



**John C. Munro Hamilton International Airport  
2024-2027 Accessibility Plan  
and Feedback Process**

Updated August 2024

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## Message from Vantage Airport Group

Vantage Airport Group is an industry-leading investor, developer, and manager of airports and transportation infrastructure around the world. Since 1994, Vantage has been making airports more efficient, profitable, sustainable, and connected to the communities they serve, working with more than 30 airports in its 30-year history. Vantage's current portfolio includes four Canadian airports:

- John C. Munro Hamilton International Airport, Mount Hope, Ontario
- North Peace Regional Airport, Fort St. John, British Columbia
- Kamloops Airport, Kamloops, British Columbia
- Greater Moncton Roméo LeBlanc International Airport, Moncton, New Brunswick

We are committed to working together with each of our airport teams to create a more diverse and equitable environment for everyone, including airport visitors, employees, and local communities. We recognize that an essential part of working towards an inclusive society is an ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities.



George Casey  
Chief Executive Officer  
Vantage Airport Group

## Message from John C. Munro Hamilton International Airport

John C. Munro Hamilton International Airport (Hamilton International or the Airport) has prepared its 2024-2027 Accessibility Plan and Feedback Process (Plan) to guide its commitment to providing a diverse, inclusive and accessible experience for all users of the Airport. This plan considers requirements of the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR). It outlines Hamilton International's current actions completed to date and planned actions related to ensuring equitable, barrier-free access to the Airport's services, operations and facilities.

This Plan was developed by Hamilton International with input from executives, employees, Airport partners and stakeholders, and in consultation with people with lived experience and the Airport's broader community. Hamilton International will review and update this Plan every three years and will provide progress reports as required by

legislation. This Plan will serve as a roadmap for Airport employees, contractors and other partners to help the Airport become more diverse and inclusive.

The Airport welcomes feedback on this Plan and on the accessibility of its operations, facilities and services on an ongoing basis to help inform and shape the Airport's accessibility commitments and goals.

A handwritten signature in black ink, appearing to read 'C. H.' followed by a stylized flourish.

Cole Horncastle  
Executive Managing Director  
John C. Munro Hamilton International Airport

## Executive Summary

Hamilton International has prepared this 2024-2027 Accessibility Plan and Feedback Process to guide its commitment to providing a diverse, inclusive and accessible experience for all users of the Airport and to ensure it meets or exceeds its requirements under the *Accessible Canada Act (ACA)*.

Hamilton International is subject to and committed to meeting or exceeding *Canada Transport Agency (CTA)* accessibility-related regulations, including both the *ACA* and *the ATPDR*. Hamilton International has, in accordance with the *ACA*, *ATPDR* and other regulations, implemented numerous programs and services designed to ensure accessibility for all who travel through the Airport. Hamilton International has also implemented additional accessibility initiatives and services that go beyond regulatory compliance to improve accessibility and enhance the travel experience for people with disabilities. Hamilton International is committed to continuing and improving upon its existing accessible services and facilities.

The Airport began development of this Accessibility Plan with an internal review and gap analysis of the Airport's current policies, procedures and plans related to accessibility and its provision of accessible facilities, services and operations. The Airport then prepared a draft Accessibility Plan with measurable goals and objectives and presented the draft goals, actions and timelines to stakeholders for review and feedback.

The Airport's consultation process included discussions with Airport employees involved in accessible services, facilities and operations, sharing the draft goals with Airport employees, volunteers, Board members, tenants and partners, as well as with advocacy organizations representing people with disabilities and people with lived experience who have engaged with the Airport previously on accessibility-related matters. All

stakeholders were invited to provide feedback via a digital survey or alternative method if preferred, including telephone, video, email and/or in writing.

All feedback received was reviewed, categorized and used to refine the Airport's 2024-2027 Plan prior to publishing. A significant majority of respondents indicated that the accessibility goals listed in each of the eight specific sections were clear and understandable and a significant majority of respondents also indicated that the goals in each section reflected actions that will help improve accessibility at the Airport.

The following summarizes some of the Airport's key findings from the Plan development, gap analysis and stakeholder consultation processes:

## **Key Findings**

Hamilton International works to ensure it is meeting or exceeding regulatory requirements related to accessibility in delivering its services, operations and facilities and goes beyond compliance in many areas. The Airport has established process and programs to support accessibility and has undergone several audits related to its accessibility programs, services and facilities. These audits have confirmed the Airport is meeting accessibility requirements in many areas and have identified areas for improvement. The Airport has made improvements based on those audit recommendations and have others planned for completion in the future. The following summarizes some of the key strengths and opportunities/risks that were identified as part of developing this Plan and informed the Airport's actions and goals:

### **Strengths**

- Airport executive and senior management teams are leading and supporting accessibility and inclusion goals presented in this Plan.
- Positive attitude and commitment at all levels of management and employees towards ensuring accessibility and inclusion in Airport services and facilities.
- Numerous established programs, initiatives and processes to ensure ACA and ATPDR compliance and accessibility best practices, including:
  - Providing a range of services, facilities and operations that meet and/or exceed compliance requirements are available to support an accessible travel experience for individuals with disabilities;
  - Ensuring public information related to accessibility services, facilities and operations is available on the [Airport's Accessibility webpage](#), along with details on how to access or inquire about those services;
  - Established Airport accessibility feedback process, including a dedicated email address and a designated Airport contact person for accessibility feedback;
  - Customer service representatives, including employees and volunteers, have received training related to accessibility and accommodation information, including training on assistive devices; and,
  - Ensuring third-party service providers, such as ground transportation services, can provide accessible services to/from the Airport.

- Third-party audits completed that have confirmed the Airport is meeting and/or exceeding requirements and provided recommendations for changes to improve accessibility.
- Implementation of many audit recommendations completed to date to ensure compliance, with tracking and planning processes for remaining recommendations.
- Plans to continue and increase engagement and collaboration with various disability advocacy organizations and with persons with disabilities and lived experience.
- Plans to work towards changing the workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.

### **Opportunities and Risks**

The following items were identified as accessibility opportunities or risks for the Airport:

- Implementing additional recommendations and accessibility initiatives based on prior audits and consultation processes as resources allow.
- Proactively schedule, plan, prioritize and assign resources to review, implement and report on ACA and ATPDR compliance requirements, including Accessibility Plan goals, status, and roadblocks.
- Assess budgetary requirements and resources required to increase accessibility and address Accessibility Plan departmental priorities on an annual basis.
- Continuing to prioritize clear, visible actions supporting accessibility, including through marketing and communications, employment and training, participation in National AccessAbility Week, and other initiatives.
- Ensuring employees and customer service representatives have access to resources and training to support the delivery of accessible programs, services, and facilities, including tools, resources and training that are role-specific where appropriate.

Hamilton International aims to meet or exceed its regulatory compliance requirements, 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.

## **General**

### **Feedback**

Hamilton International has developed this Plan to guide its commitment to providing a diverse, inclusive and accessible experience for all users of the Airport. This Plan considers the Airport's requirement under the ACA and the ATPDR.

Hamilton International consulted with internal, external and community stakeholders, including those with lived experience as persons with disabilities, in preparing this Accessibility Plan. The Airport invites feedback on its operations and services, including concerns, questions or comments related to accessibility at the Airport and/or on the

Airport's 2024-2027 Accessibility Plan and Feedback Process. Requests for Hamilton International's 2024-2027 Accessibility Plan and Feedback Process in alternative formats is also welcomed.

Feedback will be acknowledged in the same way that it was received, or the preferred manner requested, other than feedback that was indicated as anonymous, and responses will be provided in a timely manner.

This Accessibility Plan, additional information about accessibility services at the Airport and options for providing feedback are available online on the [Airport's Accessibility webpage](#).

### **Contact Information**

Requests for alternate formats and/or feedback related to accessibility can be provided to the Airport's Associate Director, Marketing, Communications & Customer Experience via the following options:

#### **Contact Person**

Associate Director, Marketing, Communications & Customer Experience or designate

#### **Mailing Address**

9300 Airport Road, Unit #2206  
Mount Hope ON  
L0R 1W0

#### **Email**

[accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca)

#### **Phone**

905-679-4908

#### **Website**

<https://www.flyhamilton.ca/accessibility>

## **Statement of Commitment to Accessibility**

Hamilton International is committed to identifying, removing and preventing barriers to accessibility at the Airport. The Airport will collaborate with its partners, stakeholders and the broader communities it serves, including people with lived experiences, to ensure an inclusive, safe, dignified environment that is welcoming for all. The Airport believes in integration, equality and independent access and participation for persons with disabilities. Hamilton International will ensure compliance with all applicable accessibility legislation and will respond to accessibility requests and need in as timely as manner as possible.

## Background

There are various accessibility and human rights laws, regulations, standards, guidelines and policies in place across Canada, including the ACA and the ATPDR.

Hamilton International is considered a Class 3 airport by the CTA and is required to comply with applicable CTA accessibility-related regulations. A Class 3 airport is a small private sector Transportation Service Provider (TSP) whose average number of employees in the current calendar year is 10 or more but fewer than 100.

The purpose of the ACA is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove and prevent barriers to accessibility in federally regulated organizations by 2040.

The ACA requires that the Airport's Plan addresses its policies, programs, practices and services in a way that conforms to other regulations or laws that may apply to those entities. As a federally regulated entity, the Airport must follow both the ACA Regulations and the CTA's ATPDR.

The Airport must notify both the Accessibility Commissioner (a member of the Canadian Human Rights Commission (CHRC)) and the CTA within 48 hours of publication of each version of its accessibility plan, including a description of its feedback process and progress report, where applicable. The notice should be submitted to:

[OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca](mailto:OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca) and must include:

- a hyperlink to the URL of the Plan  
**OR**
- for TSPs who do not communicate information to the public using a digital platform, the addresses of the publicly accessible business locations where a print copy of the accessibility plan is available.

## Provisions of CTA Accessibility Related Regulations

The following CTA accessibility related provisions apply to Hamilton International:

Part 1: Requirements Applicable to Transportation Service Providers Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

The Airport ensures that it complies with or exceeds each of these requirements.



## **Accessibility at Hamilton International**

Hamilton International is committed to meeting all applicable ACA and ATPDR compliance requirements and deadlines. Hamilton International has, in accordance with the ACA, ATPDR and other regulations, implemented programs and services designed to improve accessibility and enhance the travel experience for people with disabilities. Hamilton International has also implemented numerous accessibility initiatives and services that go beyond regulatory compliance. Hamilton International is committed to continuing and improving upon its existing accessible services and facilities.

The following outlines some of the accessible services, programs and initiatives currently in place at the Airport:

### **Information and Communications Technologies (ICT)**

- Airport website is regularly audited for compliance with WCAG 2.1 Level AA guidelines.
- Airport website includes an accessibility interface that allows user adjustments to website design to fit with their individual needs.
- Flight information and schedules, including delays and cancellations, are displayed on the Airport website and on in-terminal screens.
- A public address (PA) system that can provide visual paging and audible announcements and emergency information throughout the terminal building. The PA system is accessible by designated airport employees and airline representatives.
- The Airport is committed to making every effort to provide information in alternate formats requested by people with disabilities and responding to such requests in a timely manner.

### **Communications, other than ICT**

- An established complaint resolution process that allows feedback to the Airport via multiple methods so that the Airport can continually assess and improve the travel experience for all passengers.
- Alternative formats for airport information available upon request.  
Ongoing passenger surveys to collect input and feedback to inform improvements to airport operations and services, including accessibility needs and considerations.

### **Design and Delivery of Programs and Services**

- An established Airport Ambassador program with volunteers who are trained to assist passengers, including delivery of accessible services and information.

## **Transportation**

- Curbside Assistance Program offers on-demand accessible assistance from the terminal curb to the airline check-in counter and from arrivals area to curbside transportation, including wheelchair, baggage assistance and/or guiding services.
- Designated accessible parking spots, along with option for curbside pick-up and drop-off.
- Accessible transportation is available to and from the Airport via taxi, rideshare, public transit and car rental services, including vehicles with the ability to carry a non-folding or non-collapsible mobility aid.

## **Procurement of Goods, Services and Facilities**

- All Airport contracts with third-party ground transportation providers include a commitment to provide accessible transportation upon request and at no additional cost to the user.

## **Built Environment**

- The Airport is compliant with built environment accessibility requirements related to National Building Code (NBC 2020), local building codes and related accessibility standards and legislation (ACA and ATPDR).
- Airport facilities have been designed and/or renovated to address accessibility needs, including, but not limited to, accessible washrooms, accessible self-serve check-in kiosks, accessible seating, accessible pre-board screening lanes, wheelchairs available in terminal and designated relief areas for service animals pre- and post-screening.
- In 2022, the Airport engaged an external third-party accessibility organization to perform a built environment facility audit and prepare an audit report that included prioritized recommendations related to best practices in accessibility.
- In 2022, Hamilton International implemented the Hidden Disabilities Sunflower Lanyard Program to provide additional support to passengers with invisible disabilities.
- In 2022, Hamilton International partnered with the Canadian Hard of Hearing Association to install a Hearing Loop at the Airport's Information Desk to support guests with hearing accessibility needs.

## **Employment and Training**

- Defined policies and procedures to identify and address potential barriers in the workplace, including a Workplace Harassment and Violence Prevention Policy and a Code of Conduct.
- In 2023, all Airport employees received comprehensive Mental Health First-Aid training to equip them with resources, action plans and intervention strategies to support individuals who may be experiencing a mental health crisis.

- Customer service representatives (both employees volunteers) have received training related to accessibility and accommodation information, including training on Airport assistive devices.

Further information about Accessibility at Hamilton International can be found on the [Airport's Accessibility webpage](#), by request via phone at 905-679-4908 or via email at [accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca).

## **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.

### **Identifying Barriers**

Hamilton International uses various measures to identify, remove and prevent accessibility barriers. The Airport collected feedback from employees, stakeholders and public to identify priorities, goals and actions to improve accessibility as part of its efforts to meet or exceed its ACA and ATPDR compliance requirements. The Airport ensured its consultation efforts related to this Plan included persons with lived experience.

### **Removing and Preventing Barriers**

Hamilton International management and employees identified numerous goals and actions to remove or prevent identified accessibility barriers related to its policies, programs, practices and services. Accessibility goals were reviewed by employees, Airport partners, and/or other stakeholders, including persons with disabilities, and feedback received was used to further refine, expand or adjust goals and actions. The Airport is also committed to incorporating industry best practices while meeting or exceeding the requirements of applicable accessibility legislation.

### **Accessibility Goals and Actions**

Accessibility goals are organized using the following categories:

- Information and Communication Technologies (ICT)
- Communication, other than ICT
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

## Action Plan 2024-2027

### Information and Communication Technologies (ICT)

The Airport is committed to making information and communications accessible to persons with disabilities, including ensuring print and online information is accessible to employees and the public, including emergency information, safety information and website content. The Airport is also committed to making every effort to provide information in alternate formats requested by people with disabilities. The Airport will implement the following actions, on or before the completion date indicated:

Action	Timeline
Hamilton International will complete quarterly reviews of website accessibility regularly and update as needed to meet the latest Web Content Accessibility Guidelines (WCAG) available.	Beginning September 2024, ongoing thereafter
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.	December 2024
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.	March 2025
Hamilton International will ensure closed captioning on public information videos posted online, in the languages used in original content.	March 2025
Hamilton International will ensure alt-text on images is available in public content posted online, in the languages used in original content.	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.	March 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.	December 2025

### Communications, other than ICT

Hamilton International is committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan to ensure continued progress and/or completion of accessibility goals and preparation of accurate, informative progress reports. The Airport will implement the following actions, on or before the completion date indicated:

Action	Timeline
Hamilton International will publish its 2024-2027 Accessibility Plan and Feedback Process online, ensuring it meets the latest Web Content Accessibility Guidelines (WCAG) available.	June 2024
Hamilton International will make the Airport Statement of Commitment to Accessibility available broadly within the organization and to the public.	June 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.	December 2024
Hamilton International will review the Airport Accessibility Plan and status of accessibility goals annually.	May 2025 and annually thereafter
Hamilton International will provide ACA progress reports annually.	May 2025 and annually thereafter and/or as required
Hamilton International will establish an Accessibility Advisory Committee comprised of internal Airport and external agencies to meet at least once annually to review feedback received, planned improvements and report on accessibility-related initiatives at the Airport.	May 2026
Hamilton International will update the Airport Accessibility Plan and will notify the ACA and ATPDR regulators whenever updated accessibility plans are published.	May 2027 or earlier as required
Hamilton International will revise or remove any Airport policies that present barriers to accessibility, diversity and inclusion.	May 2027

### Procurement of Goods, Services and Facilities

The Airport is committed to ensuring that, wherever possible, accessibility of goods, services and facilities is considered and included in Airport requests for proposals, services and other documents when procuring items and services. The Airport will implement the following actions, on or before the completion date indicated:

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

### Design and Delivery of Programs and Services

Hamilton International is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. The Airport is committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public. The Airport will implement the following actions, on or before the completion date indicated:

Action	Timeline
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.	September 2024
Hamilton International will develop, promote and deliver accessibility-specific awareness activities and events annually.	April 2025

## Transportation

The Airport is committed to ensuring that any transportation it manages, or controls will be accessible, upon request. The Airport will implement the following actions, on or before the completion date indicated:

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

## 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. The Airport will implement the following actions, on or before the completion date indicated:

Action	Timeline
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.	March 2025
Hamilton International will install TTY teletypewriter (TTY) and telephone relay services for public use.	March 2026
Hamilton International will identify and designate a quiet space within its existing footprint.	May 2025
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).	March 2025
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.	March 2026



## Employment

Hamilton International committed to providing fair and accessible employment opportunities at all stages of the employment cycle and informing all employees of policies and procedures that support employees with disabilities. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans. The Airport will implement the following actions, on or before the completion date indicated:

Action	Timeline
Hamilton International will update job offer letters and employment agreements, and employee orientation and onboarding material, to contain information on available accessibility supports and the accommodation request process	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.	September 2024
Hamilton International will develop a formal accommodation request procedure, building upon the current practices where employees have the ability to request.	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.	March 2026
Hamilton International will review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	March 2026, ongoing as required

## Training

Hamilton International is committed to ensuring employees and volunteers receive training on Airport accessibility policies and procedures, and providing refresher training when changes are made to accessibility legislation or to Airport accessibility policies and procedures. The Airport will implement the following actions, on or before May 2027:

Action	Timeline
Hamilton International will ensure all online and print content creators receive training on how to create accessible information and communication.	December 2025
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.	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.	March 2026, and/or as required

## Consultation

### Background

Hamilton International values feedback from all users of the Airport and considers all input, requests and recommendations in planning and delivering its services, operations and facilities.

The Airport has previously received and acted upon feedback related to accessibility needs and expectations at the Airport, including requests, comments and complaints received via email, in-person to customer-facing representatives, surveys, the accessibility complaint process and direct engagement with employees and other stakeholders. Hamilton International also engaged a third-party advocacy organization to complete a built environment audit, with recommendations for improvements based on best practices in accessibility and has incorporated that input into this Accessibility Plan for facility, operational and service delivery improvements. The Airport also participates in ongoing audits and reviews of its operations, facilities and services by the CTA and has implemented recommended and/or required changes as a result.

Hamilton International also recognizes the importance of ongoing consultation with the communities it serves, including people with lived experience and organizations that support people with disabilities. The Airport defined a specific consultation approach to support development of this Plan as outlined below. Input received from that process, including from management, employees, Airport partners, the public and people with lived experience, was reviewed and incorporated in this Plan's goals and actions.

## **Consultation Process**

Hamilton International undertook the following consultation process as part of developing and preparing its Plan to collect input from people with lived experience, advocacy organizations and the broader public to understand and address barriers and needs related to accessibility at the Airport.

Initial development of the Plan involved internal review and working groups with management employees directly involved in ensuring accessible services, facilities, operations at the Airport, reviewing feedback that had been provided to the Airport previously via email, phone and/or passenger surveys, and prior audits completed by third-party and/or government agencies, as well as collaboration with the broader Vantage Airport Group.

The Airport then made the initial draft of the Accessibility Plan 'Goals and Measures to Identify, Remove and Prevent Barriers' (Goals) section, along with a digital survey, available for public and stakeholder review on the Airport website, with links sent via email, social media and public service announcements. The Airport invited feedback from employees, partners, people with lived experience and the broader community via an online survey. Both the Plan Goals section and the digital survey were available in alternative formats upon request.

## **Consultation Timeframe**

Internal consultation, including interviews, working group discussions and reviews and development of the Airport's draft 2024-2027 Accessibility Plan and Feedback Process took place between January and April 2024. The draft Plan Goals section and accompanying survey were available during between May 6, 2024, through May 22, 2024, on the Airport's Accessibility webpage with homepage link, social media, email and public service announcement promotion occurring during the same time period.

## **Consultation Communications and Awareness**

### **Communications and Awareness Methods**

The Airport developed a communications and awareness plan to raise awareness of the availability of Airport's draft Plan Goals section for review and to invite feedback from stakeholders, including persons with disabilities and the broader community.

That communications and awareness plan ensured various methods of communications were used as part of the process to enable broad awareness, including:

- Digital access to the Goals section and survey via website, with a homepage link, as the Airport website includes an accessibility interface that allows user adjustments to website design to fit with their individual needs.
- Direct email invitations to internal and external Airport stakeholders to invite participation.
- Direct email invitations to individuals with disabilities and advocacy organizations representing individuals with lived experience to invite participation.
- Social media posts via the Airport's various social media platforms to announce publishing of Accessibility Plan and as a reminder to encourage feedback.
- Public service announcements provided to multiple local media outlets to reach individuals in the community.

Similarly, stakeholders were invited to provide their feedback in a form that was preferred by them, including via the online survey, email, written, telephone or video call, to enable participation by all potential respondents, including persons with disabilities.

Further details on the communications approach are available upon request via email at [accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca) or via phone at 905-679-4908.

### **Consultation Contacts**

Hamilton International made direct contact with numerous stakeholders to invite them to review and provide input on the Airport's draft Plan Goals section including:

- Hamilton International employees, volunteers and Board members;
- Hamilton International tenants and partners;
- Individuals with lived experience facing accessibility barriers, including individuals who had provided previous accessibility feedback, questions, complaints and/or accommodation requests to the Airport, and who had provided accompanying contact information; and
- Regional and national advocacy organizations representing persons with disabilities and lived experiences, including:
  - Accessibility Hamilton Alliance (AHA)
  - Alliance for the Equality of Blind Canadians
  - Barrier-Free Canada
  - Canadian Council of the Blind (CCB)
  - Canadian National Institute for the Blind (CNIB)
  - Council of Canadians with Disabilities
  - National Pensioners Federation
  - Rick Hansen Foundation
  - Spinal Cord Injury Canada

## Consultation Feedback

### Feedback Received

Hamilton International sent 239 direct email invitations to invite review and feedback, as well as posted on its website that has approximately 12,350 website visitors, as well as to its social media platforms that has approximately 22,800 followers. The Airport received 26 responses via survey and two phone calls providing feedback on the Plan Goals section during the review period between May 6, 2024 and May 22, 2024.

Respondents were asked for specific feedback on each of the following categories within the Airport's Accessibility Goals section:

- Information and Communication Technologies (ICT)
- Information and Communication (other than ICT)
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

Survey questions asked are outlined in *Appendix A*.

The survey results found that the majority of respondents believed the accessibility goals listed in each of the above categories were clear and understandable and a significant majority of respondents believed that the goals in each section reflected actions that will help improve accessibility at the Airport.

Respondents also had the opportunity to provide additional comments on the Airport's draft 2024-2027 Accessibility Plan and/or on how the Airport could improve accessibility and was used to further refine the Airport's plan per the below section

### Hamilton International Response to Feedback

Hamilton International management reviewed all consultation feedback received via the online survey and phone discussions and prepared a summary report that outlined key findings from in the consultation process. All feedback via comments in the survey and discussions with individuals was reviewed and categorized into the following four categories:

1. Feedback already addressed in Hamilton International's current Plan and/or already available in existing accessibility-related services, facilities and operations at the Airport, including:

<b>Feedback</b>	<b>Response</b>
Comments and/or questions regarding accessibility services for people with hidden disabilities, anxiety, neurodivergences (i.e. Sunflower Lanyard program, assistance navigating the Airport)	Available services at Hamilton International are referenced in current Plan in Built Environment and Transportation sections, with additional Goal action item included to create a quiet space in the terminal
Request for a timeline to commit to reviewing the findings, taking action on Plan	Timelines for implementing all Goal action items outlined in current Plan
Comments and/or questions about how to contact the Airport regarding support for individuals navigating the airport, to ease any anxiety before arrival	Multiple contact methods available, published publicly and outlined in current Plan in Contact Information section
Request to confirm rideshare and car rental contract requirements to provide accessible transportation and ability to accommodate a wheelchair	Current ground transportation contracts address accessibility services and requirements and current capabilities of ground transportation partners referenced in current Plan in Transportation section
Comment regarding website needing to be “world class”	Current website accessibility features addressed in current Plan in Information and Communications Technologies section and additional Goal action items to enhance website accessibility included
Request for how to provide more specific suggestions relating to mobility-challenged passengers	Feedback process outlined in current Plan and multiple contact methods for reaching the Airport related to accessibility provided in Contact Information section
Training on how to interact with and support visually impaired passengers	Current accessibility training addressed in current Plan in Training section, with Goal action items for additional accessibility training for Airport representatives

2. Feedback incorporated into the final Plan, as clarifications or revisions to existing goals or actions, or as additional goals or actions approved by Hamilton International, including:

<b>Feedback</b>	<b>Response</b>
Content not in a concise format	Edited Plan content where possible for brevity, while ensuring all ACA requirements were met and required details provided
Layout is difficult to read	Table format incorporated to Goals section of the Plan to make action items and timelines easier to read
Request to consider designating a quiet area or space pre- and post-security for people with autism and other disabilities	Goal action item added to the Plan to identify and designate quiet area within existing Airport footprint
Recommendation to establish an Accessibility Committee with external representation with people with lived experience	Goal action item added to the Plan to establish an Accessibility Advisory Committee that includes external representation with people with lived experience

3. Feedback noted for ongoing tracking by Hamilton International for future consideration. For example, certain concerns that could not be addressed in the current Plan timeframe that will be tracked and assessed for potential inclusion in future Accessibility Plan updates, including:

<b>Feedback</b>	<b>Response</b>
Comments received regarding the Plan having too much wording, being repetitive	Plan content was edited prior where possible for brevity, however difficult to reduce overall length due to various Plan requirements. Hamilton International will reassess wording ahead of publishing next three-year Plan
Comment that bridges from plane to terminal would make it easier for wheelchair accessibility	This feedback has a significant capital investment and operational impact, which is not feasible in current Plan timeframe
Request to provide walkers and ride along transit in addition to wheelchairs	Hamilton International currently provides wheelchairs to support accessibility. Additional terminal accessibility

	transportation options would have capital investment impacts
Question regarding whether the Airport will build a quiet sensory room for people with sensitivity to noise, movement and bright light	Goal action item added to provide a quiet space within existing footprint. Building an additional space has a significant capital investment impact and not feasible in current Plan timeframe
Comment regarding lowering of counters at check-in and concession partners	Changing current infrastructure would have significant capital investment impacts for the Airport and/or concession partners and not feasible in current Plan timeframe. However, a Goal action item was included in the Plan to ensure accessibility reviews are conducted on all future airport design proposals to ensure that identified barriers are addressed prior to approval of design and development of new facilities
Visual alerts/flashing on in-terminal screens when new information is added	The Airport's current public address (PA) system provides visual paging, audible announcements and emergency information throughout the terminal building as outlined in the current Plan in the Information and Communication Technologies section. Expanding visual alerts to other existing technologies requires capital investment that is not feasible in current Plan timeframe

4. Feedback not applicable to Hamilton International or the Airport's Plan. For example, feedback on air travel in general or on specific airline or travel experiences unrelated to the Airport, including:

<b>Feedback</b>	<b>Response</b>
Request that material pertaining to a flight, such as the brochure on safety procedures, be issued in either braille or large print format	Airline responsibility
Question regarding fire department ability to get non-ambulatory passengers out of a plane during an emergency	Emergency service provider responsibility, however Airport team will



	verify capabilities with emergency services partners
Request for ability to get help with any forms, declarations, travel visas at any time before a trip takes place or at the time of the trip	Government responsibility
Timely service from plane to baggage area for passengers with mobility issues	Airline responsibility, with Airport working in collaboration with airline partners to ensure accessibility service requirements are provided

The Airport also responded directly to all survey participants and contacts who provided Plan review feedback, where contact information was provided.

Hamilton International will continue to engage and consult with people with lived experience and the organizations that represent people with disabilities as it reviews and updates this Plan.

Ongoing feedback on the accessibility of Hamilton International, on this Accessibility Plan and/or requests for more information on the consultation process and summary report can be made via email [accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca), by calling 905-679-4908 or in writing to the Associate Director, Marketing, Communications & Customer Experience at 9300 Airport Road, #2206, Mount Hope ON L0R 1W0.

## Where to find Airport Accessibility Information

The following ACA and accessibility policies, plans and procedures are available on the [Airport's Accessibility page](#):

- Accessibility Plan
- Accessibility Feedback Options

For more information on Airport accessibility services or to request any of these documents in an alternate format, please email [accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca) or call at 905-679-4908. The Airport will make every effort to provide these documents in an alternate format, upon request. Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request. Requests for braille or audio format for content may require longer to arrange; however, information will be provided in as timely a manner as possible.

## Contact Us

### Mailing Address

Associate Director, Marketing, Communications & Customer Experience  
9300 Airport Road, Unit #2206  
Mount Hope ON  
L0R 1W0

### Email

[accessibility@flyhamilton.ca](mailto:accessibility@flyhamilton.ca)

### Phone

905-679-4908

### Website

<https://www.flyhamilton.ca/accessibility>

## Appendix A: Consultation Questions

Survey respondents were asked to review the Goals and Measures to Identify, Remove and Prevent Barriers section of Hamilton International's draft 2024-2027 Accessibility Plan and Feedback Process, which was organized into the following eight categories:

- Information and Communication Technologies (ICT)
- Information and Communication (other than ICT)
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

Respondents were asked to review the draft actions and target deadlines in each category and then asked the following three questions after each section:

1. Did you find the accessibility goals listed in this section to be clear and understandable?
2. Do you think the goals in this section reflect actions that will help improve accessibility at the Airport?
3. If you responded 'No' to either question above, provide your additional feedback.

The following two questions concluded the survey:

1. Do you have any other feedback or suggestions regarding the content or format of Hamilton International's draft 2024-2027 Accessibility Plan?
2. Do you have any other comments or suggestions about how the Airport could provide more accessible and inclusive services?

Respondents were also permitted to submit an anonymous survey or provide contact information and their preferred method of contact. The Airport followed up by preferred method of contact with all survey respondents who provided contact information.