

Halifax International Airport Authority

Accessibility Plan

2026 - 2029



HalifaxStanfield

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Message from Halifax International Airport Authority

We are proud to introduce our 2026-2029 Accessibility Plan, which reflects our ongoing commitment to championing people and community. At the heart of our work is a simple but important goal: to create an airport that is welcoming, comfortable, and inclusive for everyone.

Accessibility is not a standalone initiative—it is a lens through which we shape everything we do. From how we design and enhance our facilities to how we deliver customer experience programming, we strive to ensure that every interaction is thoughtful and respectful.



“At the heart of our work is a simple but important goal: to create an airport that is welcoming, comfortable, and inclusive for everyone.”

This commitment extends to our employees, where we aim to foster a workplace that is supportive, inclusive, and reflective of the diverse communities we serve. Beyond our airport, we are equally dedicated to uplifting our communities through meaningful partnerships and funding initiatives that promote accessibility and inclusion.

While we are proud of the progress we have made in recent years, we recognize there is always more to do. We remain committed to listening, learning, and taking action to ensure our airport continues to evolve as a place where everyone feels they belong.

We invite all airport users and community members to join us on this journey.
Sincerely,

Joyce Carter
President & CEO

Accessibility Statement

Halifax International Airport Authority (“**HIAA**”) is committed to creating an accessible and inclusive airport for all travellers, employees, and members of our community. We work to identify, remove, and prevent barriers across our facilities, programs, services, and employment practices.

Our approach is guided by applicable legislation, accessibility standards, and leading practices, as well as ongoing engagement with people with disabilities. We aim to create an environment that supports independence, dignity, respect, and equal access for all. Through continuous improvement, collaboration, and accountability, we are working to make our Halifax Stanfield International Airport (“**Halifax Stanfield**”) more accessible for everyone.



Introduction

This Accessibility Plan outlines the actions HIAA is taking to identify, remove, and prevent barriers across our organization. It reflects our responsibilities under applicable accessibility legislation and establishes a coordinated approach to improving accessibility across our facilities, services, and employment practices.

This Plan builds on our existing efforts and sets a clear path forward to support a more accessible airport environment. We recognize that people experience the world in different ways, and we aim to ensure our spaces, services, and programs meet those diverse needs.





Overview

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

HIAA is also subject to the Accessible Canada Act (ACA), which came into effect in 2019 with the goal of creating a barrier-free Canada. Under the ACA, Sections 63 and 65 establish regulations applicable to the transportation network, including airports. These regulations include the Accessible Transportation Planning and Reporting Regulations (ATPRR) and the Accessible Canada Regulations (ACR), which require regulated entities to prepare and publish accessibility plans every three years, with annual progress reports prepared and published in each year that a new plan is not due.

Consultation is Key to our Plan

HIAA is guided by the principle of “Nothing Without Us,” a key concept of the Accessibility Canada Act that means that people with disabilities should be involved in the decisions that affect their lives.

We recognize the importance of meaningful engagement in shaping our accessibility approach. We engaged people with disabilities to support the development of this Plan, guide our priorities, and ground our work in real experiences.

We value the perspectives of travellers, employees, and members of our community. We will continue to partner with accessibility consultants and organizations and seek input as we implement this Plan and advance accessibility across our organization.





Principles

This Accessibility Plan follows the Accessible Canada Act and is guided by the principles outlined below:

- a) Everyone must be treated with dignity;
- b) Everyone must have the same opportunity to make for themselves the life they are able and wish to have;
- c) Everyone must be able to participate fully and equally in society;
- d) Everyone must have meaningful options and be free to make their own choices, with support if they desire;
- e) Laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect;
- f) Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- g) Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

Acronyms and Abbreviations

The following acronyms and abbreviations are used in this Accessibility Plan:

ACA – Accessible Canada Act

ACR – Accessible Canada Regulations

ATPDR – Accessible Transportation for Persons with Disabilities Regulations

ATPRR – Accessible Transportation Planning and Reporting Regulations

CTA – Canada Transportation Act

FIDS – Flight Information Display Systems

RHFAC – Rick Hansen Foundation Accessibility Certification™

Definitions

The following definitions apply to this Accessibility Plan:

Airside: The restricted area of the airport beyond passenger security screening (e.g., gates, apron, runway, etc.).

Assistive Device: Any mobility aid, communication aid, or other device designed to assist a person with a disability with a need related to their disability.

Barrier: Anything — including physical, architectural, technological, attitudinal, information or communications, or policies or practices — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, sensory impairments, or functional limitations.

Curbside Zone: 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 terminal operator.

Disability: Any impairment – including physical, mental, intellectual, cognitive, learning, communication, sensory, or functional limitations — that, in interaction with a barrier, hinders a person’s full and equal participation in society. Disabilities may be permanent, temporary, or episodic in nature, or may not be evident.

Groundside: Areas of the airport that are not security restricted (e.g., arrivals, drop-off areas, parking, check-in, groundside tenants).

Mobility Device: Any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid designed to assist a person with a disability related to mobility.

Service Animal: A dog trained by a qualified organization or individual to perform tasks that assist a person with a disability.

General

Feedback Process

We welcome feedback as we implement this Accessibility Plan and offer several ways for the public to share their input. The person responsible for receiving feedback for Halifax Stanfield is the **Community and Customer Relations Coordinator**.

Alternate Formats

This Accessibility Plan and the Feedback Process are electronically published on our website. Should you require an alternate format of this Accessibility Plan or the Feedback Process, we are prepared to provide these documents in print, large print, Braille, audio, or an electronic format that is compatible with adaptive technology in a timely manner.



Contact Information

To provide feedback or to request an alternate format of the Accessibility Plan or Feedback Process, please contact us using any of the following methods:



Website:
under [Contact Us](#)



Phone:
902.873.4422 or 1.877.876.4422 (toll-free)



Teletypewriter (TTY):
1.800.855.0511 (voice to TTY) or 711 (TTY to voice)



Email:
info@halifaxstanfield.ca



Mailing Address:
Halifax International Airport Authority
747 Bell Boulevard – Suite 1610
Goffs, Nova Scotia, Canada, B2T 1K2



Social Media:
A direct message via any social media platform used by the airport including Facebook, Instagram, and LinkedIn.



Accessibility in our Organization

Organizational practices and policies are foundational to supporting accessibility across Halifax Stanfield. By embedding accessibility into governance and operational processes, the airport strengthens its ability to provide an inclusive travel experience for all.

Key initiatives in this area include:

- Demonstrating leadership in accessibility by pursuing the Airport Council International (ACI) Level 1 Accessibility Accreditation.
- Integrating accessibility into policy and procedures.
- Strengthening internal processes to support accessibility compliance across airport operations.



Employment

Employment practices contribute to creating an accessible and inclusive workplace. HIAA aims to support employees of all abilities by fostering an environment that is respectful, inclusive, and responsive to diverse needs. HIAA supports accessibility in employment through inclusive hiring practices, workplace accommodations, and ongoing training and awareness initiatives. Efforts are made to support employees in accessing the tools, supports, and environments they need to perform their roles effectively.

The following commitments outline how HIAA will continue to enhance accessibility in employment over the next three years:

- Assessing all HIAA staff breakrooms and lunchrooms within the air terminal building to identify opportunities to improve accessibility for staff and plan for improvements where necessary.
- Continuing to provide accessibility training to staff and leaders to build awareness and support inclusive practices.
- Reviewing human resource policies and procedures to strengthen accessibility across the employee lifecycle.
- Continuing to explore opportunities to make our hiring process more inclusive and accessible.
- Establishing a workplace accommodation and flexible work arrangement policy.



Information & Communication Technologies (ICT)

Accessible information and communication technologies are an important part of the traveller experience. HIAA is committed to improving access to information and communication for people with disabilities. Our goal is to provide information in formats that meet the diverse needs of travellers, including through digital platforms and assistive technologies.

The Halifax Stanfield website meets Web Content Accessibility

Guidelines (WCAG) and includes an

accessibility page outlining the

features and services available at

the airport. Travellers also have

access to technologies that support

accessible information and

communication, including the Aira

app for visual interpretation,

assistive hearing loop systems, and

the Language Line app for American Sign Language (ASL) translation. We

continue to build on these tools and explore new technologies to support

travellers in accessing information comfortably and independently.



Our commitments to improving accessibility in information and communication technologies over the next three years include:

- Enhancing online accessibility information about Halifax Stanfield.
- Researching and testing services to provide American Sign Language and Quebec Sign Language interpretation for announcements on Flight Information Display Systems (FIDS) and terminal gate screens.
- Exploring opportunities to improve assistive hearing technology and expand its availability to additional terminal spaces to better support travellers, staff, and community members.

Communication (Other than ICT)

Effective communication plays a key role in creating a more accessible airport experience. HIAA is committed to communicating with travellers in ways that are accessible, inclusive, and responsive to a range of needs. This includes a variety of communication methods, such as public announcements, signage, and direct interactions with staff.

Pre-recorded public announcements at the airport are provided in both audio and visual formats to support different communication needs. Staff and volunteers also play an important role by providing assistance and responding to individual needs as they arise, supported by recurrent accessibility training. Signage and wayfinding, along with the use of plain language, support clear and accessible communication. We continue to look for opportunities to strengthen communication practices and improve how information is shared.

Our commitments to improving accessibility in communication over the next three years include:

- Reviewing our Multiple Format Information Policy to ensure it aligns with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and updating it as needed.
- Reviewing our staff accessibility training to ensure it aligns with the ATPDR and updating it as needed.
- Reviewing which staff roles may need to provide physical assistance, handle mobility aids, or assist with special equipment for passengers with disabilities, and expanding training to ensure all relevant staff are prepared.
- Exploring opportunities to provide additional accessibility training to airport staff and partners.



Procurement of Goods, Services, and Facilities

Procurement plays an important part in supporting accessibility across the airport. HIAA considers accessibility when acquiring goods, services, and facilities, including within procurement processes and agreements, to support accessible service delivery and reduce potential barriers for travellers.

HIAA has invested in equipment to support accessible boarding and disembarking, including accessible boarding ramps for use when a bridge is not available and an eagle lift to assist passengers when airline-specific equipment may not be available.



Our commitments to improving accessibility in procurement over the next three years include:

- Collaborating with accessibility partners in the design and procurement of sensory-friendly goods, services, and facilities within the terminal building.
- Continuing to consider accessibility in the review of public tendering documents to reduce potential barriers.
- Exploring opportunities to enhance accessibility considerations within procurement processes.



Design and Delivery of Programs and Services

Programs and services play a key role in supporting an accessible and inclusive airport experience. Halifax Stanfield offers a variety of supports designed to meet the diverse needs of travellers and reduce barriers throughout the travel journey.

These include programs that support visible and non-visible disabilities, such as the Sunflower Program, the Therapy Dog Program in partnership with St. John Ambulance Nova Scotia, as well as initiatives like Autism Aviators and familiarization tours that help travellers with various lived experiences feel more prepared and confident. Additional services include curbside assistance and electric mobility device charging stations. The revitalized Stanfield Wayfinders volunteer program also provides guidance and assistance throughout the terminal.

The following commitments outline how HIAA will continue to enhance accessibility at Halifax Stanfield through the design and delivery of programs and services over the next three years:

- Providing guidance to tenants and commercial service providers to support awareness and understanding of how to access mobility assistance for travellers.
- Establishing or relocating a mobility device charging station in a central location on the groundside of the terminal building.
- Enhancing familiarization resources for travellers by exploring the development of a simulated aircraft environment and supplementary materials to support familiarity tours.



Transportation

Accessible transportation is an essential part of providing a seamless and inclusive airport experience. HIAA is committed to supporting travellers with disabilities by providing services, infrastructure, and equipment that reduce barriers and promote independence throughout the travel journey at Halifax Stanfield.

Halifax Stanfield has a range of accessible transportation options to support travellers with disabilities. This includes accessible public transit, accessible taxis and rental vehicles, designated accessible parking, and shuttle buses equipped to accommodate passengers with disabilities from Park' N Fly lots.



The airport is also equipped with an accessible shuttle bus to support passengers boarding or disembarking aircraft when a passenger bridge is not available. Curbside assistance is also available to help travellers access transportation services comfortably and seamlessly.

The following commitments outline how HIAA will continue to enhance accessibility in transportation over the next three years:

- Maintaining accessible parking signage to help travellers easily identify all accessible parking spaces.
- Reviewing the airport's parking strategy, including our parking payment machines, to support accessibility. Updates to parking payment machines may be considered as part of this work.



Navigate the Airport
Naviguer dans l'aéroport

Touch to verify
Toucher pour s'identifier


Halifax Stanfield

Built Environment

An accessible and inclusive airport experience begins with facilities that are designed to support travellers, staff, and visitors of all abilities. HIAA aims to integrate accessibility into planning, construction, and renovations to create environments that are functional, safe, and welcoming for all users. This includes features such as stairs, ramps, elevators, accessible washrooms, signage, seating, pathways, offices, lighting, acoustics, and wayfinding.

Halifax Stanfield offers a range of accessible facilities throughout the terminal building. These include universal washrooms at each washroom cluster, automated doors at entrances and along main circulation routes, audible and visual fire alarms, regular seating areas, pet relief areas, and tactile and wayfinding signage to support navigation and greater independence.

In recognition of ongoing accessibility efforts, the terminal building became the first building in Nova Scotia to achieve Rick Hansen Foundation Accessibility Certified Gold in 2019, and was successfully recertified at the Gold level in 2024, reaffirming HIAA's leadership in accessible design and inclusive travel experiences.

HIAA continues to strengthen internal expertise in accessible design and planning through professional development within the Airport Planning and Development team, including staff who have obtained the Rick Hansen Foundation Accessibility Certification (RHFAC) Professional designation.

The following commitments outline how HIAA will continue to enhance accessibility within the airport's built environment over the next three years:

- Enhancing safety in exterior public areas by expanding tactile attention indicators to the drop-off lane.
- Upgrading washroom fixtures and equipment, including relocating dispensers to accessible heights and locations, and upgrading grab bars to better support safe transfers.

Built Environment

- Establishing universal washrooms with adult-sized changing tables in key terminal areas, including groundside and airside in the United States departure area, as well as identifying opportunities for a future location in the Domestic/International departure area.
- Exploring opportunities to enhance airside spaces to support a range of sensory needs, including the potential development of sensory-friendly areas for passengers and visitors.
- Enhancing barricade systems at washroom entrances by transitioning from single-belt to dual-belt configurations.
- Exploring solutions to provide cane-detectable barricades within airport-controlled areas and encouraging airport partners to adopt similar practices.
- Assessing universal washrooms to confirm the presence and functionality of emergency call systems and identify locations where enhancements may be required.
- Exploring the development of children's play activations in airside spaces that incorporate accessible and sensory-friendly elements.
- Reviewing public washrooms to identify opportunities to provide additional hooks for personal items at accessible heights.
- Providing an additional elevator at Preboard (security) Screening to improve circulation and support uninterrupted access for travellers.
- Assessing doors throughout the terminal building to determine opportunities for improved accessibility, including the potential addition of power operation and identifying narrow doorways in key areas.
- Assessing existing evacuation route maps to support alignment with current accessibility standards, and planning for improvements where necessary.




Service Animal
Relief Area
Aire de soulagement
pour animaux

Provisions of CTA Accessibility-Related Regulations

Halifax Stanfield is subject to the Canada Transportation Agency regulations made under subsection 170(1) of the Canada Transportation Act. This includes the applicable provisions of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) including the following sections:

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), 19(2)(a), 19(2)(b), 19(2)(f), 20, 21, 22, and 23.

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1), 225(2)(a), 226, 227, 229, 230, and 231.



Consultations

We engaged travellers and families who have a variety of lived experience with disability to better understand what is working well at the airport and where improvements are needed. These consultations help ground our work in real experiences and reflect the diverse needs of our community. Consultations included in-person walkthroughs of the air terminal building as well as meetings conducted over the phone and online.

Participants shared that the airport is welcoming, supportive, and making positive progress. Staff and volunteers were consistently identified as a key strength, with many travellers noting that proactive and respectful assistance contributes to a more positive and dignified travel experience.

Participants also identified opportunities to improve accessibility and reduce barriers. Key themes included improvements to washrooms, enhancing staff accessibility training, and creating spaces that better support a range of sensory needs. Travellers highlighted the importance of having access to quiet areas to step away from busy or overwhelming environments.

We also heard the importance of increasing awareness of existing accessibility features and ensuring that services and technologies are easy to use independently.

Consultations included individuals representing a range of lived experiences, including people with physical, sensory, and cognitive disabilities. This included people who use mobility aids, people who live with pain, those who are blind or have low vision, and those who are deaf or hard of hearing. It also included people with learning, developmental, and memory disabilities, as well as individuals who are neurodivergent.

We are grateful to everyone who shared their experiences. Their feedback directly informs this Plan and helps guide our ongoing work to create a more accessible, inclusive, and welcoming airport for everyone. We recognize that accessibility is an ongoing process, and we will continue to engage with the community as we implement this Plan.





Conclusion

Halifax Stanfield is committed to providing an accessible and inclusive air terminal building for people of all abilities. We value feedback from our community and encourage input from everyone. Through this ongoing effort, we strive to provide a welcoming, safe, and accessible environment for all. This Plan represents our current actions and priorities, and it will continue to evolve as we learn from our community, implement improvements, and identify new ways to remove barriers. We sincerely thank everyone who contributed to the development of this Plan.