



YXJ Accessible Transportation for Persons with Disabilities (ATPD) Training Program

VERSION

V2

DATE

2020-08-10

PREPARED BY

North Peace Regional Airport



North Peace
REGIONAL AIRPORT

YXJ ATPD Training Program

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0 FOREWORD

The Canada Transportation Act requires most air carriers and airport operators to train their employees and contractors to provide accessible transportation services to persons with disabilities. In 1994, the regulations were created for transportation related facilities to assist persons with disabilities traveling within the Canadian transportation network. This was previously known as *Personnel Training for the Assistance of Persons with Disabilities Regulations*. These regulations are now referred to as the Accessible Transportation for Persons with Disabilities Regulations (ATPD Regulations). These new regulations became effective on June 25th, 2020 at all Canadian airports with passenger movements over 200,000. Although many of the same principles that were applied back then are still applicable today, the regulations have been updated to ensure they meet the needs of today’s travellers. This training program has been developed in accordance with the information set out in the ATPD Regulations Schedule 1 Section 23. The training program is available to any person who requests the information, however, personal information or confidential business information will be removed from the document prior to distribution.

ATPD reg. Part
1 (23)(3)

0.1 Document Control

This plan/manual is reviewed every two years by the Program owner or designate(s) and amended as required. The current version is stored in the Portal on Vortex.

0.2 Titles, Personnel, and Contact Information

To facilitate accuracy of amendments following changes in personnel, references to individuals within this manual are limited to titles only. Where a job title is identified in the document, it shall be interpreted to refer to the corresponding individual and contact information listed in the table below. Following a change in personnel, this page shall be amended accordingly without further changes required elsewhere in the manual, unless the change corresponds to an amendment to process.

TITLE	PERSON HOLDING TITLE	CONTACT INFORMATION
Program Owner/Managing Director	Mike Karsseboom	Mike_karsseboom@fsjairport.com
Program Designate/Coordinator, SMS and Regulatory Compliance	Kristine Doerksen	Kristine_doerksen@fsjairport.com

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Program Designate/ Manager, Airport Operations and Emergency Services	Stacy Smith	Stacy.smith@fsjairport.com
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0.3 Definitions and Abbreviations

ATPD	Accessible Transportation for Persons with Disabilities
CMS	Computer Management System
CTA	Canada Transportation Agency
Members of Personnel	Members of Personnel are defined as staff, employees, or other workers at the airport that would require ATPD training. Members of personnel will be referenced in this document as “employees” or “staff members”.
Program Designate	The person responsible for assisting the program owner in executing training, reviewing training materials and ensuring the overall implementation of the training program.
Program Owner	The person responsible for managing the overall implementation, execution, and review of the ATPD Training Program.

0.4 Record of Amendments

Amendment No.	Date MM/DD/YY	Date Entered MM/DD/YY	Entered By:

0.5 Intellectual Property Statement

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1 TRAINING PROGRAM DESCRIPTION

This section of the training program will explain the training program elements used to create the training. It will also describe the roles and responsibilities of the program owner, program designates and identify the staff members that require this training.

1.1 Training Program Elements

The goal of the training program is to achieve compliance with the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244). This training program has been created for North Peace Regional Airport personnel and applicable partners. The guidance in this document will provide staff with an adequate level of knowledge in respect to:

- That all persons must be treated with dignity regardless of their disabilities.
- That all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristic.
- That all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- That all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- The different types of barriers that may hinder equal access to transportation services for persons with disabilities.
- The various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including:
 - the type of assistance that they must provide to persons with disabilities, and
 - the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise and plain language.
- The type of assistance that they must provide to persons with disabilities.
- The assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise and plain language.

ATPD reg.
Schedule 1
(23)(3)

ATPD reg. Part
1 (16(2)(a)(i))

ATPD reg. Part
1 (16(2)(a)(ii))

ATPD reg. Part
1 (16(2)(a)(iii))

ATPD reg. Part
1 (16(2)(a)(iv))

ATPD reg. Part
1 (16(2)(b))

ATPD reg. Part
1 (16(2)(c))

ATPD reg. Part
1 (16(2)(c)(i))

ATPD reg. Part
1 (16(2)(c)(ii))

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ATPD reg. Part 1 (16(2)(d))

ATPD reg. Part 1 (16(2)(e))

ATPD reg. Part 1 (16(2)(f))

- Communication with persons with disabilities in accordance with section 6 and how to interact with them in a manner that respects their autonomy and dignity.
- The role of a support person.
- The role and needs of a service dog.

1.2 Program Owner and Program Designate(s)

ATPD reg. Schedule 1 (23)(1)

The *Managing Director* is the responsible party for the overall execution and implementation of this training program. The program designates identified for this training program are the *Coordinator, SMS and Regulatory Compliance* and the *Manager, Emergency and Airside Operations*. Program designates have been identified as support roles for the Program Owner to manage the overall execution and implementation of the training program. The table below identifies the roles and responsibilities of the program owner and program designates.

Program Owner

- Defines the vision for the program and work with the Program Designate(s) to continue to improve the training program.
- Provides oversight to the training program development.
- Champions the ATPD Training Program.
- Responsible for all matters related to Accessible Transportation for Persons with Disabilities Regulations.

Program Designate

- Delivers the training program to members of personnel.
- Maintains the training program annually and ensures updates are communicated to all staff.
- Maintains the training program to meet the most current regulatory requirements.
- Aids the CTA if additional information is required or when an audit may occur.
- Maintains all documentation such as training records, procedures, and policies regarding accessibility for persons with disabilities.
- Reviews training records and identifies individuals requiring refresher training.
- Champions and leads the organization's ATPD program.
- Is the main point of contact for any questions and comments from internal and external stakeholders.

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1.3 Personnel Requiring Training

The ATPD regulations require all applicable personnel at the North Peace Regional Airport to receive proper training in ensuring that all persons with disabilities have equal access and get the assistance they require in a manner that is safe and respects their dignity. The regulations require the following roles at YXJ to receive this training.

ATPD reg.
Schedule 1
(23)(2)(a)

ATPD reg.
Schedule 1
(23)(2)(b)

ATPD reg.
Schedule 1
(23)(2)(c)

ATPD reg.
Schedule 1
(23)(2)(d)

ATPD reg.
Schedule 1
(23)(2)(b)

Personnel Defined by ATPD Regulations	NPAS Employee Roles
Occupational categories of members of personnel who interact with the public.	<ul style="list-style-type: none"> • Airport Technicians • Managing Director • Manager, Airport Operations and Emergency Services Coordinator, SMS and Regulatory Compliance • Administrative Staff • Terminal Security Contractor
Occupational categories of members of personnel who participate in making decisions or developing policies or procedures in relation to the requirements of the regulations.	<ul style="list-style-type: none"> • Managing Director • • Manager, Airport Operations and Emergency Services Coordinator, SMS and Regulatory Compliance
Occupational categories of members of personnel who provide physical assistance.	<ul style="list-style-type: none"> • Terminal Security Contractor • Airport Technicians
Occupational categories of members of personnel who use, or assist a person with a disability in using, special equipment.	<ul style="list-style-type: none"> • Terminal Security Contractor
Occupational categories of members of personnel who handle mobility aids.	<ul style="list-style-type: none"> • Terminal Security Contractor

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2 TRAINING CURRICULUM

The training program has been developed with guidance from the Canada Transportation Agency's information and resources. The contents of the training program have been established to ensure alignment with the ATPD Regulations. Prior to implementation of the training program, consultation occurred with Community Living of Fort St. John. The consultation has also been documented for future reference. The training program will be reviewed annually to ensure the material is relevant and current. The review will also include consultation with persons with disabilities to ensure the information is appropriate and effective. Consultation documentation is located within Appendix B. YXJ is also actively involved in Vantage Airport Group's ATPD Working Group with other airports across Canada.

2.1 Initial and Recurrent Training

The North Peace Regional Airport will include the ATPD Training Program as part of the on-boarding process for all new staff members. The initial training will be delivered and completed to new staff members as part of the airport's on-boarding process. If a staff member has not completed training that is suitable to the ATPD requirements, the individual will be required to complete their respective duties under the direct supervision of a person who has completed the airport's ATPD Training Program.

The program designate will maintain the training records for staff members that have completed the training. All individuals that receive training by NPAS regarding Accessible Transportation for Persons with Disabilities, will be required to undergo refresher training at a minimum of once every three years or earlier if there is a significant change to the training program. Any new information, such as the development of new policies or procedures, as well as updating policies and procedures will be communicated to all members of personnel unless it is not relevant to the requirements of their functions.

The recurrent training program entails watching all module videos and reviewing the PowerPoint presentation. Once the videos and PowerPoint presentation have been reviewed, a quiz must be completed.

ATPD reg.
Schedule 1 (9)
&

ATPD reg. Part
1 (23)(2)

ATPD reg.
Part 1 (20)(1)

ATPD reg.
Part 1 (20)(2)

ATPD reg.
Schedule 1
(23) (6) & (7)

ATPD reg.
Part 1 (21)

ATPD reg.
Schedule 1
(23) (7)

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2.2 Training Curriculum Content

Prior to executing the curriculum, the program owner and designates will validate applicability and accuracy of lesson plans to ATPD regulations and modify the curriculum accordingly if there are changes to the regulations. The training curriculum is presented below.

ATPD reg.
Part 1 (23)(1)

ATPD reg.
Part 1
(16)(2)(a) & (b)

ATPD reg.
Part 1
(16)(2)(c)(i)

ATPD reg.
Part 1
(16)(2)(c)(ii) &
(16)(2)(d)

ATPD reg.
Part 1
(16)(2)(e)

ATPD reg.
Part 1
(16)(2)(c)(ii)

ATPD reg.
Part 1 (17)(a),
(18) & (19)

Module	Duration	Teaching Methods and Support Materials
Module 1: Introduction Training Method: <i>In-person or online</i>	15 minutes	PowerPoint Video
Module 2: Services to be offered to person(s) with disabilities Training Method: <i>In-person or online</i>	15 minutes	PowerPoint Video
Module 3: Communication Best Practices Training Method: <i>In-person or online</i>	15 minutes	PowerPoint Video
Module 4: Assisting a traveller who is blind or partially sighted Training Method: <i>In-person or online</i>	15 minutes	PowerPoint Video
Module 5: Assisting a traveller who is deaf, deafened or hard of hearing or who has another disability Training Method: <i>In-person or online</i>	15 minutes	PowerPoint Video
Module 6: Mobility Assistance	25 minutes	PowerPoint Video Hands-On

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Training Method: <i>In-person and online</i>		
Final Quiz	30 minutes	Online
Total:	2 hours	

2.2.1 *Module 1 – Introduction*

Module 1 familiarizes participants with the role of the Canadian Transportation Agency and the responsibilities of the organization that regulate airways, railways and the marine ways to make transportation accessible for everyone. In addition, this module discusses the role the transportation service providers play in assisting persons with disabilities throughout the passenger process. A video from the CTA's Accessibility for All training module has been incorporated into this module. The video identifies general best practices when assisting persons with disabilities and an example of their travel experience.

2.2.2 *Module 2 – Services to be Offered to Person(s) with Disabilities*

Module 2 describes the services that should be offered to persons with disabilities. Information in this section is relevant to all transportation service providers as well as terminal operators to ensure operations with other stakeholders align consistently. This module describes where persons with disabilities may obtain assistance and what assistance may be available. The services offered should be available throughout all steps of the passenger processing experience. This includes booking a reservation, information available prior to arriving to the airport, assistance at the airport and assistance during the flight.

2.2.3 *Module 3 – Communication Best Practices*

Module 3 outlines communication best practices when assisting persons with disabilities, including how to assist persons with disabilities with dignity and respect. It describes how to assist persons with disabilities prior to initiating discussion, during discussion utilizing appropriate terminology, and assessing their needs and their assistance preferences. Each disability is different and requires different approaches to ensure a positive experience. This module will also outline how to communicate with the different types of disabilities and offers examples on how to appropriately assist a person with disabilities.

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2.2.4 Module 4 – Assisting a Traveller who is Blind or Partially Sighted

Module 4 outlines how to effectively assist persons who are blind or partially sighted. This includes communication best practices and how to initiate assistance for a person with this disability. Persons who are blind or partially sighted may utilize a service animal. This module will outline the importance of a service animal to individuals with a disability and how to interact with the service animal. This module will also discuss how to guide individuals to where they need to be and best practices to inform them of their surroundings. This module will describe how to assist persons with a disability prior to, during and after providing them with assistance.

2.2.5 Module 5 – Assisting a Traveller who is Deaf, Deafened or Hard of Hearing and Other Disabilities

Module 5 outlines best practices to assist a person who is deaf, deafened, or hard of hearing as well as assisting a person with other disabilities. The module outlines ways to facilitate a conversation by means other than speaking. It is important to know the depth of the disability to be able to assist the individual appropriately. This module will also address how to manage persons with cognitive disabilities. The module will also go over key communication techniques and things to keep in mind when assisting individuals with cognitive disabilities. Examples are utilized to show the best way to assist a person who is deaf, deafened, or hard of hearing as well as persons with cognitive disabilities.

2.2.6 Module 6 – Mobility Assistance

Module 6 outlines what the different types of mobility aids are, as well as how to utilize, store, assemble, pack and unpack different mobility aids. The importance of mobility aids for persons utilizing them is essential and it is important to avoid damage to the mobility aids. This module will also go over how to handle mobility aids in cases where it is necessary for airport staff to do so.

2.2.7 Final Quiz

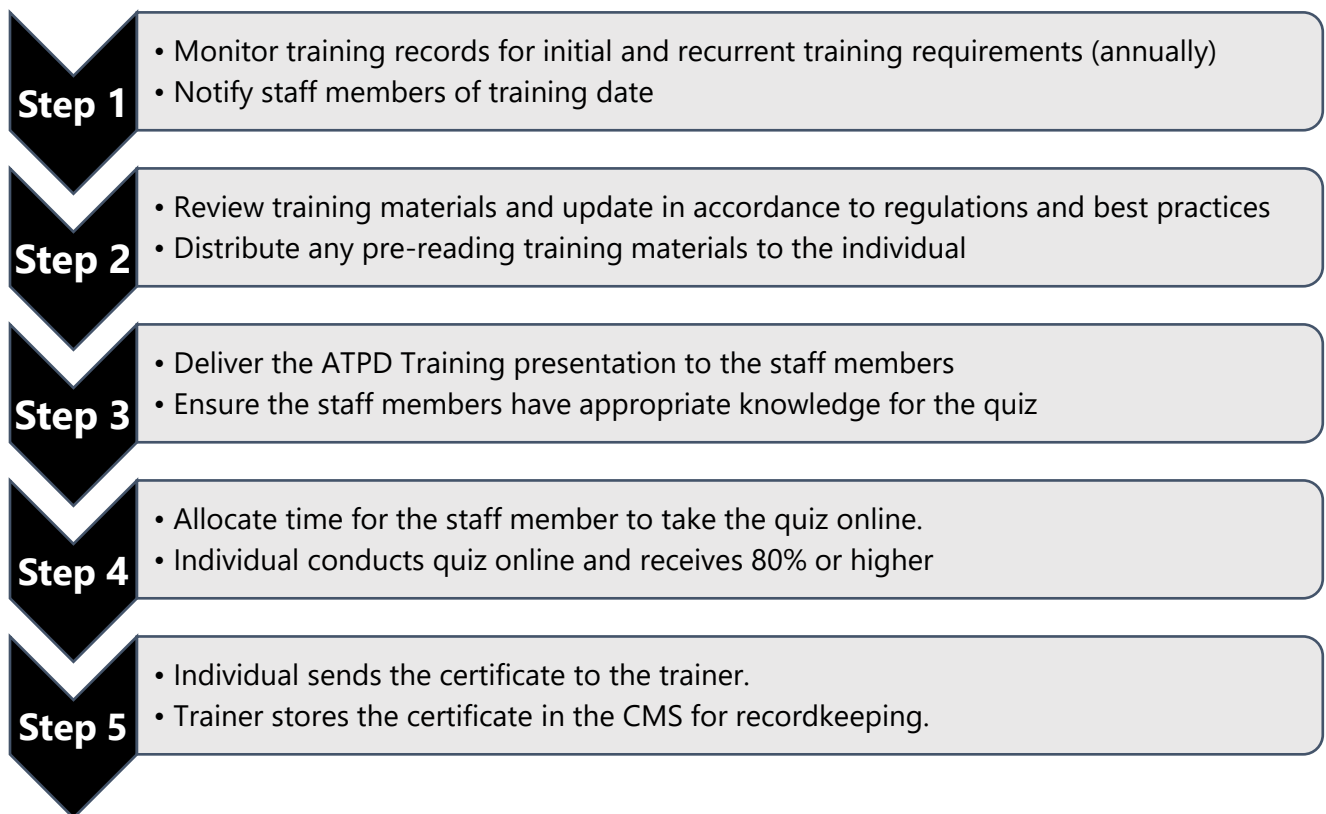
The final quiz for the training program is completed through the Canada Transportation Agency's website. The quiz is based on the Accessibility for All videos included in YXJ's training program. To complete the training, individuals must score 80% or higher on the quiz. Upon completion of the quiz, a certificate will be provided outlining the participant's score and name. The quiz can be taken once every 24 hours. Once the

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participant has achieved a score higher than 80%, he/she must email the certificate to the program designate for record keeping purposes.

2.3 Execution of Training

The program designate(s) will conduct all initial and recurrent training with staff members. All staff members will receive the training in-person or virtually. The training is a combination of PowerPoint slides, videos and activities. Upon completion of the training presentation a quiz will be delivered. After a staff member has completed the quiz and received 80% or higher the individual will send the certificate to the program designate(s). The records will then be stored in the Vortex CMS.



2.4 Recordkeeping & Documentation

Retaining and storing training records is the responsibility of the program designate(s). The training records will be stored in the Computer Management System. The name of the training module in the CMS will be named "*Accessible Transportation for Persons with Disabilities Training (Initial) and (Refresher)*". It is the responsibility of the Program Owner

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and Program Designate(s) to monitor training records annually and ensure staff receives recurrent/refresher training a minimum of once every three years.

2.4.1 Lesson Plan Records

The training plan and lesson plan records will be uploaded to Vortex. If a change occurs within the training program, the updated version of the training plan and lesson plan will be uploaded to the course, to ensure accuracy of the lesson delivered.

2.4.2 Certificates

Each employee that has successfully completed the training will receive a certificate. This certificate will either state *Initial* or *Refresher* in the Vortex record. The certificate will also state the individual's name, the date of completion and the participant's score. A copy of an example certificate is in Appendix A. It is the responsibility of the employee to send completed course certificates to the program designate or trainer for recordkeeping purposes.

2.4.3 Storage

All training records will be recorded in Vortex and associated with each employee's file digitally. The records will contain the certificate and documentation of the individual's quiz results. This documentation will be kept on file up to 3 years after the individual leaves the organization. Annually, the program designates will review and monitor the Vortex CMS to identify employees that require refresher training.

2.5 Qualifications of Trainers

Trainer's qualifications include completion of the Accessibility for All training course through the Canadian Transportation Agency. The trainer is also a member of the Vantage ATPD Sub-Working group which discusses the ATPD regulations and requirements in depth. The trainer's training records and certificates will be uploaded to Vortex.

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3 APPENDIX A: CERTIFICATE OF COMPLETED TRAINING FOR EMPLOYEES



Canadian
Transportation
Agency

Office
des transports
du Canada

Canada

Certificate of Completion

Presented to:

Individual's Name

Vantage Airport Group

for completing the Accessibility for All Quiz.

Score:

We recommend keeping a copy of this certificate for your records.

ClassMarker 

Mon 13th Jul 2020

YXJ ATPD Training Program**4 APPENDIX B: TRAINING PLAN CONSULTATION**

The undersigned acknowledge that they have reviewed the **2020 YXJ ATPD Training Program** and provided comments to North Peace Airport Services.

Designated Representative: Mike Karseboom
Managing Director
North Peace Regional Airport

Consultation Representative:

Signature:

Joe Lang

Date of Review:

Oct 26, 2020

Print Name:

Executive Director

Title:

Executive Director

Role:

Fort St John Association

Organization:

for Community Living

Consultation Contact Details

Address:

10251 - 100 Ave Fort St John

Phone

250 787 9262 ext 222

Number:

Email:

executivedirector@fsjac.com

5 APPENDIX C: ATPD PROGRAM QA CHECKLIST

COMPLIANCE CHECK SHEET

This check sheet is specific to the training requirements as of December 31, 2020. Review the ATPD Regulations for any new or updated regulations prior to beginning compliance check.

<i>Auditor's Name</i>	<i>Auditor's Signature</i>	<i>Date</i>
<i>Program Owner's Name</i>	<i>Program Owner's Signature</i>	<i>Date</i>

REGULATORY / REFERENCE			Reviewed	Category
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			REQUIREMENT _ COMPLIANCE ITEM TO OBSERVE	Observations / Notes / Comments	Yes	No	Delivered Documented Practice	Improvement Opportunity	Innovation
Regulation	Section	Sub-sections	Part 1 Requirements Applicable to Transportation Service Providers						
ATPDR	Part 1								
		6 Communication	<p><u>Must ensure</u> that members of personnel who interact with passengers in the course of carrying out their functions take in account the following when communicating with a person with a disability:</p> <p>(a) the nature of the person’s disability, particularly if the person is blind or deaf or has any other visual or hearing impairment or if the person has a communication impairment;</p> <p>(b) whether the person uses an assistive device to assist them to hear, see or communicate; and</p> <p>(c) whether there are methods of communication that may be used by the person or that may facilitate communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise and plain language.</p>						
ATPDR	Part 1	Training							

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		15 Application	A transportation service provider must ensure that members of personnel receive the training that is required under sections 16 to 19.						
		16 (1)	If a member of personnel may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of these Regulations, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to the requirements of these Regulations and the policies and procedures of the transportation service provider with respect to persons with disabilities.						

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		<p>(2) Contents of Training</p>	<p>The training referred to in subsection (1) must provide an adequate level of knowledge in respect to</p> <p>(a) the following principles:</p> <p>(i) the principle that all persons must be treated with dignity regardless of their disabilities, (Module 1)</p> <p>(ii) the principle that all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics,</p> <p>(iii) the principle that all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities, and</p> <p>(iv) the principle that all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;</p> <p>(b) the different types of barriers that may hinder equal access to transportation services for persons with disabilities;</p>						
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		Con't	<p>(c) the various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including</p> <p>(i) the type of assistance that they must provide to persons with disabilities, and (MODULE 2)</p> <p>(ii) the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise and plain language; (MODULE 3)</p> <p>(d) communication with persons with disabilities in accordance with section 6 and how to interact with them in a manner that respects their autonomy and dignity; (MODULE 3)</p> <p>(e) the role of a support person; and (f) the role and needs of a service dog. (MODULE 4)</p>						
		17 Physical Assistance	<p>If a member of personnel may be required to provide physical assistance to a person with a disability in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training on how to</p> <p>(a) seek information from the person with respect to their preferred method of assistance and any other measures they may require to ensure their safety and their comfort;</p> <p>(b) manoeuvre mobility aids through doors and on irregular and multi-level surfaces, steps, curbs and elevators;</p> <p>(MODULE 4 & 5)</p>						

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		Con't	(c) transfer the person between their own mobility aid and a mobility aid provided by the transportation service provider and between a mobility aid and the person's passenger seat, including performing appropriate lifting techniques to perform various types of transfers of the person with maximum consideration for their dignity, safety and comfort; (d) guide and orient a person whose impairment affects their mobility; and (e) assist a person who has limitations in balance, agility or coordination that affect their mobility.(MODULE 6)						
		20 (1) Initial Training - Timeline	A transportation service provider must ensure that a member of personnel has completed training suitable to the requirements of their functions within 60 days after the day on which that member assumes those functions.						
		20 (2) Supervision of Untrained Personnel	Until a member of personnel has completed the training that is suitable to the requirements of their functions, the transportation service provider must ensure that they carry out their functions under the direct supervision of a person who has completed that training.						

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		21 Refresher Training	A transportation service provider must ensure that members of personnel who have received training that is required by this Part also receive, at least once every three years, refresher training that is suitable to the requirements of their functions.						
		23 (1) Preparation of Training Programs	A transportation service provider must implement and maintain each training program for members of personnel in accordance with the following requirements: (a) the training program must include the information set out in Schedule 1; (b) the training program must be available for inspection by the Agency; and (c) any new information that is referred to in section 22 must be incorporated in the training program as soon as feasible.						
		23 (2) Consultation	A transportation service provider must consult persons with disabilities in the development of each training program and the principal teaching methods.						

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		<p>23 (3) Information About Training Program</p>	<p>A transportation service provider must, as soon as feasible, make available any information about a training program that is set out in Schedule 1, except any personal information or confidential business information, to any person who requests that information.</p>						
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