

QUALITY STANDARD - ENSURING ASSISTANCE SERVICES DURING CHECK-IN OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY AT VACLAV HAVEL AIRPORT PRAGUE

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Purpose

The purpose of this directive is to provide assistance services to disabled persons and persons with reduced mobility in the required quality as designated in Regulation (EC) No 1107/2006 of the European Parliament and of the Council.

Subject

This documents designates locations at which assistance services and technical equipment are to be provided, and defines basic standards for the performance of assistance services, along with control mechanisms to ensure that the standards set for the performance of assistance services at Vaclav Havel Airport Prague are maintained.

Scope

This document is distributed by OJ KPT and also serves as an order by the airport operator under Art. 31 Par. 2 of Act No. 49/1997 Coll., on Civil Aviation, as amended, designated for airlines, passengers and other persons participating in the operations of airport Prague/Ruzyně and aviation operations intended to ensure safe operation of the airport and to coordinate activities at the airport Prague/Ruzyně.

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I Abbreviations and Terms

I.1 Abbreviations

Abbreviation	Explanation
AOC	Airline Operator's Committee
EC	European Community
KPT	OJ Supervision and Coordination of Terminal Operation
KPR	OJ Operation Quality
LP	Letiště Praha, a. s.
NRZP	Národní Rada Osob se Zdravotním Postižením ČR (National Council of Persons with Disabilities in the CR; an organization representing disabled persons and persons with reduced mobility)
PAX	passengers
PRM	persons with reduced mobility
PSM	Passenger Service Message
SRA	security restricted area
SLS	Permanent medical service

I.2 Terms

Term	Explanation
handling companies	organization providing services related to handling passengers and luggage (Czech Airlines Handling, s.r.o., Menzies Aviation (Czech), a.s.)
assistance service provider	MaidPro Service s.r.o
disabled person or person with reduced mobility	person whose mobility is reduced when using a means of transport as a result of any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose state requires that his/her needs are met with appropriate attention. Services available to all passengers are adapted to their needs

II Responsibility and Competencies

Name Role/Position	Description of Responsibilities and Competencies
Assistance service provider	Provides assistance services to disabled persons and persons with reduced mobility in the required quality designated by this Quality Directive and Regulation (EC) No 1107/2006 of the European Parliament and of the Council.
OJ KPT	Monitors the assistance service provider with respect to the provider's maintenance of the Quality Directive and Regulation (EC) No 1107/2006 of the European Parliament and of the Council.
OJ KPR	Periodically evaluates the implementation and the quality control of services and is responsible for improving their quality.

III Provision of Assistance for Disabled Persons and Persons with Reduced Mobility

III.1 Introductory Provisions

Letiště Praha, a. s., as an operator

- as defined under Regulation (EC) No 1107/2006 of the European Parliament and of the Council, which designates binding obligations for airport operators as well as airport users, airlines and persons with reduced mobility,
- in keeping with international and national ethical standards and codes of conduct,
- being aware of the potential psychological barriers which may arise between disabled persons or persons with reduced mobility (hereinafter disabled people) on the one hand, and airport employees or other passengers are airport visitors, on the other,
- with the aim of ensuring the equal status of all persons making use of airline services and Prague Airport infrastructure,

has issued the following Quality Directive, in close collaboration with airport users represented by AOC and NRZP. This document governs assistance services provided for the processing of disabled persons at Vaclav Havel Airport Prague.

III.2 Scope

III.2.1 Letiště Praha, a.s., as operator of an international civil airport which provides for the performance of generally binding Regulation (EC) No 1107/2006 of the European Parliament and of the Council entitled “Rights of Disabled Persons and Persons with Reduced Mobility in Transport”, bears responsibility for the assistance provided to disabled persons and persons with reduced mobility during processing and movement around the airport. Services are provided upon the basis of a bilateral contract with a transparently selected service provider.

III.2.2 To ensure equal access to opportunities for full use of air transportation, disabled persons must be allowed to:

- notify the airport of their arrival and ask for assistance at clearly designated locations inside terminal buildings and outside of them,
- move from a designated location to the check-in counter,
- go through check-in, including luggage check-in
- move away from the check-in counter after going through the passport, customs and security check,
- board the aircraft using an elevator, orthopedic wheelchair or with other essential assistance, as necessary,
- move from the aircraft door to their seat,
- store and retrieve luggage on board the aircraft,

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- to transfer from his/her seat to the door of the aircraft,
- debark from the aircraft using an elevator, orthopedic wheelchair or with other essential assistance, as necessary,
- transfer from the aircraft to luggage reclaim area and reclaim their luggage after passport control and the customs inspection,
- move from the luggage reclaim area to a particular location,
- catch connections for transfers, using both nonpublic and public airport zones, as necessary, inside the terminal buildings and between them,
- go to the restroom, if necessary,
- have ground check-in available for any assistance dogs,
- be provided with flight information in an accessible manner and
- obtain temporary substitute equipment for destroyed, damaged or lost mobility equipment for the requisite period of time, i.e., the time during which an immobile passenger is at Vaclav Havel Airport Prague. (Should the damage or loss arise during its transport, and the equipment be required for a longer period of time, the handling company is obligated to address the claim for damage or loss and arrange a lease using the pricelist of the company providing assistance services)
- the activities indicated above are provided in close cooperation with the persons accompanying the passenger with a disability and the assistance service company must take care of the check-in process for disabled persons and persons with reduced mobility, as well as their escorts.

III.3 Assistance Service Time Standards

III.3.1 Fullscale access for disabled persons to the check-in process is provided on a nonstop basis, i.e., 24 hours a day within the time limits stated below, primarily based upon an advanced request from the disabled person, by telephone or in person. The request may be made at duly marked locations inside the terminals or at location designated for this purpose outside the terminals. This service is provided within the time limits indicated below, if the disabled person or person with reduced mobility notifies the air carrier, its representative, or an operator of package services for travel, accommodation and tours of their special need for assistance at least 48 hours before the scheduled departure time. This notification period is also true for the return flight, if the return flight to the destination in question is arranged with the same air carrier as the departing flight. This information must be provided to the assistance service provider by the airline or disabled person at least 36 hours before the scheduled departure or arrival time.

III.3.2 The required assistance services must be provided within the following time limits:

- Departure:

Outdoor spaces:

Passenger with prenotification within 15 minutes from the time the need was reported

Passenger without prenotification within 20 minutes from the time the need

Indoor terminal spaces, the check-in counters and the information service counters:

Passenger with prenotification within 5 minutes from the time the need was reported

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Passenger without prenotification within 15 minutes from the time the need

- Arrivals and transfers:

Passenger with prenotification in on-block time of aircraft

Passenger without prenotification within 15 minutes from the time the need was reported

(if the passenger is at least prenotified on the PSM, assistance should be provided within 15 minutes from on-block time of aircraft)

III.3.3 If assistance services are provided during transfers or if no notification was made as in keeping with Paragraph 1 of this Article, the utmost must be done to ensure that the planned transfer or flight takes place even if the arrival time of the disabled person is delayed, or if the person's arrival has not been announced in advance.

III.3.4 Preferential check-in shall be arranged at individual check-in counters for disabled persons.

III.4 Location at which Assistance Service is Provided

III.4.1 The assistance services are provided both in the public and non-public area of Terminals 1, 2 and 3 at Vaclav Havel Airport Prague, in the area of terminal front stations, at the apron and onboard aircraft.

III.4.2 Assistance services are located as follows :

- check-in counters, if assistance services are required in association with the check-in of a disabled passenger,
- LP information service counters, if assistance services are required by a disabled passenger at this counter or
- at clearly marked and numbered locations at the public transport station outside of Vaclav Havel Airport Prague (bus stops, ground floor Parking A ,Parking C (Comfort), Terminals 1, 2 and 3, etc.), if the assistance is requested by telephone from this place.

III.4.3 If assistance services are provided onboard aircraft, they must be provided while fully respecting any instructions given by the captain and the crew.

III.5 Requisite Technical Equipment

III.5.1 To provide assistance services, the following equipment is available at Vaclav Havel Airport Prague:

- 5 minibuses for passenger transport, featuring a leveler or ramp
- 40 orthopedic wheelchairs
- 1 electric chair for stairs
- 10 carry-chairs (up to 150 kg)
- 3 stretchers
- 1 vehicle with an elevatable cab (up to max. 5900 mm)

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III.6 Basic Elements of Assistance Service Provision

III.6.1 Employees providing assistance services must maintain the basic principles indicated below which are described in Annexes 1 and 2 to this standard in a greater detail.

- a) ***Dress code principles*** – working attire designated for the provision of the services:
- uniform clothing (dark pants, light shirt or blouse, tie for men, dark shoes, and, if appropriate, a coat),
 - employees must wear clean uniform clothing and be well groomed,
 - should their uniform clothing become damaged, they must report this to their superior so it may be exchanged or mended,
 - employees must wear an ID card in a visible location for the entire time they perform assistant services; this card will permit them entry to the non-public area of the airport.
- b) ***Maintaining Hygienic Principles***
- regular handwashing, use of disposable gloves and disinfecting cream.
- c) ***Behavior and Approach***
- sensitive treatment of PAX, taking into account their disability, safe orthopedic wheelchair transport, i.e., pushing the passenger wheelchair calmly, holding back on it when going downhill, avoiding obstacles, carefully entering elevators, etc.,
 - maintenance of a calm, patient approach to unpleasant situations,
 - pleasant behavior during the entire time spent with PAX,
 - avoidance of any hint that special individual remuneration is expected for assistance services,
 - willingness to transfer experience gained, with the aim of continuously improving the services provided.
- d) ***Communication with PAX***
- to the best of their ability, try to communicate with the passenger on general topics to make him/her feel good,
 - maximum willingness to understand PAX wishes, Report any potential misunderstanding or problem to the appropriate superior

III.6.2 Employees who provide the assistance services in person and are in touch with disabled passengers must have at least basic English language skills

III.6.3 To provide assistance services, there must be a sufficient number of employees with Class B and C drivers licenses, tested on hydraulic lift operation, to cover the entire time the assistance service provider is in operation.

III.6.4 The operator of Vaclav Havel Airport Prague shall provide an e-learning course to professionally train its employees on how to meet the needs of persons with various disabilities or reduced mobility. It will also provide for the training of all new employees on matters to do with disabilities and for continuous training of airport staff.

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III.7 Ethical Norms

- III.7.1** The provision of assistance services to disabled persons must be non-discriminatory and must fully correspond to the degree of disability of the passenger. The scope of services provided, as well as the use of technical equipment, must provide the disabled passenger with a reasonable maximum of comfort. If necessary, technical equipment is employed without the disabled passenger needing to ask for its use. Disabled persons should not have to ask for the help they need themselves: it should be offered automatically (but must not be forced).
- III.7.2** Services to disabled passengers must be provided in a balanced and transparent manner. Its scope and content must be adjusted to the age of the disabled passenger and must be carried out while maintaining ethical norms of social conduct.
- III.7.3** To ensure that services provided meet passenger needs, the disabled passenger's opinion on what kind of assistance is necessary, and to what extent, should be elicited (e.g., a disabled person may prefer to walk slowly using crutches rather than being transported in an orthopedic wheelchair or have a preference for using the wheelchair with no assistance).

III.8 Monitoring requirements

- III.8.1** If assistance services are provided by an external provider, this provider must be selected upon the basis of current law, in particular Act No. 137/2006 Coll., on Public Contracts, as amended. A written contract must be concluded with the service provider and any potential amendments to the contract must be consulted with AOC.
- III.8.2** The principles designated by this Standard must be contained in the contract as obligations on the part of the service provider and their maintenance must be subject to contractual fines in clearly specified amounts.
- III.8.3** KPT or terminal operation coordinators check whether this Quality Standard is maintained. Quality checks are evaluated on a regular basis by KPR.
- III.8.4** To increase the quality of assistance provided, KPT shall ensure that any potential deficiencies found during the checks noted in the previous paragraph, along with any specific user complaints or input which might improve the quality of assistance are immediately discussed with the provider contractually bound to provide the services.
- III.8.5** Written complaints must be sent to the official address of the airport operator, to the Marketing and Corporate Identity department. Electronic complaints may be sent via the contact form at www.prg.aero in the Contacts section. A copy of the complaint shall be sent to the contractual service provider, which must respond within five working days. The airport operator shall respond to the complainant within 14 working days at the latest.

III.9 Assistance service provider

III.9.1 The current contractual provider of assistance services during the check-in of disabled persons and persons with reduced mobility is:

MaidPro Service s.r.o.

headquartered at: Prague 6, K Letišti 57/1049

represented by: Lubor Kulhavý, Director

ID#: 27370267

TAX ID#: CZ27370267

entered in the Commercial Registry of the Municipal Court in Prague, Section C, Entry 108991.

Dispatching contact: Telephone: **220 111 220**

SITA: **PRGWC7X**

E-mail: **PRM@prg.aero**

Intercom: **3222**

IV Related documentation

- (1) Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006.
- (2) Document No. 30 of European Civil Aviation Conference, particularly Part I Section 5.
- (3) "LP-SM-005A/2008 Introduction in the Air Transport of Physically and Mentally Disabled Persons under the Handling Conditions"

V Transitional and Concluding Provisions

- (1) A revised/updated version of this Regulation will be published with each permanent operational change and/or within 24 calendar months from its publication date, at the latest.
- (2) Since July 1, 2008, Vaclav Havel Airport Prague has provided for assistance services during the check-in of disabled persons and persons with reduced mobility on the basis of a bilateral contract with a provider selected in an open tender procedure in keeping with Act No. 137/2006 Coll. on Public Contracts, as amended. This governing document shall be binding on every subsequent service provider and the binding standards of this document shall be subject to a bilateral contract with the potential future provider of these services.
- (3) To ensure maximum information is available to air passengers, particularly those with disabilities, this governing document will be published at the website of Vaclav Havel Airport Prague: <http://www.prg.aero/cs/odbaveni-cestujicich/odbaveni-cestujicich/cestujici-se-zdravotnim-postizenim> and distributed via AOC to all air carriers making use of Vaclav Havel Airport Prague services.
- (4) This governing document is prepared in Czech and English.
- (5) The Administrator of the governing document shall distribute the Quality Standard to the following organizations:
 - MaidPro Service s.r.o.
 - Czech Airlines Handling, s.r.o.
 - Menzies Aviation (Czech), s.r.o.
 - Airline Operator's Committee, AOC
 - Permanent Medical Service, SLS

VI List of Annexes:

- Annex No. 1** Procedures for Ensuring Assistance during Check-in of Disabled Passengers
- Annex No. 2** Principles of Appropriate Conduct and Manner of Assisting Disabled Persons during Check-in
- Annex No. 3** Airport Layout with Marked Locations from Which Assistance Services Are Provided

VII Amendment Sheet

Date	Reason/character of the amendment	Signature
11.3.2013	Updating the Directive	Roman Kuttelwascher
4.6.2015	Updating the Directive, accompanied by detailed plans of Marked Locations, see Annex no. 3, incorporating organizational changes structure, adding Sec. II Responsibilities and powers	Roman Kuttelwascher
15.8.2018	Updating the Directive, adding Section III.4, adding attachment no. 2, marked locations replaced by contact points, changing the positions of the contact points in the plan.	Petr Kopulety

End of the text of the directive entitled: "QUALITY STANDARD - ENSURING ASSISTANCE SERVICES DURING CHECK-IN OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY AT VACLAV HAVEL AIRPORT PRAGUE"

Annexes:

Annex No. 1

I.

Procedures for Ensuring Assistance during Check-in For Disabled Persons

In keeping with international regulations, disabled persons are classified into various groups designated with the following codes:

WCHR - Passengers able to walk up and down stairs and move about in an aircraft cabin, but who require a wheelchair or other means for movement between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

WCHS - Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair or other means for movements to move between the aircraft and the terminal, in the terminal and between arrival and departure points and getting to and from the airport.

WCHC – Passengers who are completely immobile and can move about only with the help of a wheelchair or any other means and require assistance at all times – from arrival at the airport to seating in the aircraft, (if necessary, in a special seat fitted to the client's specific needs). The same scope of assistance applies for this passenger after landing.

DEAF – A passenger who is deaf or deaf without speech.

BLIND – Blind passenger.

DEAF/BLIND – Blind and deaf passenger.

STCR – Passenger who can be transported only on a stretcher.

WCHP* - Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair.

MAAS** – (Meet and assist). All other passengers requiring special assistance.

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*Category included in Document No. 30, ECAC (European Civil Aviation Conference) which has not been internationally acknowledged yet.

** Category that is not included in Document No. 30, ECAC

II.

Departure Check-in Rules for Immobile Passengers (WCHS, WCHR, WCHC)

1. PAX handoff:

- at one of the airline check-in counters located in Terminals 1, 2 or 3 at Vaclav Havel Airport Prague
 - at an information service counter in Terminal 1, 2 or 3 at Vaclav Havel Airport Prague
 - at incoming bus stops at Terminal 1 and 2 (the contact point is marked with a number)
 - at the designated A and C Parking area (the contact point is marked with a number)
 - at locations designated for disabled persons at parking sites (locations marked with a number)
-
- initiating a contact with a PAX, explanation of the entire check-in procedure – individual steps – customer care,
 - accompaniment to a check-in counter
 - luggage handling assistance, including the client's own orthopedic wheelchair and seating the PAX on a provider wheelchair, or PAX may continue to employ his/her own orthopedic wheelchair,
 - recording the name, PAX type, date of service provided, flight number, time assistance service was required, number of persons, type of disability of the disabled passenger, who requested assistance and via what channel, the name of the assistant providing the service,
 - provision of orthopedic wheelchair, etc.
 - PAX transfer for passport check, if necessary,
 - transfer to the GATE indicated on the boarding pass,
 - provision of other services (WC, shopping, transfer to a restaurant, lounge, etc.),
 - assistance during airport hand luggage and passenger screening,
 - arrangement of the sequence and time of PAX's boarding the aircraft with handling staff of the particular air carrier,
 - transferring the PAX outside the GATE to the parking stand using a low-floor minibus,
 - transfer to the aircraft,
 - assistance seating the PAX in his/her seat as indicated in the boarding pass or following the crew's instructions,
 - if the passenger uses his/her own orthopedic wheelchair, it is passed to the crew or the loaders; for DRY BATTERY wheelchairs, cables must be disconnected and blocked off,
 - removal of the necessary equipment (orthopedic wheelchair, carry-chair),
 - checking the PAX's departure time (if his/her flight is cancelled or other change occurs, proceed in keeping with the handling employee's instructions).

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III.

Departure Check-in Rules for Immobile Passengers (STCR)

Ambulances transporting disabled passengers park in a designated parking space on roadway 1 in front of the connection building between T1 and T2 (see Annex No. 3 to the Quality Standard). Ambulances must arrive at least one to two hours before the scheduled departure, depending upon the air carrier's request. The service provider will ensure SLS takeover STCR passenger of a third-party ambulance, including ambulance escort to the aircraft and assist during loading an aircraft or provider's dispatcher shall ensure the entry of a third-party ambulance in keeping with LP's current pricelist. Handling STCR passenger may only carry medical escort.

After the arrival of the ambulance at the location designated above,

- the service provider's dispatcher shall provide for the entry of the third party ambulance to the apron and shall notify the security control room, which will provide for security assistance
- if an SLS ambulance is going to transport the disabled passenger to the apron, his/her check-in is provided for,
- the immigration police are informed (if necessary – passengers from outside the Schengen area) and will carry out passport and boarding card control of the patient and his/her potential escort,
- the passenger name and type is noted as well as that of his/her escort,
- the passenger's ticket is handed over as well as that of his/her escort and their luggage,
- the passenger and his/her escort are checked in,
- the luggage is checked in, etc.,
- the passenger's documents (i.e., passports and boarding passes) are returned to PAX or his/her escort,
- if a third party ambulance is involved, an airport escort will take a seat in the ambulance and lead the driver to Entry Gate No. 19, where they will be joined by the airport security employee providing security supervision of the ambulance for the entire time it is present in the SRA zone,
- upon agreement with a particular handling agent and the accompanying medical staff, the PAX is transferred onboard the aircraft,
- the boarding passes are presented to check-in employees and then to the aircraft crew
- if a third-party ambulance (non SLS) ambulance is involved, ensuring assistance for its exit from the apron to a parking place on Roadway 1 in front of the connection building between T1 and T2.

IV.

Extraordinary Assistance during Departure

During the departure of an unannounced PAX who requires assistance for extraordinary reasons (e.g., injury – slipping, nausea, heart condition):

- upon agreement with SLS employees and the particular airline employee, to provide any assistance necessary for the transport (orthopedic wheelchair, etc.) and ensure the passenger's check-in process is complete,
- potential transport to an SLS office at Vaclav Havel Airport Prague,
- recording the PAX's name and type and informing the particular airline handling company,
- PAX handoff,
- transfer to the GATE indicated on the boarding pass,
- assistance during airport hand luggage and passenger screening,

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- arrangement of the sequence and time of PAX's boarding the aircraft with handling staff of the particular air carrier,
- transferring the PAX outside the GATE to the parking stand using a low-floor minibus,
- transfer to the aircraft,
- assistance seating the PAX in his/her seat as indicated in the boarding pass or following the crew's instructions,
- removal of the necessary equipment (orthopedic wheelchair, carry-chair),
- checking the PAX's departure time (if his/her flight is cancelled or other change occurs, proceed in keeping with the handling employee's instructions).
- in these cases, the check-in time must be noted along with the time at which the PAX will require assistance (before or after check-in, whether the flight concerned is taking place inside or outside the Schengen area).

V.

Arrival Handling of Immobile Passengers (WCHS, WCHR, WCHC)

1. PAX handoff onboard the aircraft, at the GATE or at the parking place at Vaclav Havel Airport Prague:

- PAX handoff by the crew,
- handoff of hand luggage onboard the aircraft,
- recording the PAX's name and type,
- provision of an orthopedic wheelchair, carry chair, etc.
- if the passenger uses his/her own orthopedic wheelchair, it is handed over by the crew or the loaders,
- PAX transfer from the aircraft to the particular GATE (area under the gate "B and C", entrances to the terminal in GATE B3 and C5) using a low-floor minibus or Ambulift vehicle,
- provision of other services (WC, shopping, transfer to a restaurant, lounge, etc.),
- baggage reclaim,
- transfer through customs, if necessary,
- PAX handoff to his/her escort in front of Vaclav Havel Airport Prague Terminals 1, 2 and 3,
- removal of necessary equipment (orthopedic wheelchair, carry-chair),

2. Transfer PAX:

- recording the PAX's name and type,
- provision of an orthopedic wheelchair, carry chair, etc.
- if the passenger uses his/her own orthopedic wheelchair, it is handed over by the crew or the loaders,
- provision of other services (WC, shopping, transfer to a restaurant, lounge, etc.),
- transfer to passport control, if necessary,
- transfer to the handling company's transfer counter,
- transfer to the GATE indicated on the boarding pass,
- PAX transfer from the aircraft to the particular GATE using a low-floor minibus,
- provision of other services (WC, shopping, transfer to a restaurant, lounge, etc.),
- assistance during airport hand luggage and passenger screening,
- arrangement of the sequence and time of PAX's boarding the aircraft with handling staff of the particular air carrier,

- PAX transfer from the aircraft to the particular GATE (area under the gate “B and C”, entrances to the terminal in GATE B3 and C5) using a low-floor minibus or Ambulift vehicle,
- transfer to the aircraft,
- assistance seating the PAX in his/her seat as indicated in the boarding pass or following the crew’s instructions,
- if the passenger uses his/her own orthopedic wheelchair, it is passed to the crew or the loaders
- removal of the necessary equipment (orthopedic wheelchair, carry-chair),
- checking the PAX’s departure time (if his/her flight is cancelled or other change occurs, proceed in keeping with the handling employee’s instructions).

VI.

Arrival Handling of Immobile Passengers (STCR)

Ambulances arrive at the location of a parking space on Roadway 1 in front of the connection building between T1 and T2 (see Annex No. 3 to Quality Standard). Ambulances must arrive at least one or up to two hours before the scheduled arrival. The service provider will ensure SLS takeover STCR passenger of an aircraft to a third-party ambulance or provider’s dispatcher shall ensure the entry of a third-party ambulance in keeping with LP’s current pricelist. If an ambulance is late picking up a passenger after he/she arrives, SLS shall provide for the passenger's transport to a local outpatient bed. This service is paid for according to its current pricelist and shall be subsequently charged to the particular assistance service. Handling STCR passenger may only carry medical escort.

Entry of the ambulance will be arranged by a contractual service provider.

- the airport assistance service informs the immigration police of the presence of PAX, if necessary,
- if a third-party ambulance is involved, the dispatcher shall provide for its entry to the apron and notify the security control room, which will provide for security assistance for the entire time the ambulance is present in the SRA zone,
- the assistance service shall give the ambulance driver directions so the ambulance may get to the aircraft safely, respecting valid LP regulations,
- provision of assistance during the PAX transfer from the aircraft into an ambulance with the help of medical service employees, or, in exceptional cases, even firefighters,
- patient document and luggage ticket, etc., handover,
- the passenger name and type is noted as well as that of his/her escort,
- arrival under the GATE “B” area at Vaclav Havel Airport Prague and waiting for the passport check of the PAX and his/her escort by the immigration police, if necessary (Schengen x non-Schengen),
- if a third-party ambulance (non SLS) ambulance is involved, assistance is provided for its exit from the Vaclav Havel Airport Prague apron to a parking place on Roadway 1 in front of the connection building between T1 and T2,
- baggage reclaim as indicated on PAX’s luggage ticket and that of his/her escort,
- transfer through customs and the loading of luggage directly into the ambulance or to the SLS office, if customs inspection is necessary.

VII.

Extraordinary Assistance at Landing

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During the arrival of an unannounced PAX who requires assistance for extraordinary reasons (e.g., injury – slipping, nausea, heart condition):

- upon agreement with SLS employees and the particular airline employee, to provide any assistance necessary for transport (orthopedic wheelchair, etc.) and ensure the passenger's check-in process is complete,
- potential transport to the SLS office at Vaclav Havel Airport Prague,
- recording the PAX's name and type,
- PAX handoff,
- transfer to the closest passport control point, if necessary,
- baggage reclaim,
- transfer through customs inspection, if necessary,
- transfer to an area outside the airport terminals, as agreed with the PAX,
- removal of necessary equipment (orthopedic wheelchair, carry-chair),

Annex No. 2

Principles of Good Conduct and Manner of Assistance Provided to Disabled Passengers during the Check-In Process

Introduction

Just like being healthy, illness and disability are part of life. Everyone suffers from the risk of disability due to an illness, injury or congenital defect and the risk grows with age. In Europe, every tenth person suffers from various disorders, disabilities or conditions of weakness. Of these, more than 50% originate due to a disease, with fewer than 30% due to accidents. To generally address all groups of persons the following terms are used: **“disabled person”**, **“handicapped person”**, **“person with a disability”**.

What is our/your approach to the disabled?

Sometimes it may be seen that the behavior of "healthy" people changes when they meet a person with a disability; they act unnaturally and communication no longer flows. This may be because they have not encountered disabled persons from a very young age, since persons with disabilities have often been isolated in institutions or in their homes.

Society's approach to people with disabilities varies depending on the level of development and culture.

Disabled people are pitied because they have encountered misfortune, but they may also generate dread and resistance. Thereby we react to a difference as something negative which must be removed or isolated. Another reaction to the different state is a realization of our own fragility and concern for a potential threat to our own health, since everyone knows our own fates may change.

“Healthy” people often see persons with disabilities as passive objects who need help but do not consider them to be equal partners. The lack of information plays a key role here. Negative attitudes and feelings of rejection are often fixed in society which are hard to overcome and which prevent the satisfactory integration of people with disabilities into the society of the “healthy”.

A wrong approach to persons with disabilities is usually not intentional but results from too little information about approaches to dealing with persons with various types of disabilities.

Principles of Social Conduct in Interactions with Persons with Various Disabilities

- **Persons with disabilities must be primarily considered to be personalities, human beings and only after that, people who have visual or hearing impairments or some other physical or other disability.**
- **Proper terminology must be used.** The terms disabled person, handicapped person and person with a disability are to be used. We do not say “blind” but “visually challenged person”

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or person with a visual disability”, we do not say “deaf” but prefer “a person with a hearing impairment”.

- **We help only if the person with a disability wishes us to do so, or allows us to do so** (be careful of e.g., forced assistance for visually impaired people when crossing a street, moving a wheelchair user without his/her permission, etc.). It cannot be automatically presumed that people with disabilities need assistance. **First we ask a disabled person whether he/she wishes to be helped. If so we ask how we can provide assistance.** Every person with a disability knows best how he/she can be helped.
- **We address a disabled person directly and not via a third person.**
- **When dealing with a disabled person we consider him/her our equal. Use of the grammatical second person familiar is not appropriate unless agreed upon beforehand.**

What is Right – Persons with Physical Disabilities

- **Always address persons with a physical disability directly and not via their potential escorts.**
- **When providing physical help** – seating in a chair, etc., **let the disabled person lead you**, since he/she knows the best in what way we can help.
- **Make sure that the client with a disability has all his/her necessary compensation aids within his/her reach.** You will thereby increase their feeling of security and self-sufficiency.
- **The agendas of meetings requiring transfer to several locations should be centralized to a single location**, so clients with physical disabilities are able to avoid strenuous movements from one place/building to another.
- **The location must be maximally adapted to allow the movement of persons with physical disability.** Ensure their good access.
- **When dealing with persons with physical disabilities, make sure meetings take place in a manner which allows for problem-free interaction** – high counters are not suitable, nor is the necessity to stand during meetings, etc.
- Especially during longer meetings, make sure there is enough time to use the **WC**, which must be **barrier-free**.
- **In longer exchanges with disabled persons, it is appropriate to sit down at the eye level of the person with a physical disability** you talk to; it is uncomfortable for him/her to look up.
- **We must be aware of our own physical capabilities and strength as escorts** (a wheelchair user will be totally dependent upon the escort when, e.g., ascending/descending a staircase, so two people are ideal for help).

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- **Safe manipulation of the wheelchair and a slow, calm ride go without saying.**
- Every time you stop or change places, **the brake on the wheelchair** must be set.
- Many wheelchair users whose arm strength is not limited can move about by themselves on a flat surface. They only need assistance when going over a curb or up and down stairs, on a steep slope or when transferring from the wheelchair to another seat. Since wheelchair types differ greatly, the escort should always become acquainted with the particulars of the wheelchair involved. **You should always ask the disabled person.**

Important facts to determine:

- which parts of the wheelchair (arm, leg and head rests) are not fixed and may be removed?
- How do the brakes work? Is there a lever on each side or does a single lever control both sides? Where is the wheelchair brake located?
- Are the small steering wheels in the front or in the back?

Encountering Obstacles with Wheelchair Users**1. Curbs and steps down****a) Wheelchairs with large wheels in the back:**

Push the wheelchair to the edge of the curb. The assistant steps down onto the plate between the two back wheels and simultaneously pushes the wheelchair handles to make the wheelchair tilt backward. Then he/she slowly and with no shock lets it off the curb. The maneuver is over when the small wheels touch the ground with no shock. Sometimes it is necessary to support the wheelchair user's head with your own body.

b) Wheelchair with small wheels in the back (rare):

Push the wheelchair to the curb backwards and lift it slightly. First let the small wheels, then the big wheels, gently off the curb.

2. Curbs and steps up:**a) Wheelchairs with large wheels in the back:**

Push the wheelchair to the edge of the curb, tilt it slightly backwards and move it until the little wheels get positioned on the step. Then lift the wheelchair using the handles until the large wheels touch the step. Support the head!

b) Wheelchair with small wheels in the back

Go up the curb, tilt the wheelchair backward on the little wheels, position the large wheels on the step and lift the wheelchair up. This way, the wheelchair user will not fall out.

3. Carrying wheelchair users down stairways:

This may be safely done only with a wheelchair with the large wheels in the back. As a matter of principle, two assistants are necessary. One assistant proceeds in the same manner as if going down

a single step. For each step, however, the wheelchair must be pushed back, before the assistant steps on another step and can stand firmly. The other assistant stands on the other side of the wheelchair, holds it under the handles by its frame and presses against the force of the wheelchair coming down. He/she must walk backwards and stand firmly on each and every step. In addition, he/she must spread his/her legs slightly to make room for the leg rests. When helping people with stiff knees who must have the leg rests out, an assistant is necessary on each front side of the wheelchair. Attention must always be paid to the wheelchair user's head.

4. Carrying wheelchair users up stairways:

Once again, two assistants are necessary. The wheelchair is made ready with its back to the stairs, inclined slightly backwards and is carefully pulled up the stairs over the stair edges. The other assistant holds the wheelchair frame and pushes it upwards. Each assistant must be able to stand firmly with each step.

5. Wheelchair Users Transported by Passenger Vehicle, Bus or Minibus:

a) Passenger Vehicle:

Wheelchair users capable of getting into and out of automobiles by themselves only need help when collapsing and storing the wheelchair. If they cannot get in by themselves, they must be helped into an erect posture, turned and seated as described under subparagraphs 7 a) and b) in greater detail. If this is not possible, they must be carried into the vehicle as indicated in subparagraph 8. Attention should also be paid to the door height to avoid head injuries. It goes without saying that the seat in the vehicle must have a headrest and the seat belt must be fastened.

b) Minibus:

Disabled persons should be transferred in a sitting position for safety reasons. The procedure is identical to that for going up stairs, the only difference being that the step is very high and more strength is necessary. A minimum of two assistants are necessary. The disabled person must put his/her head down (to the front, side or back) so that he/she does not hit the side of the door. In addition to putting the wheelchair's brake on, the wheelchair must be fixed and the security belt fastened.

c) Bus

For regular bus transfers, disabled persons must be taken from the wheelchair and carried onto the bus (see subparagraph 8). Both while getting on and getting off, the wheelchair must be pushed as close as possible to the door but in a way which does not block the assistant.

6. Wheelchair Folding Mechanism:

a) Folding:

Foot or shin rests must be folded to the side and the seat cushion must be removed. An assistant stands sideways to the wheelchair, grabs the clothes seat in the middle of the front and back edge and lifts it up. In this way, the wheelchair will fold. The cloth seat needs to be pushed down, straightened and the chair completely folded by pushing sideways.

b) Unfolding:

The assistant stands in front of the wheelchair and grabs the seat bars in the middle. Attention! Fingers must be inside, otherwise they may get caught between the frame and the bars! The hands are kept outside. Strong pressure applied to the bars makes the wheelchair unfold until the cloth seat

becomes taut. Then the foot or shin rests are pushed down and the seat cushion put in place. The manner in which a wheelchair is folded differs depending upon individual wheelchair and vehicle types. If the trunk is sufficiently large, the procedure is as follows: If possible, the foot rests should be removed, then the wheelchair folded and placed parallel to the trunk. Grab the wheelchair with both hands (a right-hander will grab the frame of the automobile with his/her right hand) and with a sharp motion, lift the wheelchair until its bottom wheel reaches the edge of the trunk. Then the wheelchair is placed into the trunk.

7. Assistance in Leaving the Wheelchair:

The wheelchair must be positioned as well as possible with regard to the stretcher, car, WC, etc. Then, its brakes must be pulled firmly and removable parts such as head or foot rests removed. The footrest is to be folded up and the disabled person's legs stretched.

a) From the wheelchair to a standing position:

Any assistance will totally depend upon the type of disability. **The disabled person must himself/herself indicate what assistance is most suitable and most comfortable for him/her.** In principle, there is a move to be remembered which may be used with most persons with disabilities. The assistant stands in front of the disabled person and grabs his/her legs and knees between his/her own. Then the assistant bends his/her knees with his/her back keeping straight and places his/her arms around the disabled person's neck. Then the assistant grabs the disabled person around his/her waist and crosses his/her arms firmly behind his/her back. The assistant's forearm is lightly positioned on the disabled person's ribs. The assistant and the disabled person agree to stand up and on the count of three, the assistant raises the disabled person by swinging him/her up while standing up himself/herself. Since the disabled person's knees, back and arms are fixed he/she will stand up at the same time. Sometimes it is necessary to grab the disabled person's deeper around his/her hips for better support. The assistant must release his/her grasp slowly until the disabled person can stand as steadily as possible. Support for walking must be arranged on a case-by-case basis. To seat the disabled person, the same procedure is applied in reverse order.

b) From the wheelchair to a stretcher or chair:

If the disabled person is strong enough, he/she may often move from the wheelchair to a stretcher or chair by himself/herself. In these cases, the assistant may simply hold the chair or skid plates as indicated by the disabled person.

c) From the wheelchair to the WC:

If the WC area is large enough for the wheelchair to be positioned next to the toilet dish or diagonally in front of it (the foot rests may potentially be removed), the disabled person may transfer to the toilet dish by himself/herself. Public toilet cubicles are usually too small. Then assistance as described in paragraph 7a (from the wheelchair to a standing position) must be used. For undressing and dressing up again further potential assistance is needed. The same applies to persons with serious disability of arms and legs. If it is not possible to position the wheelchair close to the toilet dish, the disabled person must be carried.

8. Carrying a Disabled Person

For lighter persons, one assistant suffices. He/she places the arm of the disabled person around his/her neck, his right arm around the disabled person's back under the armpit, his left arm under the disabled person's thighs right next to the hollow behind his/her knee and lifts the disabled person up. If two assistants are necessary, they make the same moves, one on each side. Thus, a disabled person may be carried up/down the stairs or over longer distances. Especially important is securing

the disabled person behind his/her back so that he/she does not slide down or tip over. **In principle, every assistant should clearly understand that on the one hand, the disabled person is not happy at being dependent upon someone else's help, but the more naturally it is provided, the better he/she accepts it.**

What's Right – People with Speech Impediments:

- Pay full attention to such a person, do not rush.
- Encourage, do not correct.
- Do not speak for him/her, allow a sufficient amount of time or just help out.
- If necessary, ask questions requiring short answers or reactions.
- If you do not understand well, do not pretend you do (repeat the sentence up to where you understood).

What's Right – People with Hearing Impediments:

- **Before talking to a person with a hearing impediment, eye contact must be established.** If the person is not looking at you, you can get his/her attention by a light touch on his/her shoulder, arm or forearm signaling you wish to talk. Eye contact is not to be broken throughout the entire conversation.
- **You should ask every person with a hearing impediment whether he/she wishes to speak, read lips, write or use sign language.** You can also write the question. The communication preference is to be noted on the client's folder.
- **Reading lips with no hearing ability is not a reliable method for understanding speech and misunderstandings often occur. The success of lip reading is radically reduced if the person is not physically or psychologically at ease.** The topic of conversation is to be communicated to the lip reading person beforehand. Speak facing the disabled person. Your face must be sufficiently lit up. Do not move your head or cover your mouth. Make sure your pronunciation is clear and speak slowly while maintaining a natural speech rhythm. Emphasize key words. If necessary, rephrase the message.
- **When talking to a hard-of-hearing person, do not raise your voice or scream.** Provide for suitable hearing conditions without external noise.
- **If an interpreter or another person accompanies the disabled person, always address the disabled person directly, not his/her escort.** The person with a hearing impediment should decide whether an interpreter should be present. Such a person is entitled to ask for an interpreter.
- **First, the person with a hearing impediment must be told what collaboration will be required from him/her.**

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- **Repeat important questions and do not hesitate to use writing to clarify.** If a deaf person is concerned, it is safer to wait for an interpreter.
- **From time to time, ask the person with the hearing impediment to rephrase what he/she understood** (never ask whether he/she understood). In principle, ask after every important message.
- **If communication is not successful, keep in mind that this is due to the hearing impediment.** That is why one should approach such a person with the same respect and consideration as a person with no disability. Do not show impatience, do not limit conversation but try to find ways to make yourselves understand each other better.
- **This text is not enough for you to acquire the knowledge necessary,** since the communication preferences of every person with a hearing impediment differ. That is why it is necessary to show openness and willingness to accommodate yourself to the communication potential of every client with a hearing impediment.

What is Right – People with Hearing Impediments with an Interpreter Present:

- **Persons with hearing impediments can have interpreters.** Interpreting takes place according to the communication preferences of individual clients – by interpreting into a sign language, signed Czech, writing or articulation.
- Keep eye contact with the person with a hearing impediment not his/her interpreter. **The person with a hearing impediment, however, must follow the interpreting of information. Stand or sit in such a way so as not to be lit up from behind.**
- **When talking with a person with an impediment directly address him or her, not his/her interpreter.** The communication takes place between a hearing assistant and a passenger with a hearing impediment, the interpreter is only a mediator. Avoid talking with the interpreter about the person with a hearing impediment as an object. That means you should never use introductory phrases such as “Tell him that...” , “Ask Mr. XXX whether...”
- **You communicate with the person with a hearing impediment, not the interpreter.** It is not right to talk with the interpreter without interruption and have him/her somehow. The non-hearing participant in the communication is entitled to information designated for him/her in full quality and time and to ask questions throughout the conversation.
- **Verify, whether the person with a hearing impediment has understood well.** Throughout the conversation, ask the person with a hearing impediment to tell you in his/her own words **what he/she understood.** (Never ask directly whether he/she understood). In principle, ask after every important message.

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- **When interpreting, the interpreter must always stand next to the hearing person.** The person with a hearing impediment needs to see not only the interpreter but above all the person he/she is communicating with. If you place too much distance between you and the interpreter, the person with a hearing impediment instinctively turns to follow you and thus misses part of the important information being interpreted for him/her.
- **Speak at your usual speed.** The interpreter will let you know if you need to slow down.
- **Make a short pause at the end of every section of communication.** There is always a little time delay during interpretation. The interpreter needs time to take the information onboard, process it and communicate it. Such a delay occurs even after the interpreter is ready to work; this is a natural phenomenon.
- **Give the person with a hearing impediment room to ask additional questions.** If the person with a hearing impediment wishes to ask additional questions, give him/her time to do so. At the end of the conversation ask whether there is any need to clarify anything.
- **Upon leaving the person with a hearing impediment, give him/her a brief summary of your conversation, e.g., where he/she needs to go to get something arranged or what is he/she supposed to take where.**

What is Right – People with Visual Impediments:

- **Initiate verbal contact directly with the person with a visual impediment.** If the visually impaired person comes with an escort, he/she is to be understood only as accompanying the client, not as someone serving as his/her mediator. The following type of sentence is unsuitable: “Mrs. XXX, does Mr. YYY wish to sit?”
- **Speech is the main means of communication of visually impaired people.** Initiate communication, greet the client and introduce yourself. Before leaving a room, the visually impaired person should be informed that a particular person is leaving the room.
- **When communicating with visually impaired persons, you can use the following phrases: see, check it, take a look, go through...**
- **When a visually impaired person enters a room, offer to accompany him/her to a chair or to a table.** It suffices to place a visually impaired person’s hand on the back of the chair saying: “This is a chair, this is its back.”
- **Every obstacle becomes less dangerous when a visually impaired person knows about it.** Visually impaired persons must be verbally notified of all dangerous parts of the route or in rooms in a timely manner.
- **Good lighting, contrasting colors make orientation easier for visually impaired people, as do signs which use relief and numbers recognizable by touch positioned on the door at an appropriate height. Auditory signage is ideal.**
- **Always describe the spatial layout verbally.** Express yourself concretely and precisely: on the right, on the left, 2 meters ahead of us, etc.

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- **Visually Disabled Persons with a Guide Dog** Do not smack your lips, whistle, pat or feed the guide dog without its owner's consent.
- **Should a situation occur, in which the person with a visual disability must go to another place, arrange with him/her how he/she wishes to be accompanied.** First of all ask, whether the client needs accompaniment. The person with a visual disability is not to be "dragged". Do not pull the blind person by hand or push him/her in front of you.
- **When handling documents, put them directly in the blind person's hand.**
- **When walking through a door or a narrow passage way, the assistant always walks first**
- **When coming up to a sidewalk or leaving it, just say: "Sidewalk up" or "sidewalk down".**
- **When you come to a staircase, simple say: "Careful, stairs up (down)" and start walking.** You can also ask the blind person whether he/she wishes to hold the rail with his/her other hand. If so, say: "The rail is on your right (left)" or place his/her free hand directly on it. You do not have to tell the client the exact number of stairs.
- **If both a regular staircase and an escalator are available, ask the blind person which way he/she wishes to go.** Notify the blind person of any step, escalator or travelator in time.
- **A blind person expects a signal he/she can perceive.** A smile by itself, no matter how nice, or a nod do not serve any purpose.

What is Right – People with Visual Impairments Accompanied by an Escort:

- **Initiate verbal contact directly with the person with a visual impediment.** The escort is to be taken as an accompanying person, not a mediator.
- **Speech is the main means of communication of visually impaired people.** Initiate the conversation. Greet the escort but continue to talk only with the blind person. Introduce yourself and after a verbal exchange, shake hands.
- **Every obstacle becomes less dangerous when a person knows about it.** Verbally notify the blind person of all dangerous portions of the route/in the room; the assistant provides for the visually impaired person's safety.
- **Various kinds of interference hinder the orientation of visually impaired persons.** If you need to discuss important issues, try to maintain an environment which is as calm as possible. Do not discuss the issues with the escort unless they directly concern him/her.
- **Good lighting, contrasting colors make orientation easier for visually impaired people, as do signs which use relief and numbers recognizable by touch positioned on the door at an appropriate height. Auditory signage is ideal.**
- **The spatial layout is to be described verbally on every occasion. The description must be concrete. A person with an escort wishes to know where he/she is walking, too.**

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Traffic and information systems must be explained to a person with a visual impairment. Persons must not be manipulated without providing sufficient information.

What is Right – People with Invisible disabilities:

- **Mental health problems may cause anxiety, restlessness and even panic attacks. Medication may cause drowsiness and slower reaction.**
- People with mental health problems usually appreciate kindness, consideration and encouragement.
- Calm and reassuring behavior makes the passenger feel safe. However, over friendly and enthusiastic service may seem aggressive.
- **Here again, offer your help, but do not impose it.**

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Annex No. 3**Airport Layout with Contact Points from Which Assistance Services Are Provided****I.****Disabled passengers may call for assistance from marked locations.**

- check-in counters in Terminals 1, 2 and 3 at Vaclav Havel Airport Prague
- information service counters in Terminals 1, 2 and 3 at Vaclav Havel Airport Prague
- individual Parking C COMFORT floors (contact points marked as 1–6), first floor Parking A (contact point 10)
- terminal bus stops at Terminals 1 and 2, public transport (contact points 15 and 12)
- locations designated for persons with disabilities in passenger vehicle parking areas (contact points 8, 13 and 14)
- parking BUS in front of T2 (contact point 11)
- bus stop in front of T1, suburban and intercity (contact point 7)
- two parking spaces at contact point 9 are designated exclusively for holders of the PD/G pass
- ambulances arrive at the location of a parking space on Roadway 1 in front of the connection building between T1 and T2

Kontaktní místa pro handicapované cestující

- 1-6 Podlaží Parkingu C
– kryté parkoviště pro veřejnost
- 7 Pod estakádou – příjezd k Terminálu 2
- 8 Na krátkodobém parkovišti
– před Terminálem 1
- 9 Před Terminálem 1 – na chodníku
- 10 Na Parkingu A
- 11 Na parkovišti P_g ECONOMY
– parkování BUS
- 12 Před Terminálem 2 – přílety
- 13 Před Terminálem 2 – odlety
- 14 Před Terminálem 3
- 15 Před Terminálem 1 – u BUS
- 16 Terminál 1
- 17 Terminál 1 – Prst A
- 18 Terminál 1 – Prst B
- 19 Terminál 2 – před Prstem C
- 20 Terminál 2 – 2NP, odlety



II.

The requested assistance services for persons with disabilities must be provided within the following limits:

- Departure:

Outdoor spaces:

Passenger with prenotification within 15 minutes from the time the need was reported

Passenger without prenotification within 20 minutes from the time the need

Indoor terminal spaces, the check-in counters and the information service counters:

Passenger with prenotification within 5 minutes from the time the need was reported

Passenger without prenotification within 15 minutes from the time the need

- Arrivals and transfers:

Passenger with prenotification in on-block time of aircraft

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Passenger without prenotification within 15 minutes from the time the need was reported

(if the passenger is at least prenotified on the PSM, assistance should be provided within 15 minutes from on-block time of aircraft)