

2ND ICAO
MEETING ON
THE
SUSTAINABLE
DEVELOPMENT
OF AIR
TRANSPORT IN
AFRICA
Accra, Ghana
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FACILITATION

(HANDLING PERSONS WITH
DISABILITIES AT THE KOTOKA
INTERNATIONAL AIRPORT (KIA)
ACCRA, GHANA)

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PRESENTATION OUTLINE

- ◉ United Nations Sustainable Development Goals (UN SDGs)
- ◉ Persons With Disabilities (PWDs)
- ◉ Development & Implementation of Facilitation Provisions on PWDs
- ◉ Annex 9 Facilitation Provisions on PWDs
- ◉ Legal Framework
- ◉ Institutional Framework & Compliance
- ◉ Implementation of A-39 Resolutions on PWDs in Ghana
- ◉ Facilities at Kotoka International Airport (KIA)
- ◉ Challenges
- ◉ Way Forward
- ◉ Conclusion

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

ICAO's Security and Facilitation goals are aligned to the United Nations economic Sustainable Development Goal (UN SDG) number 10.

UN SDG 10

Reducing inequality within and among countries. To reduce inequality, policies should be universal in principle, paying attention to the needs of the disadvantaged and marginalized populations.

UN SDG 16

Peaceful, just and inclusive societies are necessary to achieve the Sustainable Development Goals.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS CONT'D

- ◎ Persons with Disabilities (PWDs) are estimated to be 10% of African population and even 20% in poorer regions (Source: Disabled World News- Africa). PWDs form a unique area which is not even discussed at meetings. This is unfair because there is inequality and injustice in the provision of airport services and aircraft accessibility to PWDs. This goes contrary to UN SDGs 10 and 16 as well as ICAO Doc 9984.

PERSONS WITH DISABILITIES (PWDs)

- This presentation focuses on the Development and Implementation of Facilitation Provisions, specifically on Persons with Disabilities (PWDs) as contained in A-39 Resolutions on Facilitation Appendix A.

Definition of Person with Disability:

Any person whose mobility is reduced due to physical incapacity (sensory or locomotor), intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptations of the person's needs of the services made available to all passengers.

DEVELOPMENT & IMPLEMENTATION OF FACILITATION PROVISIONS ON PWDs

The UN Convention on the Rights of Persons with Disabilities and its Optional Protocol, adopted in December 2006:

1. Urges Member States to give special attention to increasing their efforts to implement Annex 9 Standards and Recommended Practices;
2. Urges Member States to give due regard to ICAO Doc 9984, (Manual on Access to Air Transport by Persons with Disabilities), in their implementation of the relevant provisions of Annex 9.

ANNEX 9 FACILITATION PROVISIONS ON PWDs

Annex 9 - Facilitation : Provides general guidance on services and features needed to meet the needs of persons with disabilities in air transport.

Annex 9 could be summarized as:

1. General Provisions - which recommends the provision of special assistance to persons with disabilities when using air transport, accessibility to persons with disabilities in all the elements of the chain of a person's journey, and that Contracting States should ensure aircraft, airport and ground handling operators, travel agencies and other stakeholders give the necessary information persons with disabilities may need.

ANNEX 9 FACILITATION PROVISIONS ON PWDs CONT'D

2. **Access to Airports** - where Contracting States are urged to take the necessary steps to ensure that airports facilities and services are adapted to the needs of persons with disabilities such as:

ANNEX 9 FACILITATION PROVISIONS ON PWDs CONT'D

2a. Ensuring lifting systems and any other devices are available for the movement of PWDs between aircrafts and terminals.

2b. Ensuring the hearing and vision - impaired have access to flight-related information.

2c. Ensuring efficient transfer of PWDs from one aircraft to the other with regard to connecting flights.

ANNEX 9 FACILITATION PROVISIONS ON PWDs CONT'D

3. Access to Air Services

- 3a. Contracting States should ensure new aircrafts conform to minimum uniform standards, with respect to equipment that aid PWDs.
- 3b. Disability aids should be carried free of charge where safety requirement permits and also be designated as priority baggage.

ANNEX 9 FACILITATION PROVISIONS ON PWDs CONT'D

- 3c. PWDs should be allowed to travel without the requirement of a medical clearance unless it is not clear whether they are fit to travel.

- 3d. PWDs should be allowed to determine whether or not they need an assistant. If an assistant is required, Contracting States should encourage aircraft operators to provide discounts for the carriage of that assistant.

LEGAL FRAMEWORK

The 1992 Constitution of the Republic of Ghana makes provision for appropriate facilities for disabled persons in places where the public has access (Article 29 (4) (6)).

Persons With Disability Act, 2006, Act 715, Section 28, sub-section 1 states that:

“The Civil Aviation Authority and any other authority responsible for the management of a port, shall provide facilities that will aid the movement of a person with disability at the port.”

INSTITUTIONAL FRAMEWORK & COMPLIANCE

In December 2015, the Ghana Civil Aviation Authority (GCAA) in consultation with the Ghana Federation of Disability Organizations issued Technical Directives on handling persons with disabilities as a supplement to the provisions of the Ghana Civil Aviation Safety Regulations 2011, L.I. 2000.

Provisions were made for the reconfiguration of aircrafts and these directives are also mandatory for all new entrants.

The GCAA has also ensured that all Ghanaian registered airlines have incorporated the above directives in handling PWDs in their Standard Operational Procedures (SOPs)/Manuals.

INSTITUTIONAL FRAMEWORK & COMPLIANCE CONT'D

These Technical Directives are also applicable to Airport Operators, Ground Handlers, Security Profiling Firms, Immigration, Ghana Revenue Authority (Customs Division), Tenant Restricted Area Operators, Restaurant Operators, and all other service providers at airports serving civil aviation.

Enforcement/Compliance

Enforcement proceedings shall be taken against all who fail to comply with these Technical Directives.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDs IN GHANA

General Provisions

- Ghana has taken the necessary measures to make accessible for PWDs all the elements of the chain of a person's journey, from arrival at the airport of departure to leaving the airport of destination.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDS IN GHANA CONT'D

- Ghana has ensured that airport and aircraft operators, as well as their agents and contractors ensure that PWDs are given the information in formats that are accessible to the various disabilities and also ensure that they give those passengers the needed assistance to help them in their travel
- Necessary steps are taken to provide training for all staff in the chain of the air travel service delivery to provide quality seamless service to PWDs in a consistent and respectful manner and are available to assist such persons.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDs IN GHANA CONT'D

Access to Airports

Ghana has taken steps in ensuring airport facilities are adapted to the needs of PWDs in the following areas:

- Lifting systems (ambulifts) or other appropriate devices are made available to facilitate the movement of PWDs between the aircraft and terminal on both arrival and departure.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDS IN GHANA CONT'D

- All hearing and vision-impaired are able to obtain flight-related information in accessible formats like the use of symbols and pictograms.
- Adequate ramps have been provided for the transportation of PWDs from the parking facilities to the terminal buildings. Assistance is provided to transfer PWDs from one aircraft to the other as efficiently as possible especially for those on connecting flights.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDS IN GHANA CONT'D

Access to Air Services

Ghana has taken the necessary steps to ensure that PWDs have equivalent access to air services by:

- ◉ Ensuring new aircrafts and those undergoing major refurbishments conform to minimum uniform standards with respect to equipment on board aircraft which will include moveable armrests, onboard wheelchairs, accessible washrooms and suitable lighting and signs.
- ◉ Requiring that disability aids should be carried free of charge in the cabin and designated as priority baggage if possible except for safety reasons.

IMPLEMENTATION OF A -39 RESOLUTIONS ON PWDS IN GHANA CONT'D

- ◉ Ensuring that aircraft operators are only permitted to require PWDs to obtain a medical clearance in cases of a medical condition where it is unclear they are fit to travel and could compromise their safety or well-being or that of other passengers.
- ◉ Allowing PWDs to determine whether or not they need an assistant and by encouraging aircraft operators to offer discount to assistants who travel with PWDs.
- ◉ Strongly encouraging the use of advance notice where assistance or lifting is required.

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA)



FRONTAGE OF A DEDICATED LOUNGE FOR PWDs

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA)- CONT'D



A DEDICATED WAITING LOUNGE FOR PWDs

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) CONT'D



ACCESSIBLE RESTROOM

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) -CONT'D



ACCESSIBLE RESTROOM

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) CONT'D



A DEDICATED SCREENING AREA FOR PWDs

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) - CONT'D



A PRIVATE SEARCH AREA FOR PWDs

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) CONT'D



LIFTING A PWD INTO AN AMBULIFT

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) CONT'D



A PWD IN AN AMBULIFT

FACILITIES AT KOTOKA INTERNATIONAL AIRPORT (KIA) CONT'D



A PWD BEING WHEELED OUT OF AN AMBULIFT

CHALLENGES

- Local operators are unable to provide operable on-board wheelchairs for the use of PWDs due to their use of small aircraft with less than 60 passenger seats.
- PWDs do not communicate their special needs on time for appropriate assistance.

WAY FORWARD

- ⦿ African Civil Aviation Authorities must ensure strict adherence and implementation of Doc. 9984 by all air transport operators.
- ⦿ PWDs must also ensure they communicate their respective disabilities in advance for assistance to be given them.

WAY FORWARD CONT'D

- Aircraft Operators' employees, travel and tour agencies and contractors should actively enquire during booking transactions whether there will be any passenger who may require assistance at the airport and/or flight.
- There is the need to pass the Consumer Protection Bill into law. Consumers need to be educated on their rights.

CONCLUSION

The meeting is thus accordingly informed of Ghana's compliance with the A-39 Resolutions with regard to persons with disabilities.