

# **Halifax International Airport Authority**

## **Accessibility Plan – Progress Report**

June 1, 2025

## Introduction

At Halifax International Airport Authority (HIAA), we are committed to removing barriers to accessibility and providing an inclusive air terminal building for persons of all abilities. We published an Accessibility Plan in June of 2023, as well as a Progress Report in June of 2024, which address many accessibility features that were identified in consultation with our community, in addition to those of relevant acts and regulations. The Accessibility Plan and 2024 Progress Report also included 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 and 2024 Progress Report.

Our previous accessibility efforts at HIAA were recognized in 2019 by achieving the Rick Hansen Foundation's Gold Accessibility Rating. We are pleased to have achieved the updated version 4.0 Rick Hansen Foundation's Gold Accessibility Rating again in 2024. Our Accessibility Plan has further enhanced our existing accessibility programs, which include pre-arranged curbside assistance, Autism Aviators with 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 Volunteer Program, which has been instrumental in ensuring a welcoming, safe, and accessible environment.

In celebration of National AccessAbility Week, Halifax Stanfield is proud to highlight its ongoing commitment to creating an inclusive and accessible environment for all. Throughout the week, the airport will be promoting its accessible features across social media, hosting specialized training workshops for staff, and sharing educational resources to increase awareness about the importance of accessibility. These initiatives reflect Halifax Stanfield's dedication to removing barriers, enhancing the travel experience for everyone, and fostering a culture of inclusivity within our airport community.

To prepare this Progress Report, we engaged Atlantic Accessibility Consulting to complete consultations with accessibility organizations as well as people with disabilities 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, and any barriers or obstacles experienced during implementation.

We will continue to consult with the community of people with disabilities, 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 outlines 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 and the 2024 Progress Report, 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><b>Complete</b></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 was completed in 2024.</p> <p>Clear maneuvering space is lacking in the universal washrooms however, due to a lack of available space for a simple renovation, accessibility modifications to these washrooms will be completed when a full renovation is planned for this area as per the requirements in the Accessible Transportation of Persons with Disabilities Regulations subsection 220 (2).</p>
<p>Feedback was received on April 22, 2024, regarding concerns about access to the public transit bus stop at Halifax Stanfield.</p> <p>Feedback addressed a temporary closure of the sidewalk that the bus stop is located on that did not include an alternative accessible route.</p> <p>Feedback also addressed concerns about a lack of directional signage leading users from the terminal building to the public transit bus stop.</p>	<p><b>In Progress</b></p> <p>The Customer Relations team promptly responded to this feedback within 24 hours.</p> <p>The Customer Relations team informed the customer that signage was installed to advise users about the bus stop location during construction and followed up with clarifying questions but have not yet received a response.</p> <p>HIAA is in the process of developing a new procedure for construction and maintenance to ensure directions are provided to alternate routes and HIAA is in the process of improving wayfinding to enhance the customer experience.</p>

Feedback	Status
<p>Feedback was received on November 20, 2024, regarding the location of the rental vehicle counter.</p> <p>Feedback addressed a lack of wayfinding signage provided to direct users to the rental vehicle counter on the lower level of the parking garage.</p>	<p><b>In Progress</b></p> <p>The Customer Relations team promptly responded to this feedback within 24 hours.</p> <p>Upon receiving this feedback, the appropriate departments were engaged to assess the existing signage and determined that although wayfinding signage is present to direct users to the rental vehicle counter, additional signage is needed on the first floor of the parking garage to ensure users can easily locate the rental vehicle counter.</p> <p>Additional signage is planned to be installed on the first floor of the parking garage to direct users to the rental vehicle counter.</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@halifaxstanfield.ca](mailto:info@halifaxstanfield.ca)

### Mailing Address

Halifax International Airport Authority  
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).

This 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.

A new Accessibility Plan will be developed and published for June 1, 2026, with progress reports to follow.

## 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
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	<b>Complete</b> Visual fire alarms were installed in public and private areas throughout the terminal in 2024, so site users are notified in the event of an emergency.
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	<b>Complete</b> Four iPads are now equipped with American Sign Language translation services for passengers with hearing disabilities. Our volunteer team has been trained to use this new service, and the service was implemented throughout 2024.
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	<b>Complete</b> A full accessibility review of the website was completed in 2024. Updates were made to improve accessibility, and the website clearly provides links to accessible services offered by Halifax Stanfield.

## 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
All staff will have access to training to consider the following when communicating with a person with a disability: <ul style="list-style-type: none"><li>• recognition and understanding of the nature of the person's disability;</li><li>• whether the person uses an assistive device to assist them to hear, see, or communicate; and</li><li>• whether there are methods of communication that may be used by the person or that may facilitate communication with the person.</li></ul>	June 1, 2024	<b>Complete</b> <p>All HIAA staff have had access to accessibility and inclusion training since the Accessibility Plan was published in 2023.</p> <p>A new accessibility training program was launched at HIAA in 2024 and has been made available to all HIAA employees, Contracted Service Providers, and stakeholders through an online learning management program. This training will be mandatory for all passenger-facing staff.</p> <p>The training will be tracked for both HIAA staff and Contracted Service Providers through new tracking processes to ensure all required users have completed the training.</p> <p>Additional accessibility training opportunities will be offered to HIAA staff, Contracted Service Providers, and stakeholders through regular communication and special events such as training opportunities during Accessibility Week Workshops.</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	<b>Complete</b> Public tendering documents were reviewed and updated in conjunction with the Accessibility Plan and Diversity, Equity, and Inclusion initiatives.
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	<b>In Progress</b> New lease agreements were 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.  Additional updates to lease agreements are in progress to enhance the accessibility requirements for tenant spaces to further enhance access in these areas.

## 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
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	<b>Complete</b> The Sunflower Program was implemented at Halifax Stanfield in 2024, allowing site users to self-identify as having an invisible disability. Training for this program has been provided for staff and volunteers.
Research is underway to implement new services in the terminal building which will enhance wayfinding for people with a range of seeing disabilities. This initiative was not a part of the Accessibility Plan published in 2023 but has been included to track the development of this service.	Dec. 31, 2024	<b>Complete</b> 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 was tested by multiple people with lived experience with a seeing disability which identified gaps in mapping and wayfinding signage throughout the terminal. Wayfinding signage has been updated in some areas to improve navigation, and signage updates will continue to be implemented in future planning.

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"> <li>• provide customizable and barrier-free workstations for employees with a range of disabilities;</li> <li>• provide accessibility accommodations for employees with a range of disabilities;</li> <li>• establish job descriptions that align with individual needs and abilities;</li> <li>• ensure all personnel are informed about any new and updated policies and procedures that relate to accessibility for employees;</li> <li>• increase awareness of all job opportunities at Halifax Stanfield within the accessibility community; and</li> <li>• welcome volunteers of all abilities to our volunteer program.</li> </ul>	<p>Dec. 31, 2024</p>	<p><b>Complete</b></p> <p>Job postings have been amended to encourage people with a variety of live experiences including those with disabilities, to apply to positions within HIAA.</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> <p>The volunteer room has been renovated to improve accessibility for this program including providing a power-operated door at the entrance and providing an accessible kitchen.</p> <p>HIAA is working with accessibility organizations to encourage those with diverse abilities to volunteer at the airport.</p>

Accessibility Initiatives	Timeline	Status
Our volunteer program will be redeveloped to include a focus on the options for persons with disabilities to join our volunteer program.	Dec. 31, 2024	<b>Complete</b> 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.
	June 1, 2024	<b>Complete</b> An accessible review of the volunteer room was completed in 2024 which identified barriers to accessibility at the entry door and in the kitchen.
	Dec. 31, 2024	<b>Complete</b> Accessible renovations were completed to the volunteer room to provide a power-operated entrance door and an accessible kitchen.
	Sept. 30, 2024	<b>Complete</b> Temporary accessible information kiosks were purchased and installed at 3 locations in the terminal including groundside and airside for the use of volunteers.
	Dec. 31, 2025	<b>In Progress</b> Planning and concept designs are in progress to provide 3 permanent accessible kiosks for volunteer use and are expected to be installed on time.
	Sept. 30, 2024	<b>Complete</b> In collaboration between the Airport Experience Team and Security, Authorized Visitor Passes have been implemented at HIAA which allow volunteers who do not qualify for a Restricted Access Identification Card to access secure departure areas in the airport terminal to assist passengers.

## 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.	Dec. 31, 2025	<b>In Progress</b> The Curbside Services department will be procuring additional accessibility transportation providers by the end of this 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.	June 1, 2025	<b>In Progress</b> Existing evacuation plans have been lowered to accessible heights.  New evacuation plans are being designed and are planned be installed at accessible heights in the terminal and will be tracked in our next Accessibility Plan which will be published in 2026.
We will provide hearing loops in our air terminal building for users with hearing disabilities which will be available at the following locations: <ul style="list-style-type: none"><li>○ check-in counters for departures;</li><li>○ gate counters;</li><li>○ information/help desks; and</li><li>○ other permanent desks or places where information is exchanged.</li></ul>	Sept. 1, 2024	<b>Complete</b> Hearing loops were installed at service counters under the control of HIAA throughout the terminal including at check-in counters, information kiosks, gate counters, etc.  Training for the hearing loops has been implemented for HIAA staff, volunteers, and contractors in the airport.  Information about these new hearing loops has been provided on the website so that users are informed of this service that is now available at the airport.  Information on the website about hearing loops will be enhanced to ensure passengers are well-informed about this service before arriving at the terminal.

Accessibility Initiatives	Timeline	Status
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.	Sept. 1, 2024	<b>Complete</b> Colour contrasted and slip resistant strips were installed on the nosings, and tactile attention indicators were installed at the top of the stairs for main circulation routes within the terminal building and parkade.  Tactile attention indicators were installed at the top of the exterior stairs in 2024.
	Dec. 31, 2025	<b>In Progress</b> Planning is underway to install safety warning features including tactile attention indicators as required on exterior pathways on site in 2025.
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, 2025	<b>In Progress</b> Paper towel dispensers will be reviewed and relocated as necessary in employee breakrooms so that they are located at accessible heights and in reach from the sinks.
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	<b>Complete</b> An electric vehicle parking space has been designated for accessible parking on each level of the parking garage for a total of 4.
	Aug. 31, 2025	<b>In Progress</b> Information about accessible EV charging stations will be included in the accessibility section of our website including the locations of the chargers so that users can identify these spaces.

Accessibility Initiatives	Timeline	Status
We will ensure accessible parking signage is prominent for all accessible parking spaces, so they are easy to identify for passengers.	Sept. 30, 2025	<b>In Progress</b> An extensive review of the accessible parking signage has been completed to determine gaps.  Accessible parking space signage will be installed at accessible parking spaces throughout the exterior parking lot and parking garage to ensure prominent signage is in place for each space, so they are easy to identify for passengers.
First Aid kits will be lowered in all employee areas to provide full access for everyone.	July 31, 2024	<b>Complete</b> First aid kits were lowered to accessible heights in employee areas to meet CSA B651:23 standards.
Tactile markings will be added for permanent room identification signs, where needed, to provide multiple formats of information for all users.	Sept. 1, 2024	<b>Complete</b> New tactile signage has been installed at the entrances to all public washrooms and amenity rooms throughout the terminal.
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.	Dec. 31, 2024	<b>Complete</b> Three electric mobility device chargers were installed in the air terminal building - one airside, one groundside, and one in the U.S. Hold Room - to ensure passengers with mobility disabilities have easy access to a power source.
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.	June 30, 2025	<b>In Progress</b> 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. Work is underway and will be completed by the end of June.



Accessibility Initiatives	Timeline	Status
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.	Sept. 30, 2025	<b>In Progress</b> Sidewall grab bars that only provide horizontal support will be replaced with L-shaped grab bars. Planning is underway to confirm structural requirements and to procure additional materials as needed. Work will be completed by the end of September.
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.	Dec. 31, 2025	<b>In Progress</b> The purchase of evacuation equipment is being reviewed to determine if additional equipment should be added to the evacuation measures that are already in place. A consultant has been brought on to assist with this project.
A quiet room will be constructed to allow passengers to spend time away from the general passenger area to decompress.	Dec 31, 2026	<b>In Progress</b> The Airport Planning and Development department is planning for the construction of a permanent quiet room with the goal of having it available for use in 2026.
Universal 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: <ul style="list-style-type: none"> <li>○ Level 1 (groundside)</li> <li>○ Level 2 (airside)</li> <li>○ U.S. Departures</li> </ul>	Ongoing	<b>In Progress</b> One universal change table has been ordered and received, and is planned for installation in the coming year, with the location to be confirmed following further site assessment. Two additional universal change table installations will follow in conjunction with renovations due to architectural restrictions within existing universal washrooms.

Accessibility Initiatives	Timeline	Status
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.	Dec. 31, 2025	<b>In Progress</b> Help buttons on the parking kiosks will be replaced to improve accessibility and will be located at accessible heights.
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	<b>Complete</b> Power door operators were installed at universal washroom doors that were identified as being potentially too heavy for some users to operate independently, allowing users to easily open these doors and access the universal washrooms.
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.	Ongoing	<b>In Progress</b> Renovations to the rental vehicle counters are being reviewed and the necessity of modifications will be determined once the review is complete.
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	<b>In Progress</b> Shops and service counters will be renovated to be accessible when renovations are planned for these areas on an ongoing basis.
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.	Ongoing	<b>Complete</b> Doors in the second and third floor of HIAA's employee offices were 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.

## 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 either in progress to be resolved or were completed in the last year.

Accessibility Provisions	Timeline	Status
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.	Dec. 31, 2025	<b>In Progress</b> A full accessibility review of the website was completed in 2024, and updates were made to the website to enhance accessibility for a variety of users including improvements to colour contrast and formatting.  A final accessibility review will be completed of the website to ensure the accessibility updates that were completed have resolved all previously identified accessibility barriers and to identify any remaining barriers. Any outstanding barriers will be resolved to ensure the website meets Level AA conformance as set out in the Web Content Accessibility Guidelines.

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	<b>Complete</b> All parking kiosks were lowered to meet accessible standards.
	Dec. 31, 2025	<b>In Progress</b> Help buttons on the parking kiosks will be replaced to improve accessibility and will be located at accessible heights. Customers will be able to request assistance using these help buttons until software updates are made to the kiosks. These buttons will connect customers with a Parking/Curbside contracted position who will be able to assist users with the kiosks.
	Dec. 31, 2025	<b>Complete</b> Three airline applications have been identified as not meeting the accessibility requirements for the check-in kiosks and therefore, have not been installed on the kiosks. All other airline applications that are installed on the check-in kiosks were audited and meet accessibility requirements.
	Dec. 31, 2025	<b>In Progress</b> Parking kiosks were identified as needing a software update to meet accessible standards for interactive self-service devices.  HIAA is currently undertaking a Parking Study and Plan which includes the review of existing parking kiosks, with the potential for full replacement. The study will be completed by the end of this year at which point we will determine if the kiosks will be updated or replaced with accessible versions.

Accessibility Provisions	Timeline	Status
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.	June 30, 2024	<b>Complete</b> Tactile signs with the International Symbol of Access were installed on the front all parking kiosks so that they are visually and tactilely discernable.
	June 30, 2024	<b>Complete</b> Tactile signs with the International Symbol of Access were installed on the front all check-in kiosks so that they are visually and tactilely discernable.
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.	June 1, 2025	<b>Complete</b> Information about the location of pet relief areas has been included on a loop on flight information display systems (FIDS) and on new overhead digital signage to supplement overhead signage.

## Consultations

The following section includes a summary of the consultations 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 everyone who was involved.

The consultations with persons living with disabilities, organizations, and experts that were completed in preparation for this Progress Report provided HIAA with context for 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 engaged in 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.

Persons with Lived Experience Consulted include the following:

- 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, or 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

Consultations were completed for specific accessibility initiatives that were updated this year and are outlined below.

## Staff Training

Accessibility training is available for all staff at HIAA including an accessibility training program that launched in 2024 in partnership with the Canadian Airports Council and its member airports. This training is mandatory for all passenger-facing staff. Users who were consulted during the development of this Progress Report provided feedback stating that airport staff are reasonably well-trained, responsive, and provide good support for passengers. Some of those consulted noted that they have observed an increase in overall accessibility knowledge for staff at the airport.

Feedback received during consultation also encouraged HIAA staff to continue accessibility training, especially accessibility awareness training and practical assistance training, such as how to guide someone who has a seeing disability. Recommendations also included providing in-person training options to ensure training is well attended and effective.

Feedback about accessibility training for staff has been reviewed by the Airport Experience team and will be implemented through supplemental training opportunities and enhanced tracking of accessibility training beginning this year.

## Aira

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

Prior to launch, the service was tested by multiple users with seeing disabilities, who identified gaps in mapping and wayfinding signage throughout the terminal. Updates were completed to wayfinding signage to assist in navigation, and signage improvements will continue to be implemented through future planning.

Users who tested this service spoke highly of this application, noting that it has increased their independence and enhanced the overall user experience for people with seeing disabilities who are navigating the airport.

## Tactile Attention Indicators

Tactile attention indicators (TAIs) were installed at the top of the stairs throughout the airport in 2024. These indicators alert users that they are approaching a descending set of stairs and are especially helpful for people with seeing disabilities.

An individual who is blind completed a walkthrough of the site as part of the consultations for this Progress Report. They noted that the new tactile attention indicators are an excellent safety feature for the stairs as they greatly improve safety and wayfinding for people with a range of seeing disabilities.

## Pet Relief Areas

Pet relief areas are present on site for those with service animals. An individual who is blind completed a walkthrough of the site with their service animal as part of the consultations for this Progress Report and noted that the pet relief areas are excellent while also providing feedback to further improve these relief areas as summarized below.

Feedback regarding the pet relief areas includes recommendations to increase the size of relief areas within the terminal as the actual artificial grass surface can be small for some service dogs to use. It was also noted that accessories such as fire hydrants should be relocated to the corners of the pet relief areas to ensure they are not tripping hazards for site users.

Feedback for the pet relief areas will be reviewed by the appropriate departments to identify changes to the pet relief areas that will enhance the user experience.



## Hearing Loops

Hearing loops were installed at service counters under the control of HIAA throughout the terminal including at check-in counters, information kiosks, gate counters, and more.

Training for the hearing loops was delivered to HIAA staff, volunteers, and contractors in the airport. Information about these new hearing loops has been provided on the website so that users are informed of what the service is and how to use it.

An individual with hearing loss completed a walkthrough of the site as part of the consultations for this Progress Report. They noted that the new hearing loops have relieved some of the stress and pressure related to travel because they are able to communicate with staff more easily. They noted that the amplification of sound through the hearing loop allowed them to hear staff members with perfect detail.

Feedback about the hearing loops also included recommendations to increase sound dampening materials used on site to improve the acoustic experience and reduce background noise, as well as installing hearing loops in other areas of the airport such as in tenant spaces.

Feedback also noted that if people do not have the telecoil feature turned on for their assistive listening device before arriving on site, they may not be able to connect to the hearing loops. However, it was highlighted that amplified handheld receivers provided a secondary option that worked well to increase the clarity of information being communicated without the need to connect a device to the hearing loop.

Feedback also addressed the need for additional instructions for the hearing loops to be shared, such as information about the range of the hearing loops and what to expect when connected to them, such as if you will be able to hear general PA announcements when connected.

Feedback for the hearing loops will be reviewed by the appropriate departments to identify any changes to this new feature that will enhance the user experience for those with hearing disabilities.

## Autism Aviators

HIAA works closely with Autism Nova Scotia to plan and execute the "Autism Aviators" program. This program, which was first developed at Halifax Stanfield, is now being used in other parts of Canada to equip people with autism with airport navigation skills and associated support resources.

HIAA leads this program to create an intentional opportunity for people with autism to practice becoming comfortable while navigating the airport, from curb to gate and boarding an aircraft. 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, in collaboration with Autism Nova Scotia.

Members of Autism Nova Scotia were consulted during the development of this Progress Report and provided feedback on the Autism Aviators program. Feedback highlighted the work HIAA is doing to create an inclusive airport experience, and the great working relationship HIAA has with Autism Nova Scotia. HIAA and Autism Nova Scotia are working to provide training opportunities on a regular basis at the airport, as well as volunteer opportunities.

Autism Nova Scotia also expressed the desire to deliver the Autism Aviators program twice a year, instead of once annually, to increase the number of people who can participate in this program. This desire is shared by HIAA therefore, the airport is planning to implement a second annual Autism Aviators program day in the future.

## Sunflower Program

The Sunflower Program was implemented at Halifax Stanfield in 2024, allowing site users who may require additional support during their time at the airport to self-identify as having an invisible disability by wearing a sunflower lanyard. Training for this program was provided to all passenger-facing staff.

Members of Autism Nova Scotia were consulted during the development of this Progress Report and provided feedback on the Sunflower Program. Feedback highlighted the work HIAA is doing to create an inclusive airport experience and the benefits of this new program, especially for people with autism.

## Acoustic & Sensory Considerations

People with a variety of lived experiences were consulted during the development of this Progress Report, including those who are neurodivergent. Feedback relevant to those who are neurodivergent was provided to HIAA, including recommendations to increase the use of sound dampening materials throughout the terminal to improve the acoustic experience, reduce background noise such as music in tenant spaces, and to provide quiet/sensory spaces in the terminal building. Feedback specifically recommended providing a quiet/sensory room in the departure areas of the terminal building.

Feedback for acoustic considerations, including quiet/sensory spaces, will be reviewed by the appropriate departments to determine how to implement changes that will enhance the user experience for those who are neurodivergent. The construction of a new quiet/sensory room is planned at the airport in the future, and this project will be considered in the next Accessibility Plan that will be published in June 2026.

## Universal Change Tables

Multiple individuals who use wheeled mobility devices were consulted during the development of this Progress Report. Feedback from these consultations highlighted the improvements the airport is making to increase access.

Feedback from these consultations included the recommendation to provide universal changing tables at the airport. Universal changing tables provide a place for users to change safely and with dignity, especially for people with mobility disabilities.

The provision of universal changing tables is addressed above in this Progress Report, in the Built Environment section. The initiative includes installing a universal change table in the coming year. Future planning is also underway to install 2 additional universal change tables in various areas in the terminal building in conjunction with ongoing renovations to universal washrooms. Updates on the provision of universal change tables at the airport will be provided in the next Accessibility Plan, which will be published in June 2026.

## Electric Mobility Device Charging Stations

Three electric mobility device charging stations have been installed in various areas of the terminal building including in Arrivals near the Ground Transportation Booth, in Domestic/International Departures by Gate 20, and in U.S. Departures near the washrooms.

An individual who uses a powered wheeled mobility device was consulted during the development of this Progress Report and feedback was provided regarding the electric mobility device charging station located in Arrivals. Feedback from this consultation highlighted the benefit of having two charging options at each charger, which may vary depending on the device being charged.

Feedback included recommendations to relocate the charger in Arrivals so that it is not isolated, is located adjacent to seating options for companions, and is centrally located in the terminal close to amenities such as washrooms, drinking fountains, the food court, and other shops and services. Feedback also noted that the existing location in Arrivals, by the Ground Transportation Booth and Customs office entrance, was not welcoming or comfortable, and could be a challenging area to manage children while also charging a device.

Feedback for electric mobility device charging stations will be reviewed by the appropriate departments to review opportunities to implement changes that will enhance the user experience for those with mobility disabilities.

## Accessible Transportation Options

Accessible transportation options are available at Halifax Stanfield, including public transit and accessible taxi services. Multiple individuals who use wheeled mobility devices were consulted during the development of this Progress Report. Feedback from these consultations highlighted the improvements the airport is making to increase access but also included recommendations to provide additional accessible transportation options at the airport.

The provision of additional accessible transportation service providers is addressed above, in this Progress Report, in the Transportation section. Additional accessible transportation options will be procured, and information about these services will be provided on the website.

## Conclusion

At HIAA, we are committed to removing barriers to accessibility and providing an inclusive air terminal building for persons of all abilities. As we move forward, we recognize the importance of receiving feedback from members of our community.

We remain committed to ensuring 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.