

Accessibility Plan 2024-2027

Goals and Measures to Identify, Remove and Prevent Barriers

Hamilton International is committed to improving accessibility at the Airport for all passengers, employees, partners and the broader community. The Airport aims to incorporate industry best practices and address feedback received from people with lived experience to identify, remove and prevent barriers to accessibility. This three-year Accessibility Plan outlines the various actions the Airport will undertake, along with the targeted completion dates. The Airport will review these actions annually and will report progress as required by legislation.

Information and Communication Technologies (ICT)

The Airport is committed to making information and communications accessible to persons with disabilities and will implement the following actions, on or before May 2027:

- By September 2024, the Airport will complete quarterly reviews of website accessibility and update as needed to meet the latest Web Content Accessibility (WCAG) Guidelines available.
- By December 2024, Hamilton International will create an online library for employees to post, maintain and have access to accessibility resources, including how to create content in accessible formats.
- By March 2025, Hamilton International will provide resources to ensure customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.
- By March 2025, Hamilton International will ensure closed captioning on public information videos posted online, in the languages used in original content.
- By March 2025, Hamilton International will ensure alt-text on images is available in public content posted online, in the languages used in original content.
- By March 2025, Hamilton International will ensure current facility emergency evacuation plans are in place and available in an accessible format for employees and members of the public.
- By December 2025, Hamilton International will develop and incorporate an accessibility feedback form on its website as an additional format for gathering feedback from users of the Airport.

Information and Communication (other than ICT)

Hamilton International is committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan and will implement the following actions, on or before May 2027:

- By June 2024, Hamilton International will publish its 2024-2027 Accessibility Plan online, ensuring it meets the latest Web Content Accessibility (WCAG) Guidelines available.
- By June 2024, Hamilton International will make the Airport Statement of Commitment to Accessibility available broadly within the organization and to the public.

- By December 2024, Hamilton International will publish an Accessibility Policy that includes a clear statement of commitment, description of accessible services and contact information for queries and accommodation requests on the Airport website and have available upon request.
- By May 2025, and annually thereafter, Hamilton International will review the Airport Accessibility Plan and status of accessibility goals.
- By May 2025, Hamilton International will conduct public consultation, including a virtual consultation session, on the Airport Accessibility Plan and status of accessibility goals.
- By May 2025, and annually thereafter, Hamilton International will provide ACA progress reports.
- By May 2027, Hamilton International will update the Airport Accessibility Plan and will notify the ACA and ATPDR regulators whenever updated accessibility plans are published.

Procurement of Goods, Services and Facilities

The Airport is committed to ensuring that, wherever possible, accessibility of goods, services and facilities is considered when procuring items and service and will implement the following actions, on or before May 2027:

- By December 2024, Hamilton International will update its RFP (Request for Proposals) templates to ensure accessibility requirements related to procurement of goods, services and facilities are included as needed.
- By December 2024, Hamilton International will review procurement agreements and accessibility clauses for third-party vendors related to providing accessible services, goods and facilities.
- By March 2025, Hamilton International will review agreements regarding procurement of accessible goods, services and facilities to ensure clear wording and procedures related to accessibility requirements.

Design and Delivery of Programs and Services

Hamilton International is committed to designing and delivering programs and services in a way that ensure integrated, equitable and dignified access by all and will implement the following actions, on or before May 2027:

- By September 2024, Hamilton International will continue to promote and raise awareness of accessible services, features and facilities available at the Airport through regular marketing and communications efforts.
- By April 2025, Hamilton International will develop, promote and deliver accessibility-specific awareness activities and events annually.

Transportation

The Airport is committed to ensuring that any transportation it manages or controls will be accessible, upon request, and will implement the following actions, on or before May 2027:

- By December 2024, Hamilton International will review parking entry, exit and payment kiosks to determine compliance to accessibility standards.

Built Environment

The Airport is committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers and will implement the following actions, on or before May 2027:

- By March 2025, Hamilton International will conduct a review of terminal wayfinding and signage to identify accessibility gaps and create an implementation plan that addresses gaps to regulation.
- By March 2025, Hamilton International will identify that TTY (tele-typewriter) and telephone relay services are available for public use.
- By March 2026, Hamilton International will ensure the building fire alarm system, which currently include audio tones and some strobe lighting, includes strobe lights on all exit signs for visual emergency information.
- By March 2025 and included in facility planning moving forward, Hamilton International will ensure that accessibility reviews, including persons with lived experience where possible, are provided on all airport design proposals to ensure that any identified barriers are addressed prior to approval of design and development of new facilities for internal or external stakeholders. Such reviews will be conducted to current and anticipated standards, as needed (e.g., Ontario Building Code).

Employment

The Airport is committed to providing fair and accessible employment opportunities at all stages of the employment cycle and will implement the following actions, on or before May 2027:

- By March 2026, Hamilton International will complete a full review of all airport employment practices, and determine where accessibility gaps exist to ensure accessible recruitment, hiring, retention, development and accommodation request procedures are in place, this includes:
 - By March 2026, Hamilton International will review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.
 - By March 2025, Hamilton International will include accommodation request information and commitment to accessibility in job postings, when scheduling interviews and at all stages of the recruitment process.
 - By March 2025, Hamilton International will update job offer letters, employment agreements and employee orientation and onboarding material, to contain information on available accessibility supports and the accommodation request process
 - By March 2026, Hamilton International will develop a formal accommodation request procedure, building upon the current practices where employees have the ability to request.

Training

Hamilton International is committed to ensuring employees and volunteers receive training on Airport accessibility policies and procedures and will implement the following actions, on or before May 2027:

- By March 2026, Hamilton International will create and provide customer-facing employees and volunteers with additional customer service training related to Airport accessibility policies, procedures and plans, including training on Airport administered assistive devices and services and how to address accessibility feedback and accommodation requests.
- By March 2026, Hamilton International will provide all employees with training and resources to help increase sensitivity and awareness of barriers, appropriate language use, diversity and inclusion, unconscious bias and other similar content related to attitudinal barriers and to increase knowledge about accessibility issues and best practices.
- By December 2025, Hamilton International will ensure all online and print content creators receive training on how to create accessible information and communication.