



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

**2025 Progress Report**

Version 1.0, 2025

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## General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-2019-244), and as part of our goal to increase accessibility in our organization, John C. Munro Hamilton International Airport (Hamilton International) has prepared this Accessibility Plan Progress Report.

This Accessibility Plan Progress Report and additional information about Hamilton International's accessibility services, accessibility policy and feedback options are available online at <https://flyhamilton.ca/accessibility>.

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact Hamilton International's Human Resources Generalist at:

### Mailing Address

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Mount Hope ON  
LOR 1W0

### Email

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

### Phone

905-679-4908

### Website

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

## 2025 Progress

Hamilton International is committed to providing a diverse, inclusive and accessible experience for all users of the Airport and to ensuring it meets or exceeds its requirements under the Accessible Canada Act (ACA). The Airport committed to delivering 19 actions in Year 1 of its 2024-2027 Accessibility Plan and is proud to report 13 are completed with an additional 6 in progress, expected to be completed either prior to publishing this report and/or within the 2025 calendar year. The following summarizes the status of those action items in eight categories.

### 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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

Action	Status
Hamilton International will complete quarterly reviews of website accessibility regularly and update as needed to meet the latest Web Content Accessibility Guidelines (WCAG) available.	<b>Complete.</b> Quarterly reviews were completed, with no accessibility issues identified.
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.	<b>Complete.</b> A shared folder was created where all employees can access available accessibility resources.
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.	<b>In Progress.</b> Resources are in development and will be made available prior to publishing final version of this report.
Hamilton International will ensure closed captioning on public information videos posted online, in the languages used in original content.	<b>Complete.</b> Closed captioning on videos began in Quarter 1 2025, with best practices continuing to be reviewed and additional content creation training to be provided in 2025.
Hamilton International will ensure alt-text on images is available in public content posted online, in the languages used in original content.	<b>Complete.</b> Closed captioning on videos began in Quarter 1 2025, with best practices continuing to be reviewed and additional content creation training to be provided in 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.	<b>In Progress.</b> Facility evacuation plans were updated in early 2025, however recently announced and ongoing renovations at

	<p>the airport are resulting in temporary adjustments to those evacuation plans through early June 2025. The final evacuation plans will be reviewed, updated and made available in accessible format in July 2025.</p>
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**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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

<b>Action</b>	<b>Status</b>
<p>Hamilton International will publish its 2024-2027 Accessibility Plan and Feedback Process online, ensuring it meets the latest Web Content Accessibility Guidelines (WCAG) available.</p>	<p><b>Complete.</b> 2024-2027 Accessibility Plan and Feedback Process is available at <a href="http://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a></p>
<p>Hamilton International will make the Airport Statement of Commitment to Accessibility available broadly within the organization and to the public.</p>	<p><b>Complete.</b> Airport Statement of Commitment to Accessibility is available at <a href="http://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a> and communicated to all employees</p>
<p>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.</p>	<p><b>Complete.</b> The Airport Accessibility Policy is available at <a href="http://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a></p>
<p>Hamilton International will review the Airport Accessibility Plan and status of accessibility goals annually.</p>	<p><b>Complete.</b> The Airport has established an internal working group for ongoing monitoring, reporting and</p>

	tracking of Accessibility Plan action items.
Hamilton International will provide ACA progress reports annually.	<b>In Progress.</b> This is the draft of the Airport’s first ACA progress report.

**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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

Action	Status
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.	<b>Complete.</b> The Airport has prepared accessibility content for inclusion in all RFPs and communicated that to employees and managers involved in procurement processes.
Hamilton International will review procurement agreements and accessibility clauses for third-party vendors related to providing accessible services, goods and facilities.	<b>Complete.</b> The Airport reviewed procurement agreements for accessibility clauses, identified compliance and prepared recommendations to address identified gaps where applicable. Those recommendations will be implemented as agreements are due for renewal or replacement.
Hamilton International will review agreements regarding procurement of accessible goods, services and facilities to ensure clear wording and procedures related to accessibility requirements.	<b>Complete.</b> The Airport reviewed procurement agreements for accessibility clauses, identified compliance and prepared recommendations to address identified gaps where

	applicable. Those recommendations will be implemented as agreements are due for renewal or replacement.
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### 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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

Action	Status
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.	<b>Complete and ongoing.</b> Airport marketing and communications promoted and raised awareness of accessible services, features and facilities via social media, website, and newsletter article.
Hamilton International will develop, promote and deliver accessibility-specific awareness activities and events annually.	<b>In Progress.</b> The Airport participated in National AccessAbility Week in May 2024 with public-facing social media plan and is currently planning its 2025 activities to include social media and employee event.

### Transportation

The Airport is committed to ensuring that any transportation it manages, or controls will be accessible, upon request. The following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

Action	Status
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<p>Hamilton International will review parking entry, exit and payment kiosks to determine compliance to accessibility standards.</p>	<p><b>Completed.</b> A review of parking technology was completed, identifying areas of compliance and potential improvements. A summary report was prepared with recommendations for consideration for when technology replacement is planned.</p>
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**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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

<b>Action</b>	<b>Status</b>
<p>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.</p>	<p><b>In Progress.</b> A wayfinding audit was initiated in 2024, however as the Airport recently began terminal renovations, wayfinding audit and review is now being conducted in tandem with that work. Final audit and implementation plan deferred into summer 2025.</p>
<p>Hamilton International will identify and designate a quiet space within its existing footprint.</p>	<p><b>In Progress.</b> The Airport recently began terminal renovations, which while not changing the final footprint is impacting ability to designate a quiet space and has been deferred into Year 2.</p>
<p>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</p>	<p><b>Not Applicable.</b> No new airport facilities were developed in Year 1.</p>



stakeholders. Such reviews will be conducted to current and anticipated standards, as needed (e.g., Ontario Building Code).	
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## 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 following outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

Action	Status
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	<b>Complete.</b> Information on accessibility supports and accommodation request process incorporated in the job offer letters and employment agreements, and employee orientation and onboarding material,
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.	<b>Complete.</b> Accommodation language has been prepared and integrated into job posting templates.

## 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 did not have any specific Training actions to deliver in Year 1 of its 2024-2027 Accessibility Plan, however is has been making progress on Year 2 action items, including assessing training options for content creators, awareness and sensitivity training for employees and volunteers.

Action	Status
No training action items outlined for Year 1.	N/A

## 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.

### Agency Notifications

Within 49 hours of publishing this Accessibility Plan Progress Report and Feedback Process, the Airport notified the Accessibility Commissioner and the Canadian Transportation Agency. Should any edits or changes be made to this document, the same agencies will be notified upon republication.

### Consultation

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 continues to invite feedback on its operations and services, including concerns, questions or comments related to accessibility at the Airport and/or on the Airport's 2025 Accessibility Plan Progress Report. 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.

*Note: Additional Details on how and when consultations took place, and the feedback received will be included in the final version of this Progress Report.*

## Where to find Airport Accessibility Information

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

- 2024-2027 Accessibility Plan and Feedback Process
- Accessibility Policy
- 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**

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