



**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

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>

## 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 21 actions in Year 1 of its 2024-2027 Accessibility Plan and is proud to report 18 are completed with an additional three in progress, expected to be completed within Year 2. 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 using AccessiBe and in accordance with latest WCAG guidelines, 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 SharePoint folder was created where all employees can access accessibility resources. SharePoint resources are managed by a dedicated team member and accessible to all employees. All employees will be made aware of the resources available to them through various means, including emails, meetings and training as appropriate.
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>Complete.</b> Resources were developed based on best practice information and made available to all employees. Resources are available in SharePoint and were distributed via email, with a mandatory review requirement.
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 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.

### 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:

Action	Status
Hamilton International will publish its 2024-2027 Accessibility Plan and Feedback Process online, ensuring it meets the latest Web Content Accessibility Guidelines (WCAG) available.	<b>Complete.</b> 2024-2027 Accessibility Plan and Feedback Process is available at <a href="https://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a>

Hamilton International will make the Airport Statement of Commitment to Accessibility available broadly within the organization and to the public.	<b>Complete.</b> Airport Statement of Commitment to Accessibility is available at <a href="https://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a> and communicated to all employees.
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.	<b>Complete.</b> The Airport Accessibility Policy is available at <a href="https://flyhamilton.ca/accessibility">flyhamilton.ca/accessibility</a>
Hamilton International will review the Airport Accessibility Plan and status of accessibility goals annually.	<b>Complete.</b> The Airport has established an internal working group that meets at least quarterly, often monthly, and uses an internal tracking tool for ongoing monitoring, updating, reporting and tracking of Accessibility Plan actions and related items.
Hamilton International will provide ACA progress reports annually.	<b>Complete.</b> This is 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.

### 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.</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>Complete.</b> The Airport participated in National AccessAbility Week in May 2024 and May 2025 with public-facing social media plan, as well as employee-focused activities.

### 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
Hamilton International will review parking entry, exit and payment kiosks to determine compliance to accessibility standards.	<b>Complete.</b> A review of parking technology was completed, including review of various regulations (ACA, ATPDR and AODA) and accessibility best practices. The review identified areas of compliance and potential improvements. A summary report was prepared with recommendations for consideration for when technology replacement is planned.

### 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:



Action	Status
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.	<b>In Progress.</b> A wayfinding audit was initiated in 2024, however as the Airport recently began terminal enhancements, wayfinding audit is being conducted in tandem with that work. Final audit and accessible recommendations will follow in 2025.
Hamilton International will identify and designate a quiet space within its existing footprint.	<b>In Progress.</b> The Airport recently began terminal enhancements that, while not changing the final footprint of the terminal, is impacting ability to designate a quiet space on initial timeline. This initiative has been deferred into Year 2.
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).	<b>Not Applicable.</b> No new airport facilities were developed in Year 1.

## 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	<b>Complete.</b> Information on accessibility supports and

onboarding material, to contain information on available accessibility supports and the accommodation request process.	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 toward 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.

## **How Consultations Took Place**

Over the past year, Hamilton International received and tracked feedback on accessibility services, initiatives and experiences at the Airport. Since publishing the Airport's 2024-2027 Accessibility Action Plan and Feedback Process, people have provided feedback via email, phone and in-person.

The Airport also completed public consultation on its Accessibility Plan Progress Report via a digital survey available online and offered option of alternate formats upon request. The Accessibility Plan Progress Report and digital survey link were distributed directly to Airport tenant partners, employees and volunteers, as well as to any individuals or organization who had previously expressed interest in receiving updates and/or providing input on the Airport's accessibility initiatives.

The Airport ensured a variety of communications methods were used as part of the process to enable broad awareness and consultation including, including:

- The draft Accessibility Plan Progress Report and digital survey were available on the Airport's website accessibility page, along with a homepage link, and 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 social media platforms to announce publishing of Accessibility Plan Progress Report and to invite 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.

### **When Consultations Took Place**

The draft Accessibility Plan Progress Report and accompanying feedback survey were available for public and stakeholder review for a two-week period from March 31, 2025, to April 14, 2025. The Plan and survey link were available on the Airport website accessibility page, with links sent via email, social media and public service announcements.

### **Who Was Consulted**

Hamilton International made direct contact with numerous stakeholders to invite them to review and provide input on the Airport's Accessibility Plan Progress Report, 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 236 direct email invitations to invite review and feedback, posted information and survey on its website which has approximately 22,300 monthly website visitors, as well as to its social media platforms that has approximately 24,500 followers. The Airport received 13 responses via survey and four emails providing feedback on the Plan *Goals* section during the review period between March 31, 2025, to April 14, 2025.

## Hamilton International Response to Feedback

Hamilton International management reviewed all feedback received throughout the year and during the consultation process and feedback was 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:

Feedback	Response
A link on the Airport's Accessibility webpage was identified as linking to an incorrect section of regulations (Requirements Applicable to Ferry Operators vs Terminal Operators).	Link was updated and now directs users to correct section, Part 4: Requirements Applicable to Terminal Operators.
Multiple requests that people with disabilities/lived experience and relevant expertise are engaged by the airport, including on projects and airport design proposals, such as terminal wayfinding and designated quiet space, as well as in touring newly renovated space upon completion.	The Airport Plan already includes an action item to ensure persons with lived experience are engaged on accessibility reviews for future airport design proposals for new facilities, as well as an action item to establish an Accessibility Advisory Committee to review and provide feedback on accessibility-related initiatives at the Airport in Year 2 of its Plan, which will support these requests.
Question on whether all job offer letters, employment agreements, employee orientation and onboarding materials will be created using accessibility features.	Hamilton International has provided accommodation request information and commitment to accessibility in job postings, when scheduling interviews and at all stages of the recruitment process in Year 1 of its Plan.
Question on whether job descriptions been reviewed to identify barriers and solutions.	The Airport Plan includes an action item to review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible by March 2026.
Request for the Airport to ensure that all partners comply with accessibility protocols, including in procurement processes and ground transportation services, and question on whether compliance is mandatory.	Hamilton International has reviewed its procurement agreements and accessibility clauses for third-party vendors related to providing accessible services, goods and facilities and identified compliance and gaps, with recommendations for addressing as agreements are renewed. The Airport

	remains committed to meeting all applicable accessibility regulations, wherever possible, in accordance with available budgets and other operational considerations.
Question if final emergency evacuation plans will include protocols for people with disabilities.	The Airport Plan outlines that its emergency evacuation procedures will be reviewed and updated upon completion of terminal enhancements and made available in accessible format by summer 2025.
Recommendation that parking equipment that cannot be repaired and/or outfitted for those with accessibility needs should be immediately replaced.	Hamilton International reviewed parking entry, exit and payment kiosks in December 2024, deemed it compliant with accessibility standards and remains committed to ensuring accessibility on future changes.

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>
Questions regarding the origin of accessibility resource material, gatekeeper of information and whether it is mandatory for employees to use the available resources.	The Airport updated its Progress Report to clarify where information is sourced and stored, and how it is maintained and communicated to employees.
Question regarding how often the Accessibility Plan Working Group meets and whether recommendations can be made as situations arise or only annually.	The Airport updated its Progress Report to clarify the frequency of meetings and how progress is being monitored and actioned.
Question regarding the accessibility standards referred to in the review of parking technology.	The Airport updated its Progress Report to clarify how the current parking technology was assessed.
Question regarding how website accessibility standards are completed, beyond WCAG.	The Airport updated its Progress Report to clarify the tools and standards used by the Airport for website accessibility reviews.

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>
Suggestions to allocate additional marketing and communications efforts to target the disability community, to partner with local	The Airport will explore alternate ways to communicate and engage on its accessible services, features and events, in addition to

organizations on joint events increase accessibility-related activities and events beyond the annual commitments in the Plan.	its planned National AccessAbility week activities, employee initiatives, as resources allow.
Suggestions on enhancing accessibility in specific areas of Airport facilities, including installing an elevator in the Cargo Facility and accessible washrooms in the terminal Arrivals area.	Changing current infrastructure would have significant capital investment impacts for the Airport and is not feasible in current Plan timeframe; however the Airport Plan includes an action item to ensure accessibility reviews are conducted on all new airport facilities to ensure that identified barriers are addressed prior to approval of design and development.
Comments requesting passenger jet bridges for wheelchair accessibility and inclement weather.	While not specifically an accessibility initiative, the Airport is currently working toward installing two passenger jet bridges in late 2025 to provide airlines the option of using jet bridges or ground boarding.

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>
Question on whether the Airport has staff to assist those in wheelchairs with boarding and deplaning.	Accessible services for boarding and deplaning reside with airlines.
Question on whether the Airport's fire department can rescue non-ambulatory passengers in the event of an emergency.	While this would be an emergency service provider responsibility, both the Airport first responders and Hamilton Fire are trained to assist non-ambulatory passengers during emergencies.
Suggestion on increasing air service within Canada, specifically to Alberta and Quebec.	Not applicable to the Airport's Accessibility Plan.
Comment asking the Airport to procure local/Canadian goods and services.	Not applicable to the Airport's Accessibility Plan, however the Airport considers several factors when procuring goods and services, including those related to accessibility.

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

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](#):

- 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

### Mailing Address

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