[Removing Communication Barriers for Travellers with Disabilities: Code of Practice](https://www.otc-cta.gc.ca/eng/removing-communication-barriers)

## [Section 1: General Provisions](https://www.otc-cta.gc.ca/eng/removing-communication-barriers#toc-tm-5)

* 1. **Provision of transportation-related information in multiple formats**

1.1.1

**1.2 Website accessibility**

1.2.2

**1.3 Automated self-service kiosks**

**1.4** **Telecommunication systems for reservations and information**

## [Section 2: Terminal Provisions](https://www.otc-cta.gc.ca/eng/removing-communication-barriers#toc-tm-6)

**2.1 Telecommunication systems in terminals**

**2.2 Signage**

2.2.1 – 2.2.11

**2.3 Arrival/departure monitors and other electronic signage**

**2.4 Public announcement in terminals**

**2.5 Information on Ground Transportation**

**2.6 Designated seating at boarding gates and departure areas**

**2.7 Security at Airports**

## [Section 3: Provisions regarding onboard communication](https://www.otc-cta.gc.ca/eng/removing-communication-barriers#toc-tm-7)

**3.1 Communication of equipment features**

**3.2 Safety videos**