

# Departing from YYC

A Social Story

YYC LET'S FLY

I am going to YYC 1
Getting ready for my trip 2
What the airport is like 3
Getting to the airport 4
Finding check-in 5
Checking in at a counter 6
Checking in at a kiosk 7
Going to security 8
Going through the scanner 9
After security 10
United States of America (U.S.A.) customs (if needed) 11
Walking through the terminal 12
Finding my gate 13
Waiting at the gate 14
Boarding the airplane 15
Walking to the airplane 16
I did it! 17

YYC

# 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.

# 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.

YYC

# Getting to the airport

I will travel to the airport.

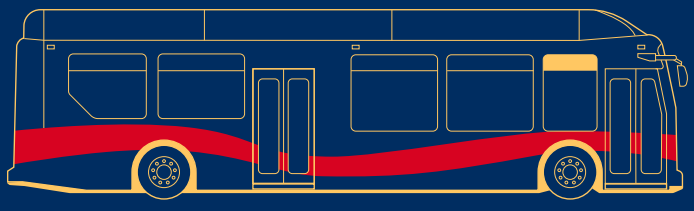
I might go by:



Car



Taxi



Bus

I am on my way to the airport.

# Finding check-in

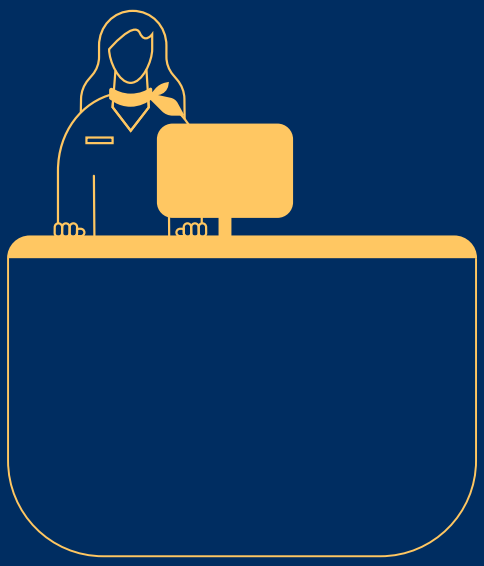
When I arrive, I look for my airline.
There are signs to help me.




If I need help, I can ask airport staff.



I might check in at a:



Counter



Kiosk

I have found my check-in counter.

# 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.

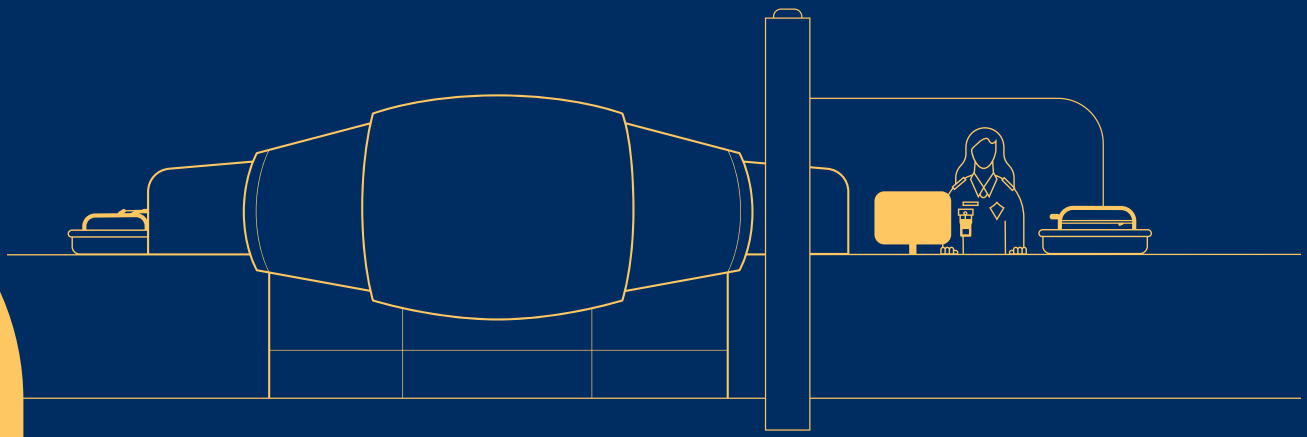
# Going through the scanner



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.



YYC

# 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!

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

YYC LET'S FLY

# Confidence starts before takeoff.

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