



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

2026 Progress Report

Version 1.0, 2026

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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 or the Airport) has prepared this Progress Report for Year 2 of its 2024-2027 Accessibility Plan and Feedback Process (the Plan).

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 Director, Marketing, Communications and Guest Experience at:

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>

2026 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 ACA. The Airport committed to delivering 21 actions in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process with majority completed and five in progress, expected to be completed in 2026. 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 chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

Action	Status
Hamilton International will complete quarterly reviews of website accessibility and update as needed to meet the latest Web Content Accessibility Guidelines (WCAG) available.	Complete and Ongoing. Quarterly reviews were completed using AccessiBe and in accordance with latest WCAG guidelines, with no accessibility issues identified.
Hamilton International will ensure closed captioning on public information videos posted online, in the languages used in original content.	Complete and Ongoing. Closed captioning on videos began in Year 1 of the ACA plan and continued in Year 2.
Hamilton International will ensure alt-text on images is available in public content posted online, in the languages used in original content.	Complete and Ongoing. Alt-text on images began in Year 1 of the ACA plan and continued in Year 2.
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.	Complete. Facility evacuation plans were reviewed, updated and made available for employees and members of the public. Alternate formats are available upon request.
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.	In Progress. The Airport is completing a fulsome website update, to be completed in 2026, and will include an accessibility feedback form.

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 chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

Action	Status
Hamilton International will review the Airport Accessibility Plan and status of accessibility goals annually.	Complete. The Airport has continued to review and update its Accessibility Plan and goals annually.
Hamilton International will provide ACA progress reports annually.	Complete. This is the Airport's second ACA progress report.
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.	Complete. The Airport has engaged members (internal and external) for its Accessibility Advisory Committee, shared Terms of Reference and will hold its inaugural meeting in June 2026.

Procurement of Goods, Services and Facilities

Hamilton International 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 implemented and completed the Procurement of Goods, Services and Facilities actions outlined in its 2024-2027 Accessibility Plan and Feedback Process in Year 1, with no action items for Year 2.

Action	Status
No action items for Procurement of Goods, Services and Facilities were outlined for Year 2.	N/A

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 goods and services in the same place and in a similar way as other members of the public. The following chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

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.	Complete. Airport marketing and communications promoted and raised awareness of accessible services, features and facilities via its regular marketing and communications efforts, including social media, website and internal partner communications.
Hamilton International will develop, promote and deliver accessibility-specific awareness activities and events annually.	Complete. The Airport participated in National AccessAbility Week 2025 and will continue that in 2026, with public-facing social content and employee-focused communications.

Transportation

Hamilton International is committed to ensuring that any transportation it manages or controls will be accessible, upon request. The Airport implemented and completed the Transportation actions outlined in its 2024-2027 Accessibility Plan and Feedback Process in Year 1, with no additional action items for Year 2.

Action	Status
No action items for Transportation were outlined for Year 2.	N/A

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 chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

Action	Status
<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>Complete. A wayfinding audit was completed in 2025. The Airport subsequently actioned signage updates that aligned with accessibility criteria and audit findings, with additional updates to be completed in June 2026.</p>
<p>Hamilton International will identify and designate a quiet space within its existing footprint.</p>	<p>In Progress. The Airport continues to assess potential quiet space locations within its existing footprint and will seek input from Accessibility Advisory Committee in 2026.</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 stakeholders. Such reviews will be conducted to current and anticipated standards, as needed (e.g., Ontario Building Code).</p>	<p>Not Applicable. No new airport facilities were developed in Year 2.</p>
<p>Hamilton International will install teletypewriter (TTY) and telephone relay services for public use.</p>	<p>In Progress. Planning discussions identified that TTY/telephone relay services may no longer be the appropriate technologies for assisting people who are deaf and/or hard of hearing. The Airport is assessing alternatives for 2026 implementation, based on input from people with lived experience.</p>

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.	Complete. Building fire alarm system upgrades were completed, with strobe lights on exit signs.
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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 chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

Action	Status
Hamilton International will develop a formal accommodation request procedure, building upon the current practices where employees have the ability to request.	In Progress. The Airport is completing a review of update of various Human Resources (HR) policies and procedures, including those related to accessibility, expected to be completed in 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.	In Progress. The Airport is completing a review of update of various HR policies and procedures, including those related to accessibility, expected to be completed in 2026.
Hamilton International will review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Complete. The Airport reviews all job postings prior to posting, including confirming accuracy of requirements and removal of barriers where possible.

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 following chart outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and Feedback Process, along with the status of each action.

Action	Status
Hamilton International will ensure all online and print content creators receive training on how to create accessible information and communication.	Complete. Hamilton International content creators completed relevant training.
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.	Complete. Accessibility training was provided to Hamilton International employees.
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.	Complete. Individuals in customer-facing roles have been advised on how to address accessibility feedback and accommodation requests and were provided accessibility training, which included assistive devices. The Airport has also engaged a third-party partner with trained staff to deliver support and services related to assistive devices to ensure a seamless and inclusive curb to gate experience.

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 2026 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 the 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 Accessibility page of the Airport’s website. 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.

All 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 Monday, May 4, 2026, through Sunday May 17, 2026. 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

- Canadian Hearing Services
- Hearing Assistive Technology Group

Consultation Feedback

Feedback Received

Hamilton International sent 253 direct email invitations to invite review and feedback, posted information and survey on its website which has approximately 18,500 monthly website visitors, as well as to its social media platforms that has approximately 27,000 followers. The Airport received 19 responses via survey, one email and one phone call providing feedback on the Year 2 Progress Report during the review period between May 4, 2026, to May 17, 2026.

Hamilton International Response to Feedback

Hamilton International management reviewed all feedback received and responded to it in the same manner received and/or manner requested. 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
Recommendation that accessibility services and related procedures at the Airport be communicated through multiple channels.	Available accessible services, amenities, and procedures for requesting and accessing are detailed in multiple channels, including the Airport website and the Plan, and promoted through social media platforms. Additional options to increase visibility will be reviewed.
Suggestion to ensure planning, training and delivery of accessibility services involve all guest-facing airport representatives, including employees and volunteers.	The Airport invites feedback from all stakeholders as part of accessibility planning, via surveys, email, phone and in-person options), including employees and volunteers. The Airport provides accessibility awareness training to employees and volunteers, along with role-specific training for guest-facing team members. Accessibility services and support are delivered at varying levels based on designated/role-specific responsibilities, helping to ensure a safe, consistent and inclusive experience for all.
Request for Airport participation in The Sunflower Program.	Hamilton International is an active member of the Hidden Disabilities Sunflower Program. Information on how guests can request

	sunflower items from the Airport are detailed on the Accessibility page of the Airport’s website and in the Airport’s Accessibility Policy.
Clarification was requested around specific Transportation and Procurement of Goods, Services and Facilities action items planned for the Airport in Year 2 of its Plan.	No action items were outlined for either category in Year 2 as stated in the Progress Report, as such no specific examples are available. The 2024-2027 Plan does detail specific action items for both.
Request for an information desk for requesting accessibility services.	The Airport has an information desk supported by volunteers, as well a 24/7 Operations Centre where accessibility information and support can be requested.
Feedback that lack of jetways makes navigation for people with mobility issues challenging.	The Airport introduced two passenger jet bridges in 2025.
Request for increased electrical outlets/ charging stations to ensure charging for special accessibility devices is available.	The Airport added charging stations in the terminal in 2025.
Request for sheltered dog relief area in a quiet space.	The Airport provides indoor pet relief areas in the departures lounge in male and female washrooms, as well as outdoor pet relief areas adjacent to the arrivals exit.

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:

Feedback	Response
Recommendation to update language on the Airport’s website to align with current terminology and to add additional ground transportation service provider with accessible services.	Website updates were made for all recommended changes.
Suggestion that the Accessibility Advisory Committee be engaged to review any changes in this Plan’s progress, such as timelines or planned actions.	The Airport’s Accessibility Advisory Committee will be engaged in changes to the Plan, and the Airport has clarified this intent with the Committee via agenda and email.

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:

Feedback	Response
Cargo facility needs elevator and wider accessibility parking spaces.	The Airport will review these requests as part of future facility plans.

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:

Feedback	Response
Feedback was received on an overall travel experience on past flight to/from Hamilton International to another airport, with accessibility challenges experienced at both airports and with the airline.	Airport representative spoke with individual about the experience and subsequently provided feedback to airport, airline and local screening leads responsible for accessibility services at Hamilton International regarding delivering timely, appropriate support and clear communications during the travel journey. Guidance was also provided to the individual on how to share feedback with other airport, airline and screening partners.

The Airport also responded directly to all survey participants and contacts who provided feedback on the Plan, 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, by calling 905-679-4908 or in writing to the Director, Marketing, Communications & Guest 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 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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