

CHECKLIST – AIRPORT AUTHORITIES OBLIGATIONS TO THE TRAVELLING PUBLIC

Official languages obligations of designated airport authorities and their contractors to the travelling public																					
RESPONSIBILITIES	NCR	Airports located in a provincial capital*										Airports WITH Significant Demand**					Airports with NO Significant Demand				
	OLA Sec. 22	OL Regs, Sec. 7(5)										OL Regs, Sec. 7(1), (3)									
	Ottawa	St. John's (N-L)	Halifax	Charlottetown	Fredericton	Quebec	Toronto	Winnipeg	Regina	Edmonton	Victoria	Moncton	Montreal	Saskatoon	Calgary	Vancouver	Gander	Saint John (N.B.)	London	Thunder Bay	Prince George
COMMUNICATIONS WITH AND SERVICES TO THE PUBLIC (Part IV of the Official Languages Act)																					
Websites and electronic communications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Written material	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Information and communication in person	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Greetings, signs, announcements and other information, including communications with the media and advertising in the media	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
HEALTH, SAFETY AND SECURITY (Section 8 of the Official Languages (Communications with and Services to the Public) Regulations)																					
Indoor and outdoor signs containing words, concerning the health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Written notices concerning the health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Standardized public announcements concerning the health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Emergency services including first aid services, in a clinic or health care unit at an airport	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CARRIER SERVICES (sections 11 & 12 of the Official Languages (Communications with and Services to the Public) Regulations)																					
Signage, including information display systems with respect to aircraft transportation services or baggage pick-up	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Counter services for tickets and check-in	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Passenger screening and boarding services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Public announcements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
GENERAL SERVICES (Section 12 of the Official Languages (Communications with and Services to the Public) Regulations)																					
Food services, including restaurants and cafeterias	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Self-service equipment, including automated banking machines and vending machines	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Public telephones and electronic games and instructions for use	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Hotel services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Car rentals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Ground transportation dispatch	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Foreign exchange	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Duty-free shop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Sale of travel insurance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Parking, including postings, signs and parking stubs (Agreed to with AA)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
COMMUNICATIONS WITH AND SERVICES TO THE PUBLIC (Part IV of the Official Languages Act)																					
Summary of obligations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X	
Canadian Air Transport Security Authority (CATSA), Canada Border Services Agency, Royal Canadian Mounted Police (RCMP), Transport Canada) and Air Canada located in this Airports																					
Health, Safety And Security (Section 8 of the Official Languages (Communications with and Services to the Public) Regulations)																					
Indoor and outdoor signs containing words concerning the health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Written notices concerning health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Standardized public announcements concerning health, safety and security of the public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Emergency services including first aid services, in a clinic or health care unit at an airport	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

* This provision will come into force in June 2020. New offices to be impacted by this provision will have a year to comply, following the coming into force of the provision (June 2021).

** Airports with at least 1,000,000 passengers a year or airports where, over a year, at least 5 per cent of the demand for services is in the language of the minority.

Obligations	✓
NO obligations	X