



**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) 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 Director, Marketing, Communications and Guest Experience at:

Mailing Address

9300 Airport Road, Unit #2206
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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 Accessible Canada Act (ACA). The Airport committed to delivering 21 actions in Year 2 of its 2024-2027 Accessibility Plan with 11 to be completed at time of publishing, an additional 9 in progress, expected to be completed within 2026 calendar year, and 1 that did not apply for the 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.	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 and 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 undertaking a fulsome website update in 2026, to include incorporating 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 outlines the actions the Airport committed to delivering in Year 2 of its 2024-2027 Accessibility Plan and status:

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, with an internal working group and tracking tool for monitoring, updating, reporting and tracking of Accessibility Plan actions and related items.
Hamilton International will provide ACA progress reports annually.	In Progress (to be Complete in year 2 period with submission). 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.	In Progress. The Airport will hold its first Accessibility Advisory Committee during 2026 AccessAbility week.

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 implemented and completed the Procurement of Goods, Services and Facilities actions outlined in its 2024-2027 Accessibility Plan in Year 1.

Action	Status
No procurement of goods, services and facilities action items 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 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.	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.	In Progress (to be Complete in year 2 period with submission). The Airport will participate in National AccessAbility Week 2026, with public-facing social content and employee-focused communications, as well as launch of its Accessibility Advisory Committee.

Transportation

The Airport 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 in Year 1.

Action	Status
No transportation action items 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 outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

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 as part of terminal enhancements. The Airport is in process of implementing updated based on findings of the audit, with targeted completion by Q4 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 TTY teletypewriter (TTY) and telephone relay services for public use.</p>	<p>In Progress. Preliminary discussions have identified that TTY/telephone relay services may no longer be the most appropriate technologies for assisting people who are deaf and/or hard of hearing. The Airport is assessing alternative tools and solutions to better service its passengers, including seeking 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 outlines the actions the Airport committed to delivering in Year 1 of its 2024-2027 Accessibility Plan and status:

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 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.	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.

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
Hamilton International will ensure all online and print content creators receive training on how to create accessible information and communication.	In Progress. Accessibility training is planned for Hamilton International content creators, with target completion of Q2 2026.
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.	In Progress. Accessibility training is underway with all Hamilton International employees, with target completion of Q2 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.	Complete. Employees and volunteers in customer-facing roles have been advised on how to address accessibility feedback and accommodation requests. The Airport has also engaged a third-party partner, with trained staff, for support and services related to Airport administered assistive devices to ensure seamless curb to gate service.

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.

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 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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