



Orientation to the International Reception Lobby (IRL)

1.0 INTRODUCTION

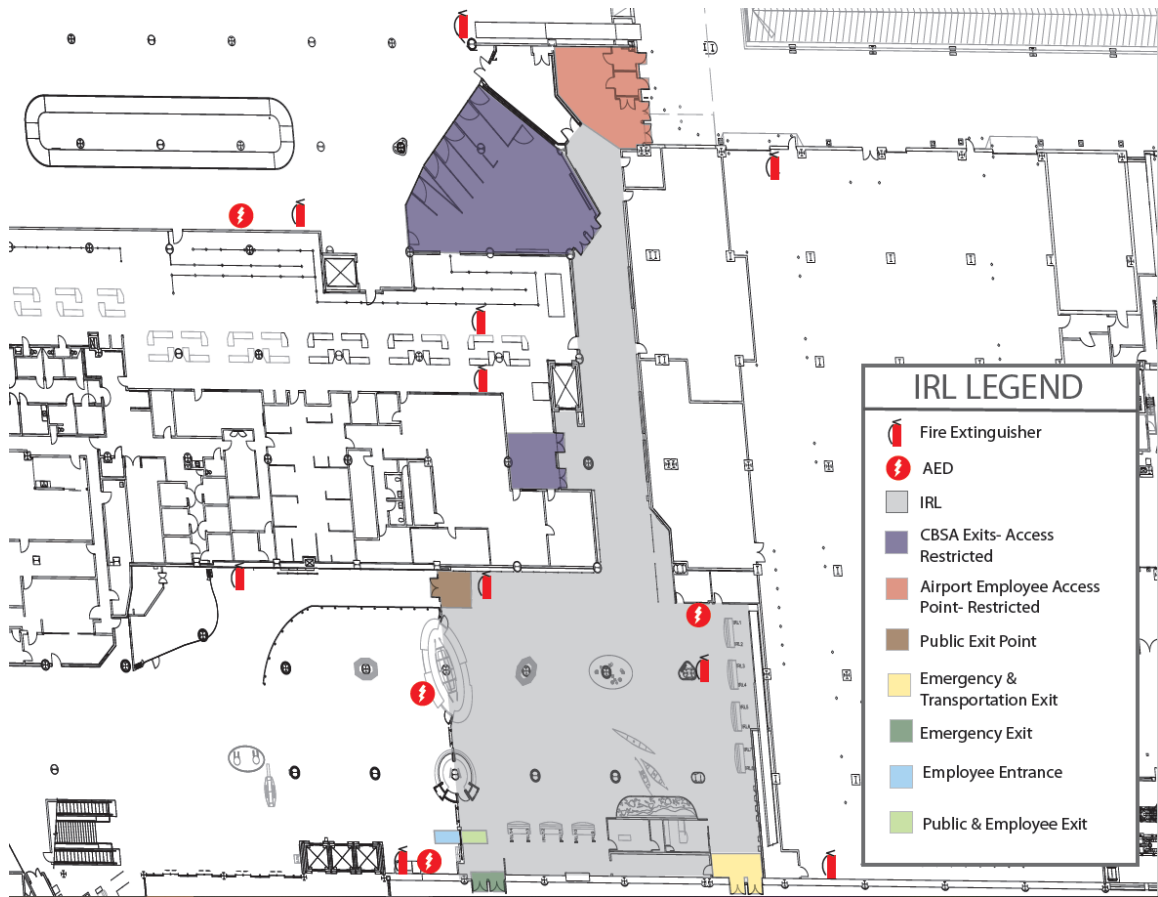
The Vancouver Airport is operated by the airport authority, as a private not-for-profit organization. The airport plays an important role as critical infrastructure, facilitating cargo, Canadians travelling home and emergency air support.



More information can be found on the website, such as information about the organization, dining hours and flight arrival times:

<https://www.yvr.ca/en/passengers>

2.0 MAP of the IRL area



3.0 GETTING TO KNOW THE AREA

Life Safety Equipment

- Fire extinguishers
- Automated External Defibrillators (AED's)
- Mounted phones

For Emergencies

Call 9-1-1

Where you are: International Arrivals, Level 2, Reception Lobby

First Responders @ YVR

Policing: Richmond RCMP

Medical: BCAS bike squad on site

YVR fire department supports emergent medical calls

Fire: Richmond Fire

Emergency Evacuation

- Evacuate to the curb of the building, then out to the parkade. If you are evacuating for an earthquake, walk out to an open parking area East of the building.
- Fire alarms at YVR are a two-stage system. Intermittent ringing is an indication that something is being investigated. Steady ringing means you must evacuate and take people with you

Security @ YVR

- You are on camera! YVR manages the CCTV system
- Do not go through RESTRICTED AREA marked doors. These are aviation security barriers and will cause a security breach investigation if they are opened by unauthorized personnel
- There is an airport employee access control point in the vicinity, this is where authorized employees with Transport Canada security clearances are screened and permitted access to restricted areas of the airport.
- Do not go into the CBSA hall, unless under escort with a CBSA officer
- The IRL is a semi-secured area which means that although we do not invite members of the public in and doors are set up for egress only, we do not maintain the security line with alarms or guards. You will be provided a proximity card to allow access into the IRL. Do not allow others without a Restricted Area Access Card to enter.
- Report suspicious activity to the YVR operations centre
- YVR has a contract with the RCMP which ensures minimum levels of RCMP on site 24-7.
- YVR has a contract with Securiguard to patrol all areas of the terminal as well as upholding all Transport Canada legislative requirements. Please adhere to all direction from them.

IT

- Phones in the vicinity can be used for local calls only. Hit '9' to dial out.
- Public WiFi is available. Inactivity of 20 minutes will sign you out.

Janitorial:

Dexterra is the cleaning contractor. They will clean the area with special attention to high touch areas several times throughout the day.

Connecting Passengers:

Passengers coming through with connections have limited options. It is ideal to prioritize those passengers so that they make their connecting flight that day, as there may not be another flight for several days.

Connecting passengers should be directed to their airlines in the International and Domestic Check-in areas. This is one floor up from the IRL, accessible by the elevators or escalators just outside the IRL facility.

Physical Distancing

Physical distancing needs to be maintained throughout the new process. To facilitate this, YVR will put in place:

- Widened stanchions for queuing
- Taped 2m indicators on the floor
- Signage in the area
- Signage in the elevators

Provincial staff will have to manage queues in the IRL once the processing has begun.

4.0 Contact Information

	Phone Number
Emergencies	9-1-1
YVR Operations Centre	604-207-7022
Janitorial	604-276-6730
IT Service Desk	604-276-6000