

Halifax International Airport Authority

Accessibility Plan – Progress Report

June 1, 2024

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. We published an Accessibility Plan in June of 2023 which addresses many accessibility features that were identified in consultation with our community, in addition to those of relevant acts and regulations. That Plan also includes key elements that are 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. This Progress Report provides an update on the accessibility features that were identified in the Accessibility Plan.

Our previous accessibility efforts at HIAA were recognized in 2019 by achieving the Rick Hansen Foundation's Gold Accessibility Rating. Our Accessibility Plan has further enhanced 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 Progress Report, we engaged Atlantic Accessibility Consulting to complete consultations with accessibility organizations and people with disabilities and to assist in the Report's development. The Report includes information about the outcome of each accessibility initiative addressed in the Accessibility Plan including how each initiative was implemented, the timing of implementation, any barriers and obstacles experienced during implementation.

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 Report, 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) which includes accessibility requirements for transportation service providers.

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 as well as progress reports each year between updates to the 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 Progress Report 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 Progress Report.

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 organization, we consulted extensively with the accessibility community and persons with disabilities, and the feedback received informed the Accessibility Plan and this Progress Report. We will continue to consult with the accessibility community as we 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.

General

Feedback Process

As we continue to implement our Accessibility Plan and with the implementation of this Progress Report, 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 Progress Report.

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.

Feedback Received

Since the publication of the Accessibility Plan in June of 2023, feedback has been received through a required process as described above. This feedback is provided below along with an explanation of how it was followed up and implemented as required by the ATPRR.

| Feedback | Status |
|--|--|
| <p>Feedback was received on December 22, 2023, regarding the universal washrooms in the U.S. Transborder Hold Room.</p> <p>Feedback addressed a lack of power operated doors leading into the universal washrooms and addressed a lack of available clear space for maneuvering within the universal washrooms, especially when more than one person is in the room.</p> | <p>In Progress</p> <p>The Customer Relations team promptly responded to this feedback within 24 hours.</p> <p>Upon receiving the feedback, an internal Entrance Solution Technician was engaged to add power door operation to the two universal washrooms in this area to provide easier access into these rooms which is currently underway and is expected to be completed by July 31, 2024.</p> <p>A review of the available clear space in these universal washrooms determined one of the washrooms, which was constructed in 2006 to the standards in effect at that time, requires upgrades to meet current accessibility standards. Due to a lack of available space for a simple renovation, modifications to this space will be completed when a full renovation to this area is planned as per the requirements in the Accessible Transportation of Persons with Disabilities Regulations subsection 220 (2).</p> |

| Feedback | Status |
|--|--|
| <p>Feedback was received on May 2, 2024, regarding the procedure for identifying and protecting urinals that are out of order.</p> <p>Feedback addressed urinals that were out of order and were protected by covering the urinal with a clear plastic bag, however, this method did not allow people who are blind or have other seeing disabilities to identify that the urinal is out of order.</p> | <p>Complete</p> <p>The Customer Relations team promptly responded to this feedback within 24 hours.</p> <p>Upon receiving the feedback, the cleaning services company on contract and the HIAA operations team met to determine a new procedure to identify and protect urinals that are out of order which will work for users with a range of seeing disabilities and have put this procedure in place.</p> |

Contact Information:

To provide feedback, or to request an alternate format of the Accessibility Plan, this Progress Report, or 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 Progress Report

This Progress Report 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). A new progress report will be prepared by the first of June in 2025 and we will develop and publish a new plan for June 1, 2026.

The Progress Report 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 Progress Report.

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.

Information & Communication Technologies (ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in information and communication technologies were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies. Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|---|----------------|---|
| 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. | June 1, 2023 | Complete Accessible transportation services are highlighted on the website with links and contact information for companies offering these services. A website review is planned for this year including a review of this info to ensure up to date contact information and links to websites are provided for each service, where available. |
| 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. | Sept. 30, 2024 | In Progress The public areas of the terminal have both audible and visual fire alarm notifications. Visual fire alarm notifications are currently being installed and tested in HIAA staff areas and are anticipated to be installed on time. |
| American Sign Language will be available on mobile devices for our volunteers to provide accessible communication formats for passengers with hearing disabilities. | Dec. 1, 2024 | In Progress iPads have been purchased with straps for volunteers and will be used to provide American Sign Language for passengers with hearing disabilities. Orientation for the volunteers will be completed in May and June of 2024 and the service will be rolled out throughout the remainder of 2024. |

| Accessibility Initiatives | Timeline | Status |
|--|---------------|--|
| 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. | Dec. 31, 2024 | <p>In Progress</p> <p>A consultant has been hired to perform a full accessibility review of the website and is anticipated to be completed on time.</p> |

Communication (Other than ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in communication (other than information and communication technologies) were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for communication (other than information and communication technologies). Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|--|---------------------|--|
| <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>In Progress</p> <p>All HIAA staff have had access to accessibility and inclusion training since the Accessibility Plan was published in 2023. This training has been completed by almost half of the full-time employees and will continue to be completed until a new accessibility training program is launched.</p> <p>A new accessibility training program is currently being launched at HIAA which was created in partnership with the Canadian Airports and the Canadian Airports Council. This training has been completed by members of the accessibility working group as well as by the Airport Experience Department and will be made available to all HIAA staff this year.</p> |

Procurement of Goods, Services, and Facilities

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in procurement of goods, services, and facilities were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for procurement of goods, services, and facilities. Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|---|---------------------------|---|
| All public tendering documents will be reviewed with a lens of accessibility to prevent barriers. | Dec. 31, 2024 | <p>In Progress</p> <p>Public tendering documents are in the process of being reviewed and updated in conjunction with the Accessibility Plan and Diversity, Equity, and Inclusion initiatives.</p> |
| 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 | <p>In Progress</p> <p>New lease agreements have been updated to include requirements for tenants to meet accessibility requirements including those required by law, regulation or governmental policy, as well as requirements identified by HIAA.</p> <p>Ongoing lease agreements are being updated on an ongoing manner, typically during renovations, to include the same requirements as the new lease agreements as mentioned above.</p> <p>Point of sale requirements are addressed within the facility alteration permitting (FAP) process on an ongoing basis to ensure this initiative is met for renovations of existing spaces and for new spaces.</p> |

Design and Delivery of Programs and Services

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in the design and delivery of programs and services were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for the design and delivery of programs and services. Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|---|---------------|---|
| 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. | Dec. 31, 2023 | Complete The familiarization tours were extended to include persons with disabilities who have confirmed travel plans beginning in April of 2023. |
| 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 | Complete In October 2023, Halifax Stanfield was pleased to relaunch Autism Aviators with over 70 participants joining us for a guided tour through all aspects of the travelling journey. |
| 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. | Dec. 31, 2024 | In Progress A summer student has been hired and will be leading this project for the summer. The initiative is on track and is anticipated to be implemented on time. |

| Accessibility Initiatives | Timeline | Status |
|--|----------------|---|
| <p>Research is underway to implement new services in the terminal building which will enhance wayfinding for people with a range of seeing disabilities.</p> <p>This initiative was not a part of the Accessibility Plan published in 2023 but has been included to track the development of this service.</p> | <p>Ongoing</p> | <p>In Progress</p> <p>HIAA became an Aira Access Partner in 2023 which is an application that provides live, human-to-human services focusing on visual interpreting through remote assistance.</p> <p>The service has already been tested by one person with lived experience with a seeing disability which identified gaps in maps and wayfinding signage throughout the terminal which will be addressed in future planning.</p> <p>Additional testing is planned by people with a variety of seeing disabilities including those who are blind and those with low vision to determine the effectiveness of the service depending on the experience of the user.</p> |

| Accessibility Initiatives | Timeline | Status |
|--|--------------------------|---|
| <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>In Progress</p> <p>A review of the level 3 staff offices identified the main entrance door on this level was not accessible therefore, a power door operator was added to this entrance to provide easier access into this space.</p> <p>We will continue to assess staff doors and entryways and determine, annually, the highest priority accessibility improvements for these spaces.</p> <p>Our volunteer team has welcomed more great volunteers this year, including those of diverse abilities.</p> <p>We have an ongoing partnership with an organization that specializes in matching people with a variety of lived experiences to job vacancies in organizations who are committed to diversity and inclusion. Our job vacancies are sent to this organization to determine if suitable candidates are present in their network.</p> |

| Accessibility Initiatives | Timeline | Status |
|---|-----------------------|--|
| <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>Dec. 31, 2024</p> | <p>In Progress Training for the volunteer program has been reviewed and updated by an external consultant who is an expert in diversity, equity, and inclusion, and now includes inclusive language for users with a variety of lived experiences.</p> |
| | <p>June 1, 2024</p> | <p>In Progress An accessible review of the volunteer room is planned to determine barriers in that space.</p> |
| | <p>Dec. 31, 2024</p> | <p>In Progress Accessible renovations will be completed in the volunteer room.</p> |
| | <p>Sept. 30, 2024</p> | <p>In Progress A temporary accessible information kiosk is planned to be purchased for volunteer use in the terminal.</p> |
| | <p>Dec. 31, 2025</p> | <p>In Progress Planning is in progress to provide 3 permanent accessible kiosks for volunteer use.</p> |
| | <p>Sept. 30, 2024</p> | <p>In Progress HIAA Security has submitted a plan to Transport Canada for the creation of an Authorized Visitor Pass, which will allow specific individuals to have access to the departures area, including volunteers with a variety of disabilities, who may not otherwise qualify for a Restricted Access Identification Card.</p> |

Transportation

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in transportation were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for transportation. Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|--|--------------|--|
| Additional accessibility transportation providers will be procured to better meet the needs of passengers with disabilities. | June 1, 2025 | In Progress The Curbside Services department will be procuring additional accessibility transportation providers over the next year. |

Built Environment

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in the built environment were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for the built environment. Additional initiatives will be included in our next Accessibility Plan, starting in 2026.

| Accessibility Initiatives | Timeline | Status |
|---|---------------|---|
| Evacuation plans will be lowered to create access for users in both a seated and a standing position. | Dec. 31, 2024 | <p>In Progress</p> <p>New evacuation plans are being designed by a third party and will be installed at accessible heights in the terminal.</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. | Sept. 1, 2024 | <p>In Progress</p> <p>Hearing loops were installed at three check-in counters at the airport and testing of these hearing loops is underway including by people with a range of hearing disabilities.</p> <p>Hearing loops are planned to be installed at the remaining service counters throughout the airport including check-in counters, gates, information desks, etc. and are anticipated to be complete on time.</p> <p>Training is planned for HIAA staff, volunteers, and contractors in the airport.</p> <p>Information about these new hearing loops will be added to the website so that users with a range of hearing disabilities can be informed of the services available at the terminal.</p> |

| Accessibility Initiatives | Timeline | Status |
|--|----------------------|--|
| <p>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.</p> | <p>Sept. 1, 2024</p> | <p>In Progress An analysis of the applicable areas in the main circulation routes within the terminal building and parkade was completed, and a scope of work has been prepared for the project. Work will be completed throughout the summer of 2024.</p> |
| | <p>Dec. 31, 2025</p> | <p>In Progress An analysis of exterior safety warning features will be completed, and features will be installed throughout 2025.</p> |
| <p>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.</p> | <p>Dec. 31, 2024</p> | <p>In Progress Instead of relocating existing paper towel dispensers, additional paper towel dispensers are proposed to be added in employee breakrooms at accessible heights and will be installed by the end of 2024 in conjunction with the installation of various additional dispensers in the public washrooms at accessible heights and locations.</p> |
| <p>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.</p> | <p>June 1, 2024</p> | <p>Complete An electric vehicle parking space has been designated for accessible parking on each level of the parking garage for a total of 4.</p> |
| | <p>Ongoing</p> | <p>In Progress Information about these accessible EV parking spaces will be included in the accessibility section of our website including the locations of the chargers so that users can identify these spaces.</p> |

| Accessibility Initiatives | Timeline | Status |
|--|----------------------|---|
| <p>We will ensure accessible parking signage is prominent for all accessible parking spaces, so they are easy to identify for passengers.</p> | <p>June 1, 2025</p> | <p>In Progress A partial review of the accessible parking spaces was completed to determine gaps. Some signs were identified as missing from parking spaces. An extensive review of the accessible parking spaces is planned and an update to accessible parking signage will be completed over the next year.</p> |
| <p>First Aid kits will be lowered in all employee areas to provide full access for everyone.</p> | <p>July 31, 2024</p> | <p>In Progress Research was completed to determine what height the first aid kits should be installed at due to the kits being large. The kits will be reinstalled to meet CSA B651:23 standards.</p> |
| <p>Tactile markings will be added for permanent room identification signs, where needed, to provide multiple formats of information for all users.</p> | <p>Sept. 1, 2024</p> | <p>In Progress Office door name plates will be removed to simplify compliance standards. A gap analysis has been completed and the design is underway for permanent room identification signs.</p> |
| <p>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.</p> | <p>Dec. 31, 2024</p> | <p>In Progress Research is underway to determine power and signage requirements as well as best practices. The chargers are expected to be installed on time.</p> |

| Accessibility Initiatives | Timeline | Status |
|---|----------------------|---|
| <p>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.</p> | <p>Dec. 31, 2024</p> | <p>In Progress Instead of relocating existing dispensers, additional accessible dispensers will be installed at accessible heights and locations in all washrooms that do not have this level of access. Work will take place throughout the remainder of 2024.</p> |
| <p>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.</p> | <p>Dec. 31, 2024</p> | <p>In Progress Replacement of side wall grab bars will be completed throughout the remainder of 2024 in conjunction with the installation of additional dispensers in the washrooms at accessible heights and locations.</p> |
| <p>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.</p> | <p>June 1, 2025</p> | <p>In Progress Purchase of the evacuation equipment has been delayed to 2025 due to budget restrictions. Research is underway into the training requirements for evacuation equipment.</p> |
| <p>A quiet room will be constructed to allow passengers to spend time away from the general passenger area to decompress.</p> | <p>Dec 31, 2026</p> | <p>In Progress The Airport Planning and Development department will be planning the construction of a permanent quiet room to be available in 2026.</p> |
| <p>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.</p> | <p>July 31, 2024</p> | <p>In Progress Help buttons will be lowered in conjunction with the lowering of all self-service parking pay stations so that they are located at accessible heights.</p> |

| Accessibility Initiatives | Timeline | Status |
|--|---------------------|--|
| <p>Adult change tables will be installed to ensure users requiring a flat surface to change on or those 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 | <p>In Progress The Airport Planning and Development department will be planning for the installation of adult change tables throughout the next year.</p> |
| <p>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.</p> | June 1, 2025 | <p>In Progress The Airport Planning and Development department will be planning for the modification of universal washroom doors that are too heavy throughout the next year.</p> |
| <p>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.</p> | June 1, 2025 | <p>In Progress The Airport Planning and Development department will be planning for the modification of the rental vehicle counters throughout the next year to provide counters at accessible heights.</p> |
| <p>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.</p> | Ongoing, with renos | <p>In Progress Two tenants are in the process of completing renovations to their space and will include a counter at an accessible height.</p> |
| <p>Doors in the second and third floor of HIAA’s employee offices will be reviewed and modified as necessary to ensure they do not exceed maximum weight requirements to allow users to easily open the doors in these hallways.</p> | Ongoing | <p>In Progress A power door operator was added to the third-floor employee office entrance to provide easier access into this space.</p> |

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 including:

- ATPDR 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;
- ATPDR 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; and
- ATPRR (all sections).

The Accessibility Plan published in 2023 includes a summary of what we are doing to comply with these regulations and this Progress Report provides an update on the status of outstanding provisions. The tables below include updates for accessibility provisions from our Accessibility Plan which have been identified as not meeting requirements and are in progress to be resolved.

| Accessibility Provisions | Timeline | Status |
|---|----------------------|--|
| <p>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.</p> | <p>Dec. 31, 2024</p> | <p>In Progress</p> <p>The HIAA website was identified as having portions that are not meeting Level AA conformance set out in the Web Content Accessibility Guidelines in January of 2024.</p> <p>A consultant was engaged in the spring of 2024 to perform a full accessibility audit of the website and an audit report will be sent to the web developer to begin implementing changes in collaboration with the consultant. Implementation of these changes to the website are expected to begin in July of 2024 and following these updates, the consultant will complete another full website audit to ensure accessibility standards are met. We expect to have this provision completed by the end of 2024.</p> |

| Accessibility Provisions | Timeline | Status |
|---|---------------|---|
| <p>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.</p> | June 1, 2024 | <p>In Progress Parking kiosks were identified as being located too high for some users and are in the process of being lowered to meet accessible standards.</p> |
| | July 31, 2024 | <p>In Progress Help buttons are being relocated to accessible heights on the parking kiosks which customers will be able to use to request assistance until the software is updated. These buttons will connect customers with a Parking/Curbside contracted position who will be able to assist users with the machines.</p> |
| | Dec. 31, 2025 | <p>In Progress Three airline applications have been identified as not being compatible with the accessibility features of the check-in kiosks and are planned to be updated to meet requirements. Note, remaining airline applications are accessible.</p> |
| | Ongoing | <p>Parking kiosks were identified as needing a software update to meet accessible standards for interactive self-service devices and are planned to be updated to meet requirements.</p> |

| Accessibility Provisions | Timeline | Status |
|---|---------------|---|
| <p>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.</p> | Ongoing | <p>In Progress</p> <p>Parking kiosks were identified as needing International Symbols of Access that are visually and tactilely discernable and affixed to the units. These units are not currently meeting the CSA B651.2-07 (R2017) software requirements (as mentioned in the provision above) therefore, the International Symbol of Access will not be installed until these requirements are met.</p> <p>Help buttons are provided on the parking kiosks which customers will be able to use to request assistance until the software is updated. These buttons will connect customers with a Parking/Curbside contracted position who will be able to assist users with the machines.</p> |
| | June 30, 2024 | <p>In Progress</p> <p>Check-in kiosks were identified as needing International Symbols of Access that are visually and tactilely discernable and affixed to the units. Tactile signs were installed on the sides of the units which face the main circulation routes in some areas; however, these locations did not meet standards therefore, they are to be reinstalled on the front of the machines to meet standards.</p> |

| Accessibility Provisions | Timeline | Status |
|--|-----------------------|---|
| <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>Sept. 30, 2023</p> | <p>Complete Pet relief area identification signage was identified as lacking proper tactile markings in 2023. An action plan was created to ensure the identification signs were replaced in a timely manner and to meet CSA B651:23 standards and the signs were replaced in all applicable locations.</p> |
| | <p>May 1, 2024</p> | <p>Complete Wayfinding signage for pet relief areas has been identified as lacking in some locations including overhead signage which will direct users to the nearest pet relief station. Three overhead signs have been installed to direct users to the nearest pet relief area from international arrivals areas and from the centre food court.</p> |
| | <p>Ongoing</p> | <p>In Progress Information about the location of pet relief areas has also been included at the bottom of some flight information display systems (FIDS) to supplement overhead signage. This information is currently on a 40 second loop but may be adjusted to be permanent in the future. Research is being completed to determine if it is feasible to provide pet relief information on all screens throughout the airport. This initiative is still in the development phase.</p> |

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 Progress Report. 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 Progress Report 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, 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.

These consultations were conducted from March to June of 2024, with feedback being provided through written responses to posed questions as well as verbal interviews conducted via Teams and in-person discussions regarding the airport experience and the training program. Thirteen people participated in the consultations regarding both the training and airport experience, and feedback was received that addressed barriers experienced as persons who have hearing disabilities, seeing disabilities, learning disabilities, cognitive disabilities, flexibility disabilities, and mobility disabilities.

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

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)

Consultations completed for specific accessibility enhancements are outlined below.

Staff Training

HIAA has a new accessibility training program that is currently being launched which was created in partnership with the Canadian Airports and the Canadian Airports Council. A review of this training program was completed by a consultation group including people with lived experience with

- Flexibility disabilities;
- Mobility disabilities;
- Learning disabilities;
- Hearing disabilities;
- Pain disabilities;
- Dexterity disabilities;
- Cognitive disabilities; and
- Seeing disabilities

A summary of the feedback received about this training program is included below.

Successes:

- Training content recognized people of many different lived experiences and did not focus just on one area.
- Efforts were made to note the best practices for engaging and interacting with people with disabilities and made a good point of ensuring people have options.
- Quizzes confirmed intake of information for the most part.
- Great links and quotes are provided throughout the content which provide additional information.

Possible Barriers:

- Content should be presented clearly and concisely.
- Real-life scenarios and closed captioning should be added to training videos.
- Clarification of takeaway tools is needed.
- Symbols and content for interactive portions of the training require clarification.
- Tone of the training should better represent all users.
- Instructions for quizzes were not always clear.

Upon receiving this feedback about the new training program, HIAA will be engaging an accessibility organization to prepare a plan to supplement this training program with additional training to better prepare our staff to be working with people with a variety of lived experiences with disabilities.

Aira

HIAA became an Aira Access Partner in 2023 which is an application that provides live, human-to-human services focusing on visual interpreting through remote assistance.

The service has been tested by someone with low vision which identified gaps in mapping and wayfinding signage throughout the terminal, to be addressed in future planning.

Specific feedback from this test includes:

- A site survey of the free public Wi-Fi coverage may be required to ensure consistent service is maintained throughout the terminal building.
- The professional visual interpreter struggled to comprehend the map of the terminal building resulting in difficulty exiting the domestic baggage claim area.
- Wayfinding signage was lacking in the South Tunnel to identify the escalator and elevator locations.

Additional testing is planned to include someone who is blind and uses a service animal to determine the effectiveness of the service depending on the experience of the user.

Further testing may not be completed until an update to wayfinding signage is completed due to the gaps identified during the first test.

Hearing Loops

Hearing loops were installed at three check-in counters at the airport and testing of these hearing loops is underway including by people with various levels of hearing disabilities.

Specific feedback from this testing includes:

- The phone provided with the hearing loop technology is a great experience for site users, providing clear information at an appropriate volume.
- Many people with hearing aids are not aware of the ability to connect to hearing loops and need to have this feature turned on by their doctors.

The remaining service counters throughout the airport including check-in counters, gates, information desks, etc. are planned to be installed this year.

Training is planned for HIAA staff, volunteers, and contractors in the airport. Instructions and frequently asked questions are planned to be posted at each hearing loop location.

Information about these new hearing loops will be added to the website so that users with a range of hearing disabilities can be informed of the services available at the terminal.

Autism Aviators

HIAA has made a focused effort to work closely with Autism Nova Scotia and the program designed together, called "Autism Aviators". This program, that was developed here, is now being used in other parts of Canada, to equip people with autism with the skills of orientation on the site of an airport, combined with resources of excellent quality.

HIAA leads this program to create an intentional opportunity for people with autism to the experience of becoming comfortable while navigating the entire path through the airport, right to the experience of boarding a plane. Autism Aviators provides resources including a travel bag, tools, and beautiful picture cards, giving visual and physical representation to the experience. This has allowed more individuals to travel with confidence and comfort. It is a program that will continue forward with the airport's efforts and hard work combined with that of Autism Nova Scotia.

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 Progress Report.