



Halifax International Airport Authority

Accessibility Plan

2023-2026

June 1, 2023



HalifaxStanfield

Introduction

At Halifax International Airport Authority (HIAA), we are committed to providing a barrier-free and inclusive air terminal building for persons of all abilities. In preparing this Accessibility Plan, we have addressed many items that were identified in consultation with our community, in addition to those of relevant acts and regulations. This three-year Plan includes key elements that are also reflected in our airport’s five-year strategic plan, published in 2022. Among these are efforts to “Champion People and Community” and “Advance the Stanfield Way”, as part of our core commitments at HIAA.

Our previous accessibility efforts at HIAA were recognized in 2020 by achieving the Rick Hansen Foundation’s Gold Accessibility Rating. We are pleased to introduce this Plan that will further enhance our existing accessibility programs, which include pre-arranged curbside assistance, Autism Aviators which include familiarization tours, the St. John Ambulance dog therapy program, braille signage, barrier-free washrooms, and many power-operated doors. These offerings are supported by a globally-recognized customer service training program, the Stanfield Way, and the Tartan Team volunteer program, which has been instrumental in ensuring a welcoming, safe, and accessible environment.

To prepare this Accessibility Plan, we engaged Atlantic Accessibility Consulting to complete personal consultations with accessibility organizations and persons with disabilities, review our built environment, and assist in the Plan’s development. We have determined that most of the accessibility requirements applicable to HIAA have been satisfied. Any outstanding areas that warrant improvement have been prioritized for prompt completion. For instance, the built environment review helped to identify accessibility initiatives that can further reduce barriers in the air terminal building, and we have included many of these initiatives in this Plan and aim to implement those remaining in the future.

We will continue to consult with the accessibility community and update our Accessibility Plan, as outlined in the applicable acts and regulations, to prevent new barriers from happening, and where possible, quickly address any existing ones. This Plan, and our commitment herein, reflect our ongoing efforts to provide an accessible air terminal building to persons of all abilities and to contribute towards a barrier-free Canada.

Overview

HIAA is subject to many accessibility-related acts, regulations, and standards including the Canada Transportation Act (CTA), which includes requirements for the transportation of persons with disabilities. There are provisions for accessibility regulations in the CTA under subsection 170(1) which includes the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). The ATPDR includes accessibility requirements for transportation service providers, including HIAA.

HIAA is also subject to the Accessible Canada Act (ACA), which was established in 2019 as an Act to ensure a barrier-free Canada. The purpose of the ACA is to identify and remove barriers and prevent new barriers in the following areas:

- a) employment;
- b) the built environment;
- c) information and communication technologies;
- d) communication, other than information and communication technologies;
- e) the procurement of goods, services, and facilities;
- f) the design and delivery of programs and services; and
- g) transportation.

The ACA has regulations for many networks across Canada including the transportation network which includes airports and applies to HIAA. There are provisions for accessibility regulations in the ACA under section 63, which includes the Accessible Transportation Planning and Reporting Regulations (ATPRR). The ATPRR requires regulated transportation entities, including HIAA, to prepare a three-year accessibility plan.

Due to the nature of the airport, many different agencies are responsible for providing services throughout the air terminal building, and therefore, extra effort must be made to ensure services for persons with disabilities are cohesive and complete as passengers move from one area of the air terminal building to another. This will help to ensure persons with disabilities are not at risk of hazards or inadequate service. It is important to note that HIAA is committed to creating an accessible environment and making the required investments to do so.

Principles

HIAA will ensure this Accessibility Plan is carried out in recognition of, and in accordance with, the following principles as outlined in the ACA:

- a) all persons must be treated with dignity regardless of their disabilities;
- b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e) laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- f) persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Definitions

The following definitions apply to this Accessibility Plan.

ACA means the Accessible Canada Act.

Airside means the restricted area of the airport beyond passenger security screening i.e., gates, apron, runway, etc.

ATPDR means the Accessible Transportation for Persons with Disabilities Regulations.

ATPRR means the Accessible Transportation Planning and Reporting Regulations.

Assistive Device means any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Barrier means anything — including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

CBSA means the Canada Border Services Agency.

Curbside Zone means an area that is located outside of an air terminal building where passengers are picked up or dropped off and that is owned, operated, leased, or otherwise controlled by the air terminal building operator.

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

FIDS means Flight Information Display Systems.

Groundside means the area that is not security restricted such as the arrivals and drop-off curbs, parking, check-in, food court, etc.

Mobility Device means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Service Animal means a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

Consultation is Key to our Plan

Working with a professional accessibility consultant, we consulted extensively with the accessibility community and persons with disabilities, and the feedback received informed this Plan. We will continue to consult with the accessibility community as we continue to implement accessibility initiatives in the following areas:

- a) employment;
- b) information and communication technology;
- c) communication;
- d) procurement of goods, services, and facilities;
- e) design and delivery of programs and services;
- f) transportation;
- g) training; and
- h) improvements to technology.

Provisions of CTA Accessibility-Related Regulations

At HIAA, we are required to meet the applicable provisions of the CTA requirements made under subsection 170(1) of the CTA. The following section includes a summary of what we are doing to comply with these regulations regarding Information and Communication Technologies (ICT), Communications (other than ICT), Procurement of Goods, Services and Facilities, Design and Delivery of Programs and Services, Transportation, Built Environment, and Training.

Accessibility Provisions	Department	Status/Timeline
Public information about transportation-related services and facilities on the Halifax Stanfield website is in a format that is compatible with adaptive technology and will continue to be updated as new information is added.	Communications and Marketing	In Place
<p>Information about transportation-related services and facilities will be made available in the following alternate formats upon request:</p> <ul style="list-style-type: none"> • if information is only made available to the public in paper format, upon request, the information will be made available in large print, braille, or in an electric format without delay; • if information is made available to the public in an audio format, upon request, the information will be made available in a visual format without delay; and • if information is made available to the public in a visual format, upon request, the information will be made available in an audio format without delay. 	Communications and Marketing	In Place

Accessibility Provisions	Department	Status/Timeline
A notice is available on the Halifax Stanfield website that states we are subject to the CTA and the ATPDR regulations.	Communications and Marketing	In Place
<p>We have included a complete list of services and facilities available for persons with disabilities on the Halifax Stanfield website, including any conditions to those services, and will be updating this list when changes and additions are implemented. Information on the website includes the following:</p> <ul style="list-style-type: none"> • the curbside zone location and assistance; • accessible ground transportation options; • locations of designated pet relief areas; and • transportation between facilities at the air terminal building that is accessible to persons with disabilities, and wheelchair and electric cart services. 	Communications and Marketing	In Place
Complaint resolution services are available on our website and indicate how a passenger may access those services on the Halifax Stanfield website.	Communications and Marketing	In Place
A telephone number, email address, and third-party telephone relay service are available on our website, which can be used to obtain contact information.	Communications and Marketing	In Place
Our website and mobile website are accessible for persons with disabilities and meet the requirements for Level AA conformance as set out in the Web Content Accessibility Guidelines.	Communications and Marketing	In Place

Accessibility Provisions	Department	Status/Timeline
An email address and third-party telephone relay number, as well as a description of how to obtain information about HIAA’s transportation-related services or facilities, are available on our website.	Communications and Marketing	In Place
All announcements, live and pre-recorded, are made available in both audio and visual formats to ensure users with vision and hearing disabilities are made aware of these announcements.	Technology and Innovation	In Place
Self-service kiosks are available at check-in and customs and every effort has been made to ensure the software and hardware components of the kiosks meet the requirements set out in clause 1.4, clauses 3 to 7, and annexes B and C, excluding the notes accompanying those clauses, of the National Standard of Canada CAN/CSA-B651.2-07 (R2017), entitled Accessible Design for Self-Service Interactive Devices. Any outstanding requirements that have not been met will be reviewed and rectified to ensure the kiosks are accessible.	Technology and Innovation	June 30, 2023
An international symbol of access that is visually and tactilely discernable will be affixed to the front of all self-service kiosks that meet the requirements of CSA B651.2-07 (R2017) as mentioned above.	Technology and Innovation	June 30, 2023

Accessibility Provisions	Department	Status/Timeline
<p>The self-service kiosks provided at check-in and customs that meet the requirements of CSA B651.2-07 (R2017), as mentioned above, are monitored by airline and CBSA staff to ensure, upon request, assistance is provided to persons with disabilities without delay.</p> <p>In the event a member of HIAA personnel is requested to assist a person with a disability in using a self-service kiosk, HIAA is prepared to assist with the use of that kiosk without delay by locating an eligible airline, CBSA, or HIAA Technology and Innovation department personnel.</p>	Technology and Innovation	In Place
<p>We will ensure all automated self-service kiosks are in good working order, properly maintained, and if needed, are repaired as soon as possible.</p> <p>In the event of a repair of an accessible self-service kiosk that meets the requirements of CSA B651.2-07 (R2017), as mentioned above, airline and CBSA staff will provide the following services:</p> <ul style="list-style-type: none"> • direct the person to the nearest working automated self-service kiosk that offers the same service as that provided by the kiosk that is not in good working order and, on the request of the person, assist the person in using that kiosk; or • permit the person to advance to the front of the line at a counter where they will be provided the same service as that provided by the automated self-service kiosk that is not in good working order. 	Technology and Innovation	In Place

Accessibility Provisions	Department	Status/Timeline
<p>All members of personnel who may be required to interact with the public or who participate in making decisions and developing policies related to the requirements outlined in the ATPDR are trained with an adequate level of skill and knowledge to carry out their functions including the following required training topics:</p> <ul style="list-style-type: none"> ● the applicable requirements outlined in the ATPDR; ● HIAA policies and procedures with respect to persons with disabilities; ● the principles listed in this Accessibility Plan under the heading “Principles” as prescribed by the ACA; ● the different types of barriers that may hinder equal access to transportation services for persons with disabilities; ● the various types of assistance that may be needed by persons with disabilities including: <ul style="list-style-type: none"> ○ the type of assistance that they must provide to persons with disabilities, and ○ the assistive devices and communication methods that are commonly used by persons with disabilities; ● communication with persons with disabilities in accordance with section 6 of the ATPDR and how to interact with them in a manner that respects their autonomy and dignity; ● the role of a support person; and ● the role and needs of a service dog. 	<p>Airport Experience</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>We will ensure all members of personnel who may be required to interact with the public are trained to consider the following when communicating with a person with a disability:</p> <ul style="list-style-type: none"> • the nature of the person’s disability, • whether the person uses an assistive device to assist them to hear, see, or communicate; and • whether there are methods of communication that may be used by the person or that may facilitate communication with the person. 	Airport Experience	In Place
<p>A wheelchair service has been provided through a contract with Commissionaires Nova Scotia (CNS), which includes enough wheelchairs, equipped with footrests and wheel locks, to accommodate the number of persons with disabilities who are likely to require them at the same time.</p>	Airport Experience	In Place
<p>We do not charge fees for any of the following services:</p> <ul style="list-style-type: none"> • the list of services provided to persons with disabilities as described on the Halifax Stanfield website under “Accessible Transportation;” • providing alternate formats for all feedback process descriptions, accessibility plans, and progress report versions; and • any other services described in the ATPDR sections 212-231. 	Communications and Marketing	In Place

Accessibility Provisions	Department	Status/Timeline
<p>We have a curbside assistance service for persons with disabilities through a contract with Commissionaires Nova Scotia (CNS) available, which provides the following services:</p> <ul style="list-style-type: none"> • assisting with baggage; • providing and/or assisting with a wheelchair; • assisting the person between the public area and the curbside zone, including by guiding; and • assisting the person between the curbside zone and the check-in area. 	Curbside Services	In Place
<p>Lifts, ramps, and stairs are used at the air terminal building for boarding and deplaning when level-boarding is not available.</p> <p>The equipment is owned by the airlines and ground handlers and is required to meet the following requirements:</p> <ul style="list-style-type: none"> • lifts must meet the requirements of ATPDR section 69; • ramps must meet the requirements of ATPDR section 70; and • stairs must meet the requirements of ATPDR section 71(1). <p>If an airline does not own or have access to lifts, ramps, or stairs that meet the requirements listed above, we will provide the airline with a gate that is equipped with level boarding to ensure passengers with disabilities can board and deplane the aircraft.</p>	Operations	In Place
<p>Pet relief areas are available for service dogs to relieve themselves and are cleaned and maintained on a regular basis.</p>	Operations	In Place

Accessibility Provisions	Department	Status/Timeline
<p>If we enter into an agreement with any service provider for the provision of ground transportation from the air terminal building, including by taxi, limousine, bus, or rental vehicle, we will ensure the service provider provides transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.</p>	Curbside Services	In Place
<p>As we enter into agreements with service providers for the provision of rental vehicles from the air terminal building, we will ensure the service provider provides rental vehicles that are equipped with hand-control systems. Current agreements are and will continue to comply with this requirement.</p>	Curbside Services	In Place
<p>We do not currently provide any light-rail train services between facilities at the air terminal building. In the case a light-rail train that operates between any facilities of the air terminal building is installed in the future, it will meet the requirements in section 228 of the ATPDR.</p>	Curbside Services	N/A
<p>An accessible shuttle bus service between the main air terminal building and the Park’N Fly parking lot is provided and we will ensure this shuttle service meets the requirements in section 228 of the ATPDR.</p>	Curbside Services	In Place

Accessibility Provisions	Department	Status/Timeline
<p>Modifications made to any amenity or equipment that is used at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, a modification carried out for aesthetic purposes, or maintenance or repair, will meet the following requirements:</p> <ul style="list-style-type: none"> • an air terminal building must have seats that are located along paths of travel at regular intervals of approximately 30 m; and • an air terminal building must have, in every boarding area, designated priority seats for persons with disabilities that: <ul style="list-style-type: none"> ○ are located close to personnel who are stationed at the boarding gate; ○ are located to permit them to view screens or other boards that display information relating to departures or gate or track assignments; and ○ are marked with signage that specifies that persons with disabilities have priority access. <p>This provision does not apply in the following circumstances:</p> <ul style="list-style-type: none"> • the dimensions of the air terminal building, amenity, or equipment are unalterable; • the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • an Act of Parliament related to heritage protection would be contravened. 	<p>Planning and Infrastructure</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>Modifications made to any amenity or equipment at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, modifications for aesthetic purposes, or maintenance, will meet the requirements of CSA B651-23, excluding clauses 5.6.2, 5.6.6, 6.6.2.2, 6.6.2.7.1, 6.7.3, 7, and 8.5 and all annexes, commentary, and figures.</p> <p>This provision does not apply in the following circumstances:</p> <ul style="list-style-type: none"> • the dimensions of the air terminal building, amenity, or equipment are unalterable; • the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • an Act of Parliament related to heritage protection would be contravened. 	<p>Planning and Infrastructure</p>	<p>In Place</p>
<p>Every effort will be made to ensure that any objects that obstruct a path of travel inside or outside of the air terminal building due to repairs or maintenance are detectable by a person using a guiding cane.</p>	<p>Planning and Infrastructure</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>Modifications made to any amenity or equipment that is used at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, a modification carried out for aesthetic purposes, or maintenance or repair, will meet the following requirements:</p> <ul style="list-style-type: none"> • if a path of travel inside or outside of an air terminal building is not accessible to a person with a disability, including because there are stairs or escalators, there must be an alternative path of travel that is accessible to persons with disabilities that allows them to access the desired service or reach the desired destination. <p>This provision does not apply in the following circumstances:</p> <ul style="list-style-type: none"> • the dimensions of the air terminal building, amenity, or equipment are unalterable; • the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • an Act of Parliament related to heritage protection would be contravened. 	<p>Planning and Infrastructure</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>We will ensure the air terminal building is in good working order and properly maintained. If any facilities, including any amenities or equipment used in those facilities, are not in good working order, they will be repaired as soon as possible and, until they are repaired, measures will be taken that will result in a substantially equivalent or greater level of accessibility for persons with disabilities.</p>	<p>Operations</p>	<p>In Place</p>
<p>Signage is in place for all existing pet relief areas. Any future pet relief areas will also be equipped with signage that identifies the designated relief area for service animals and will include Braille and tactile characters.</p>	<p>Planning and Infrastructure</p>	<p>In Place</p>
<p>Directional signage is provided along the passenger drop-off area that directs users to the pet relief area outside, by the passenger pick-up area, which meets the requirements for signage in CSA B651.</p>	<p>Planning and Infrastructure</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>Accessibility training is provided for all members of personnel, including those on contract, who may be required to provide physical assistance to a person with a disability while carrying out their functions are trained with an adequate level of skill and knowledge to carry out those functions including the following training topics:</p> <ul style="list-style-type: none"> • how to seek information from the person with respect to their preferred method of assistance and any other measures they may require to ensure their safety and their comfort; • how to manoeuvre mobility aids through doors and on irregular and multi-level surfaces, steps, curbs, and elevators; • how to transfer the person between their own mobility aid and a mobility aid provided by the transportation service provider and between a mobility aid and the person’s passenger seat; • how to guide and orient a person whose impairment affects their mobility; and • how to assist a person who has limitations in balance, agility, or coordination that affect their mobility. 	<p>Airport Experience</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>All members of personnel, including those on contract, who may be required to handle mobility aids while carrying out their functions are trained with an adequate level of skill and knowledge to carry out those functions including the following:</p> <ul style="list-style-type: none"> • the different types of mobility aids; • the requirements and appropriate methods for transporting and storing mobility aids, including the disassembling, packaging, unpackaging, and reassembling of mobility aids; and • an automated self-service kiosk that is accessible to persons with disabilities 	<p>Airport Experience</p>	<p>In Place</p>
<p>All members of personnel, including those on contract, who may be required to use, or to assist a person with a disability in using, any special equipment while carrying out their functions are trained with an adequate level of skill and knowledge including for the following equipment:</p> <ul style="list-style-type: none"> • telecommunication devices for persons who are deaf or who have any other hearing impairment; • a lift, a ramp, and any other level-change device; • an on-board electrical power supply; • a device for the connection of on-board auxiliary respirator systems; • an on-board entertainment system that is accessible to persons with disabilities; and • an automated self-service kiosk that is accessible to persons with disabilities. 	<p>Airport Experience</p>	<p>In Place</p>

Accessibility Provisions	Department	Status/Timeline
<p>All members of personnel, including those on contract, will complete training that is suitable to the requirements of their functions within 60 days after the day the member assumes those functions.</p> <p>Until a member of personnel has completed the training that is suitable to the requirements of their functions, the transportation service provider must ensure that they carry out their functions under the direct supervision of a person who has completed the training as outlined by the ATPDR.</p>	Airport Experience	In Place
<p>All members of personnel, including those on contract, who have received training that is required by the ATPDR as listed above, shall receive refresher training suitable to the requirements of their functions at least once every three years.</p>	Airport Experience	In Place
<p>All members of personnel, including those on contract, will be informed as soon as feasible of any new policy, procedure, or technology with respect to persons with disabilities or any new transportation-related service or facility to assist persons with disabilities, unless it is not relevant to the requirements of their functions.</p>	Airport Experience	In Place

Accessibility Provisions	Department	Status/Timeline
<p>A training program for members of personnel, including those on contract, has been created in accordance with the following:</p> <ul style="list-style-type: none"> • the “Training Program Information” as outlined in the ATPDR Schedule 1; • the training program must be available for inspection by the CTA; and • any new information that HIAA is required to inform employees about, as mentioned above, will be incorporated in the training program as soon as feasible. 	Airport Experience	In Place
<p>We will consult persons with disabilities in the development of each training program and the principal teaching methods.</p>	Airport Experience	In Place
<p>We will, as soon as feasible, make available any information about a training program that is set out in Schedule 1 of the ATPDR titled “Training Program Information,” except any personal information or confidential business information, to any person who requests that information.</p>	Airport Experience	In Place

Consultation Initiatives

Throughout the consultation process, opportunities for improvement were noted. Some of these opportunities are listed below, including implementation timelines within this Accessibility Plan. Additional initiatives will be included in an upcoming Accessibility Plan, starting in 2026. This section includes initiatives for the following areas: Employment, Technology, Communications and Training, Procurement of Goods and Services, and the Built Environment.

Accessibility Initiatives	Timeline
<p>We are committed to providing accessible employment opportunities beginning at the recruitment stage and throughout the remaining stages of employment at the air terminal building by developing an accessibility section for our Diversity and Inclusion Policy, which will set out hiring procedures, including but not limited to, the following considerations:</p> <ul style="list-style-type: none"> • provide customizable and barrier-free workstations for employees with a range of disabilities; • provide accessibility accommodations for employees with a range of disabilities; • establish job descriptions that align with individual needs and abilities; • ensure all personnel are informed about any new and updated policies and procedures that relate to accessibility for employees; • increase awareness of all job opportunities at Halifax Stanfield within the accessibility community; and • welcome volunteers of all abilities to our volunteer program. 	<p>December 31, 2024</p>
<p>Our volunteer program will be redeveloped to include a focus on the options for persons with disabilities to join our volunteer program.</p>	<p>December 31, 2024</p>

Accessibility Initiatives	Timeline
<p>A full accessibility review of our website will be conducted to ensure it is clear where to find links to accessible services offered by Halifax Stanfield and all abilities will be able to equally access our website.</p>	<p>December 31, 2024</p>
<p>Accessible transportation services are highlighted on the Halifax Stanfield website and contact information and links to the websites of companies offering these services, where available, will be included to provide easy access to transportation information.</p>	<p>June 1, 2024</p>
<p>We will provide hearing loops in our air terminal building for users with hearing disabilities which will be available at the following locations:</p> <ul style="list-style-type: none"> ○ check-in counters for departures; ○ gate counters; ○ information/help desks; and ○ other permanent desks or places where information is exchanged. 	<p>September 1, 2024</p>
<p>American Sign Language will be available on mobile devices for our volunteers to provide accessible communication formats for passengers with hearing disabilities.</p>	<p>December 1, 2024</p>
<p>All staff will have access to training to consider the following when communicating with a person with a disability:</p> <ul style="list-style-type: none"> ● recognition and understanding of the nature of the person’s disability; ● whether the person uses an assistive device to assist them to hear, see, or communicate; and ● whether there are methods of communication that may be used by the person or that may facilitate communication with the person. 	<p>June 1, 2024</p>
<p>All public tendering documents will be reviewed with a lens of accessibility to prevent barriers.</p>	<p>June 1, 2024</p>

Accessibility Initiatives	Timeline
The Sunflower Program, an internationally recognized program that provides an option for people with invisible disabilities to self-identify in the airport space, will be implemented and all staff will have access to training for this program.	December 31, 2024
The Autism Aviators program, which is specifically designed to familiarize those with autism through a guided tour through all aspects of the travelling journey, will be relaunched at Halifax Stanfield.	June 1, 2024
Familiarization tours that are part of the Autism Aviators program will be extended to a diverse range of individuals who will also benefit from an advance understanding of the expectations of travel.	December 31, 2023
A quiet room will be constructed to allow passengers to spend time away from the general passenger area to decompress.	June 1, 2025
Additional accessibility transportation providers will be procured to better meet the needs of passengers with disabilities.	June 1, 2025
The addition of an accessible EV parking spot will be designated at the air terminal building to ensure passengers with a variety of disabilities can easily charge electric vehicles.	June 1, 2024
Safety features such as colour contrast strips, slip resistance strips, and tactile attention indicators will be installed in all applicable areas at the air terminal building for ramps, stairs, crosswalks, and more to provide a safer environment for passengers with a variety of disabilities. Priority will be placed on main circulation routes.	September 1, 2024
We will ensure accessible parking signage is prominent for all accessible parking spaces, so they are easy to identify for passengers.	June 1, 2024

Accessibility Initiatives	Timeline
Help buttons on self-service parking pay stations will be lowered for better access and reach for passengers using wheeled mobility devices or for those of short stature.	June 1, 2025
Rental vehicle counters will be renovated or replaced to provide counters that are located at accessible heights so that passengers in a seated position can easily communicate with staff.	June 1, 2025
Two electric mobility device chargers will be installed in the air terminal building – one airside and one groundside – to ensure passengers with mobility disabilities have easy access to a power source.	December 31, 2024
Shops and service counters will be replaced, wherever possible, with counters that are located at accessible heights so that passengers in a seated position can easily complete purchases and communicate with staff.	Ongoing, with renovations
Lease agreements will be adjusted to ensure payment options are not fixed to the counter, thereby allowing users in a seated position to reach the payment system and pay for their goods and services independently.	Ongoing, with renovations
Doors in the second and third floor of HIAA’s employee offices will be reviewed and modified as necessary to ensure they meet maximum weight requirements to allow users to easily open the doors in these hallways.	Ongoing
Towel dispensers in employee breakrooms throughout the air terminal building will be relocated as necessary so that they are at accessible heights and in reach from the sinks.	June 1, 2024
<p>Adult change tables will be installed to ensure users requiring assistance from an attendant can be changed and cleaned up with dignity and ease, in the following areas:</p> <ul style="list-style-type: none"> ○ Level 1 (groundside) ○ Level 2 (airside) ○ U.S. Departures 	June 1, 2025

Accessibility Initiatives	Timeline
Universal washroom doors that are too heavy will be modified to keep them under the maximum accessible weight requirements to ensure users can easily open the doors.	June 1, 2025
Toilet paper dispensers, soap dispensers, and paper towel dispensers will be relocated or replaced to ensure dispensers are located at accessible heights in the air terminal building for all users.	December 31, 2024
Sidewall grab bars that only provide horizontal support will be replaced with L-shaped grab bars that meet accessibility standards and provide proper support for people who need to transfer onto a toilet.	December 31, 2024
Tactile markings will be added for permanent room identification signs, where needed, to provide multiple formats of information for all users.	September 1, 2024
First Aid kits will be lowered in all employee areas to provide full access for everyone.	June 1, 2024
Evacuation equipment will be installed in emergency exit stairways throughout the air terminal building, including in employee areas, so that persons that cannot independently navigate stairs can safely exit the building in the event of an emergency.	December 31, 2024
Evacuation plans will be lowered to create access for users in both a seated and a standing position.	December 31, 2023
Emergency systems with audible and visual notifications will be installed in both public and private areas so all individuals can be notified in the event of an alarm.	September 30, 2024

Consultations

The following section includes a summary of the consultations that were completed to obtain feedback from persons with disabilities and accessibility organizations representing those individuals, to be incorporated into the development of this Accessibility Plan. We appreciate the time spent during these consultation sessions and would like to thank all of those involved.

The consultations with persons living with disabilities, organizations, and experts that were completed in preparation for this Accessibility Plan were extensive and provided context for the accessibility enhancements and barriers to be rectified based on CTA requirements.

The list of those consulted, some of whom chose to remain anonymous, is captured below and represents all individuals who were engaged for consultation over a period of six months, without giving specific names. However, every lived experience, expert, and organization consultation has been thoroughly and carefully recorded, dated, and documented. The feedback from those who contributed helped to identify barriers, as well as proposed accessibility upgrades that could be considered throughout the airport in all aspects of information, technology, communications, procurement, design and delivery of programs and services, transportation, the built environment, and employment for persons with a range of disabilities.

Persons with Lived Experience Consulted:

- Persons who use a wheeled mobility device and other assistive devices
- Persons who are deaf, hard of hearing, and use hearing technology
- Persons who are blind, have low vision, and have vision disabilities
- Persons who have memory loss (their caregivers)
- Persons who live with mental health disabilities
- Persons who have flexibility and dexterity disabilities
- Persons who have learning disabilities
- Persons who have autism (their caregivers)

Organizations that were consulted include the following:

- CNIB Foundation
- Nova Scotia Health Authority, including Mental Health and Addictions
- Alliance for Equality of the Blind
- Arthritis Society Canada
- Autism Nova Scotia
- Multiple Sclerosis (MS) Society of Canada
- The Rick Hansen Foundation

General

Feedback Process

As we continue to implement this Plan, we are open to all feedback and have comprehensive means to receive input from the public. The person responsible for receiving this feedback for HIAA is the Community and Customer Relations Coordinator.

There are multiple ways to submit feedback, and they are listed on the Halifax Stanfield website under the “Contact Us” tab.

The Community and Customer Relations Coordinator can be contacted through the following communication channels:

- a phone call, via the provided local phone number or toll-free number;
- an email, via the provided email address;
- a message, via the customer feedback form provided on the website;
- a letter, via the provided address;
- a voice to TTY, via the toll-free number provided;
- a TTY to voice, via a code provided; or
- a message, via any social media platform that is used by the airport; these include Facebook, Instagram, Twitter, and LinkedIn.

The description of the feedback process is electronically published on our website and includes details regarding how to provide anonymous feedback, how we will acknowledge feedback, and more.

The description of the feedback process is also available to any person who requests it in the following alternative formats:

- print;
- large print;
- braille;
- audio format; or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

A person may request an alternate format of the description of the feedback process through any of the contact options listed on the “Contact Us” page on the Halifax Stanfield website as well as any contact options provided in this Plan.

We will meet the following timelines for providing the requested alternate formats:

- braille and audio format: 45 days after the request is received; and
- any other format: 15 days after the request is received.

Upon request for an alternate format, we will make every effort to clarify with the person requesting it what they specifically require regarding font sizes, text style, etc.

Contact Information:

To provide feedback, request an alternate format of the Accessibility Plan, or request an alternate format of the feedback process, contact HIAA using any method listed above including the following contact information:

Phone

902.873.4422 or 1.877.876.4422

Email

info@hiao.ca

Mailing Address

Halifax International Airport Authority
Halifax Stanfield International Airport
747 Bell Boulevard
Suite 1610
Goffs, Nova Scotia, Canada, B2T 1K2

Bell TTY Relay Service

Voice to TTY: 1.800.855.0511

TTY to Voice: 711

Publication of the Accessibility Plan

This Accessibility Plan is published on the Halifax Stanfield website in a format that meets the requirements of Level AA conformance that are set out in the Web Content Accessibility Guidelines (WCAG).

The Accessibility Plan is also available to any person who requests it in the following alternative formats:

- print;
- large print;
- braille;
- audio format; or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

A person may request an alternate format through any of the contact options listed on the “Contact Us” page on the Halifax Stanfield website as well as any contact options provided in this Plan.

We will meet the following timelines for providing the requested alternate formats:

- braille and audio format: 45 days after the request is received; and
- any other format: 15 days after the request is received.

Upon request for an alternate format, we will make every effort to clarify with the person requesting it what they specifically require regarding font sizes, text style, etc.

Progress Reports

Progress reports will be prepared by the first of June in 2024 and 2025 and we will develop and publish a new plan for June 1, 2026. Progress reports will be published on the Halifax Stanfield website in a format that meets the requirements of Level AA conformance that are set out in the WCAG and will be accessible from the homepage of the website.

We are prepared to make progress reports available to any person who requests them in the following alternative formats:

- print;
- large print;
- braille;
- audio format; or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

A person may request an alternate format through any of the contact options listed on the “Contact Us” page on the Halifax Stanfield website.

We will meet the following timelines for providing the requested alternate formats for progress reports:

- braille and audio format: 45 days after the request is received; and
- any other format: 15 days after the request is received.

Upon request for an alternate format, HIAA will make every effort to clarify with the person requesting it the details of what they require regarding font sizes, text style, etc.

Conclusion

At Halifax International Airport Authority (HIAA), we are committed to providing a barrier-free and inclusive air terminal building for persons of all abilities. As we move forward, we recognize the importance of receiving feedback from all members of our community.

We will continue our commitment to ensure that everyone experiences a welcoming, safe, and accessible environment and would like to thank all those involved in the consultation, preparation, and publication of this Plan.