



John C. Munro Hamilton International Airport **2024-2027 Accessibility Policy**



Purpose

The Accessible Canada Act establishes requirements for the workplace to make Canada barrier-free by 2040. This Policy provides a clear statement of commitment to accessibility from TradePort International Corporation (the “Company”), operator of the John C. Munro Hamilton International Airport (the “Airport” or “Hamilton International”), along with additional information on the training we provide our employees and volunteers, descriptions of accessible services the Airport provides to both its employees and customers and contact information for anyone that has questions or is seeking information regarding accommodation requests.

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 needs in as timely manner as possible.

Policy

Hamilton International is strongly committed to accessibility, equity, and inclusion within its community and workplace and will continue to work towards ensuring that our facilities and services are accessible to all. We commit to the following:

1. We will make reasonable accommodations for individuals with disabilities unless doing so would cause undue hardship to the Company.
2. We will provide appropriate training and support to our employees to ensure that they are knowledgeable about and sensitive to the needs of individuals with disabilities.
3. We will ensure that our facilities and work environments are accessible to individuals with disabilities. These can be reviewed in the Airport’s Accessibility Plan.
4. We will provide accessible services, such as offering accessible website design and providing materials in alternative formats upon request.
5. We will regularly review and update our policies and practices to ensure that they comply with applicable accessibility legislation and standards.
6. We will encourage feedback from individuals with disabilities and will take their suggestions and concerns into account when making decisions about accessibility.

Accessibility Services

Hamilton International offers the following to support our commitment to accessibility:

1. Accessible Terminal Facilities:

- Accessible parking facilities are available with designated parking spots for individuals with disabilities.
- Designated curbside pick-up and drop-off are available for passengers with disabilities.
- Wheelchairs are available in the terminal for passengers travelling with an airline.
- The Airport offers barrier-free washroom facilities and multiple private, family-style accessible washrooms both pre- and post-security.
- There is accessible seating throughout the Airport terminal.
- A Hearing Loop is available at the Airport's Information Desk to assist passengers with hearing accessibility needs.

2. Assistance Services:

- The Airport provides curbside assistance from the terminal curb to the check-in counter and from arrivals area to curbside for transportation. This service is for airline passengers with mobility needs and includes wheelchair, baggage assistance and/or guiding services. Curbside assistance is available on request; however travellers are encouraged to book 48 hours prior to departure to allow time for requests to be fulfilled.
- Airlines provide accessibility assistance from check-in counters to the aircraft and from the aircraft to the arrivals area. Passengers should inform their airline, tour operator and/or travel agent of any requirement(s) at the time of booking to ensure services are available.
- The Hidden Disabilities Sunflower Lanyard Program is available at Hamilton International to support passengers with hidden or invisible disabilities. Passengers can pick up a Sunflower Lanyard upon arrival at the Airport or request a lanyard by mail at least 14 days before travel.

3. Ground Transportation Services:

- There are several accessible ground transportation options available to and from the Airport via taxis, public transit, rental cars, rideshare, busses and shuttles, with the ability to carry a non-folding or non-collapsible mobility aid, such as wheelchairs, scooters, walkers and/or guide dogs. Where possible, ground transportation should be pre-arranged with the service provider ahead of time to ensure an accessible vehicle is available and ready.

4. Service Animals:

- Service animals are permitted throughout the Airport in accordance with local laws and regulations.
- Designated relief areas for service animals and pets are available both pre- and post-security.

5. Information Services:

- Accessibility information, including details about available services and support, is available on the Airport website at www.flyhamilton.ca/accessibility.
- An established Accessibility Complaint Resolution Process where any person can provide feedback, comment or complaint to the Airport on accessibility services and/or their airport experience. Feedback can be provided via email at accessibility@flyhamilton.ca or phone at [905-679-4908](tel:905-679-4908).
- The Airport's [2024-2027 Accessibility Plan and Feedback Process](#) is published and available on its website 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)*.

Contact Information

Hamilton International welcomes feedback and inquiries regarding accessibility services at the Airport. 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.

Requests for Alternate Formats and/or Feedback

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: Associate Director, Marketing, Communications & Customer Experience or designate

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

Email: accessibility@flyhamilton.ca

Phone: 905-679-4908

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

Requests for Curbside Assistance

Any request for accessibility or other special travel assistance at Hamilton International Airport can be made via the following options:

Email: oc@flyhamilton.ca

Phone: [905.679.4908](tel:905.679.4908)

Where possible, we encourage travellers who require special assistance to contact the Airport 48 hours in advance of their departure date to allow time for requests to be fulfilled.

