

**Subpart C—Information for Passengers**

**Subpart D—Accessibility of Airport Facilities**

**Subpart E—Accessibility of Aircraft**

**Subpart F—Seating Accommodations**

**Subpart G—Boarding, Deplaning, and Connecting Assistance**

**Subpart H—Services on Aircraft**

**Subpart I—Stowage of Wheelchairs, Other Mobility Aids, and Other Assistive Devices**

**Subpart J—Training and Administrative Provisions**

**Subpart K—Complaints and Enforcement Procedures**

# EXAMPLE OF A DEVIATIONS

§382.17

May carriers limit the number of passengers with a disability on a flight?

As a carrier, you must not limit the number of passengers with a disability who travel on a flight.

(See also §382.27(c)(6) of this part.)

➤ **SACAA – WAIVER DUE TO CONFLICT WITH THE REG FOR CARRIAGE OF PASSENGERS WITH REDUCED MOBILITY**

§382.21 May carriers limit access to transportation on the basis that a passenger has a communicable disease or other medical condition?

➤ **IF IT'S DETERMINED THAT THE PASSENGER'S CONDITION POSES A DIRECT THREAT**

§382.23 May carriers require a passenger with a disability to provide a medical certificate? **NO**

➤ **UNLESS: STRETCHER OR INCUBATOR / MEDICAL OXYGEN / REASONABLE DOUBT THAT THE INDIVIDUAL CAN COMPLETE**

➤ **THE FLIGHT SAFELY, WITHOUT REQUIRING EXTRAORDINARY MEDICAL ASSISTANCE DURING THE FLIGHT.**

# FUTURE TECH FOR SA AND AFRICA (WISH LIST)



# FUTURE TECH FOR SA AND AFRICA (WISH LIST)

CHECK-IN KIOSK – DOT



SELF BAGGAGE DROP-OFF



**MESSAGE FROM THE FOCUS GROUPS ON DISABILITY AND  
THE DIFFERENTLY ABLED PERSONS**

**NOTHING**

**FOR US**

**WITHOUT US**

Thank  
you!