

Departing from YYC

A Social Story

YYC LET'S FLY

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I am going to YYC

I am going on a trip.
I will be travelling through YYC Calgary Airport.

Airports can feel busy and loud.
That is okay.

I might feel excited.
I might feel nervous.
All feelings are okay.



Getting ready for my trip

Before I go, I will get ready.

I will pack the things I need.
I can bring clothes and comfort items.

I may have:



A carry-on bag



A bigger suitcase

I will bring my photo ID or passport.

I can ask someone to help me get ready.

- [ ] I am ready for my trip.

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What the airport is like

The airport is a big place.
There are many people and workers.

I may experience:



Different smells



Bright lights



Loud sounds





Sometimes I will hear beeping or announcements. These sounds help people do their jobs.

If sounds bother me, I can:

Use headphones

Listen to music

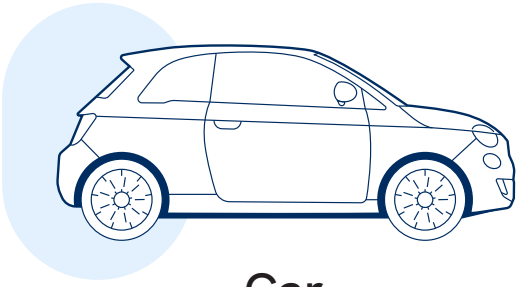
If I need a break, I can find a quieter space.

- [ ] I understand what the airport is like.

Getting to the airport

I will travel to the airport.

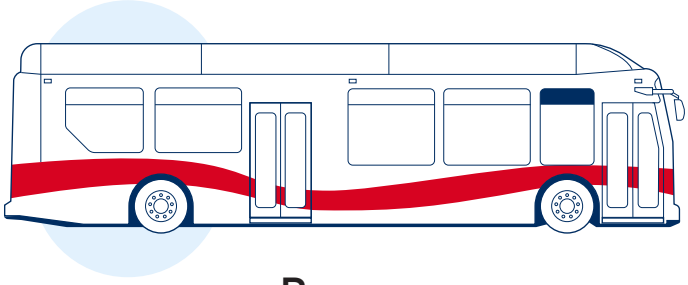
I might go by:



Car



Taxi



Bus

I am on my way to the airport.

Finding check-in

When I arrive, I look for my airline.

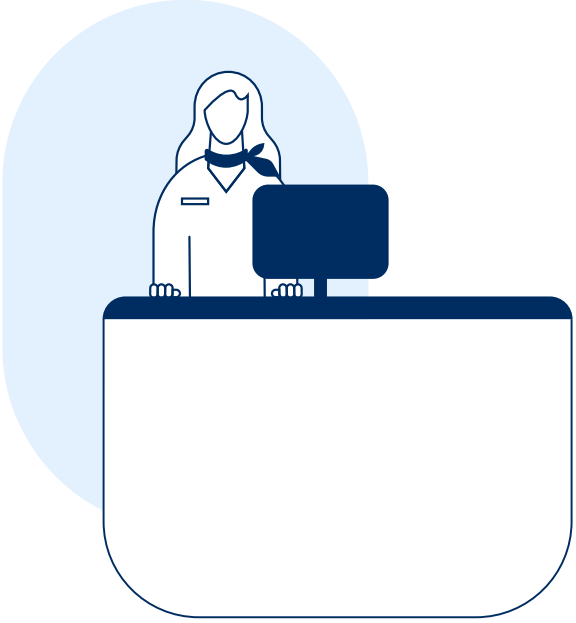
There are signs to help me.



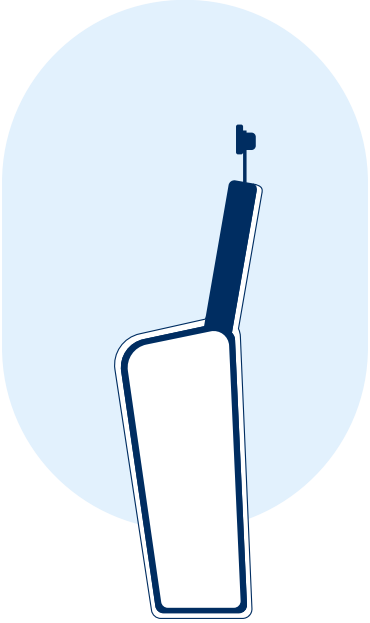
If I need help, I can ask airport staff.



I might check in at a:



Counter



Kiosk

- [ ] I have found my check-in counter.

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Checking in at a counter

I may go to a counter.
I might need to wait in line.
That is okay.



When it is my turn I give the airline worker my ID or passport.



My suitcase goes on the weigh scale.

The airline worker will put it on the airplane for me.



I get my boarding pass.



- [ ] I have checked in.

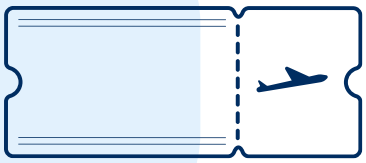
Checking in at a kiosk

I may use a kiosk.

The screen will ask questions.



The kiosk will print:



My boarding pass



My bag tag

I put the tag on my bag.



I take my bag to bag drop.

I keep my boarding pass with me.

- [ ] I have checked in.

Going to security

After check-in, I go to security.

Everyone must go through security.





There may be a line.

That is okay.

I can use my things that help me stay calm.

- [ ] I am ready for security.

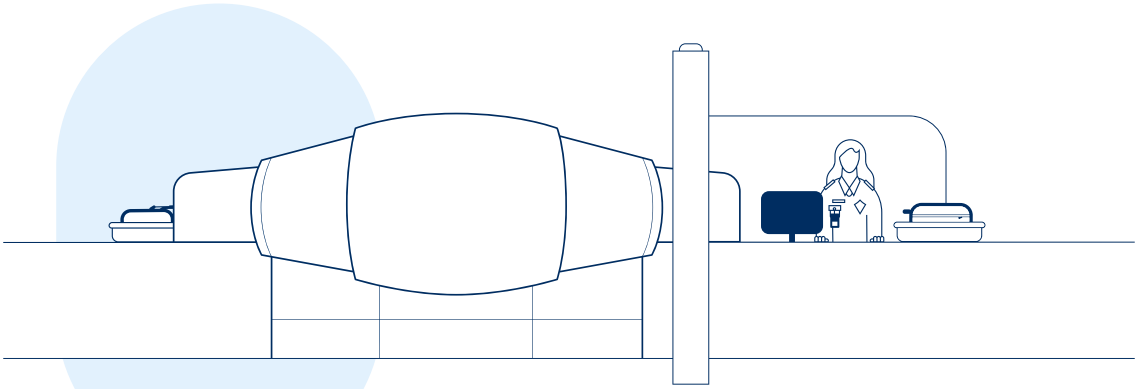
Going through the scanner



Before I go through I may need to:

- Take off my jacket or hat
- Take off my shoes
- Take items out of my bag

All my things will go through a machine.



Security staff are there to help me.



I put my items in a bin.



The bin goes through the machine.



I walk through a scanner.
The machine might beep.

That is okay.
I am not in trouble.
I follow the instructions.



If I cannot use the scanner,
security staff will help with a different safety check.

- [ ] I have finished being scanned.

After security

Security staff may have to look through my bag.

That is okay.

They keep us safe.



I collect my things.



I can now explore the airport.

- [ ] I am done with security.

United States of America (U.S.A.) customs (if needed)

If I am flying to the U.S.A., I go through customs.
I may wait in line.

When it is my turn:

- ○ I show my passport
- ○ I get my photo taken
- ○ I answer questions



These steps are normal
and keep us safe.

○ I have finished U.S.A. customs.

Walking through the terminal



As I walk through the airport, I may see:

- Shops
- Restaurants
- Seating areas





Some places are busy.

Some are quiet.

If I need the washroom, I can find one.



If I need a break, I can take one.



I am walking through the terminal.

Finding my gate

I check my boarding pass.

I look at the screens for my gate number.



I follow signs or ask for help.



- [ ] I have found my gate.

Waiting at the gate

I may need to wait.



While I wait, I can:

- ○ Sit down
- ○ Watch airplanes
- ○ Eat a snack
- ○ Use my comfort items



I might hear announcements.

○ I am ready for boarding.

Boarding the airplane

The airline staff will call my group.



I may need to line up.
That is okay.





I show my boarding pass.

It gets scanned.

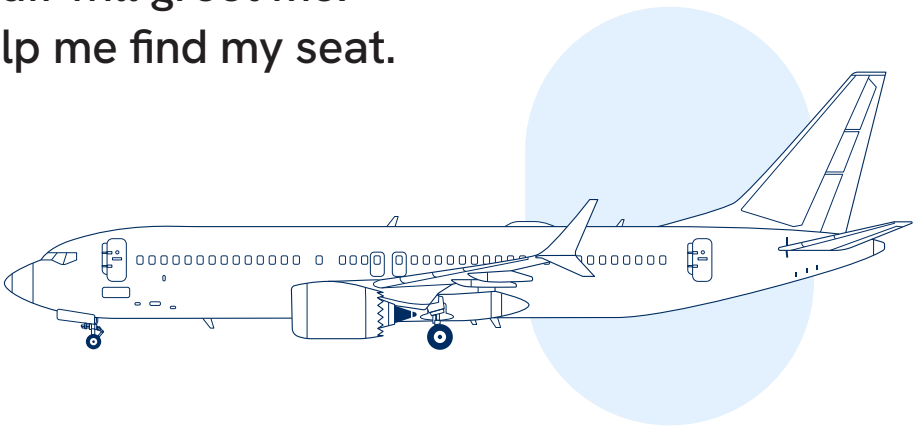
- [ ] I am boarding the airplane.

Walking to the airplane

I walk down a hallway called a jet bridge.
It leads to the airplane.



Flight staff will greet me.
They help me find my seat.



I am on the airplane.



I did it!

- [ ] I checked in.
- [ ] I went through security.
- [ ] I found my gate.
- [ ] I boarded the airplane.
- [ ] I followed the steps.
- [ ] I used the tools that help me.
- [ ] I can feel proud of myself!

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Confidence starts before takeoff.

For more information on YYC's accessibility offerings, please visit our website at **yyc.com/accessibility**