

ACI Committee Forum Program
Accessibility Workshop: 19 June 2024, Montreal

In collaboration with
Keroul, InterVISTAS Consulting, and Montreal-Trudeau Airport (ADM)

Room Soprano B, sponsored by:



Objectives

Access to air travel for persons with disabilities and those with special needs can be stressful and challenging, and receiving the necessary assistance when required can be demanding for this significant and expanding portion of the global population.

As a result, it is becoming increasingly important to provide accessibility in aviation for all passengers worldwide. However, certain barriers prevent some persons from utilizing air transportation services to their full potential. These obstacles include varying requirements throughout the passenger journey.

This Accessibility workshop will serve as a platform for sharing experiences, challenges and accomplishments by airports to build new facilities and refurbish existing ones, as well as offer new accessible services solutions. At the end of the workshop, participants will be better equipped to understand what are the types of barriers to travel for persons with disabilities and how airports and service providers can best assist these passengers before and during their travel.

How the Workshop is structured

This workshop consists of both presentations from [Kirk Goodlet](#), Senior Director [InterVISTAS Consulting](#) and [Pierre Charbonneau](#), Vice President, Events & Commercial Services ACI World ; and interactive session facilitated by [Isabelle Ducharme](#), Board President for [Keroul](#), a Montreal-based non-profit organization which promotes and develops accessible tourism and culture since 1979.

Audience

Any ACI member airport representative or World Business Partner, at any level, who is involved or interested in passenger experience, accessibility-related products and services in airports. All ACI World Committee members and World Business Partners are welcome.

Accessibility Workshop

Hilton DoubleTree Hotel, 1255 rue Jeanne Mance

Time	Agenda Item	Presenter	Location
09:00-09:15	Introduction – welcome participants	Jean-Sebastien Pard – ACIWorld	Room Soprano B, sponsored by AvPorts
09:15 – 10:00	Presentation on Montreal-Trudeau Airport recent accessibility initiatives, quality assurance mechanism and more...	Kirk Goodlet – InterVISTAS Pierre Charbonneau - ACIWorld – Representing ADM	
10:00-10:30	Coffee break		
10:30 – 12:30	Interactive Workshop <ol style="list-style-type: none">1. Identify and understand the growing market of people with disabilities (visible and non-visible)2. Discuss in small groups on how to improve the travel journey to, through and from the airport3. Regroup to discuss findings, share best practices and enable changes in air travel for all	Facilitated by: Isabelle Ducharme – Keroul	
12:30	Summary – End		



Ms. Isabelle Ducharme holds a Master's Degree from UQAM in Tourism Management and Planning. She has developed expertise in accessibility and inclusion, that she applies by evaluating content, giving training and conferences, both locally and internationally. President of the Board of Directors of Keroul, a nonprofit organization working on making tourism culture more accessible for all, Ms. Ducharme is a member of the accessibility advisory committee and the Canadian working group on mobility aids of the Canadian Transportation Agency, the Montreal Airport Community Advisory Committee and Air Canada Customer Accessibility Advisory Committee.