

**Halifax International Airport Authority**  
**CTA – Code of Practice – Passenger Terminal Accessibility Review**

<b>Code Considerations</b>		<b>Response</b>
	<p>In terms of compliance with the proposed technical standards for each of the modes of transportation, the Agency is considering a requirement for carriers and terminals to obtain the Agency’s approval for planned acquisitions of new equipment and major retrofits as well as for the construction of terminals and major renovations which would reasonable by expected to impact access by persons with disabilities.</p>	<p>The requirement for carriers and terminals to obtain the Agency’s approval for planned acquisitions of new equipment, major retrofits or the construction of terminals and major renovations, which would reasonably be expected to impact access by persons with disabilities, could potentially add months to such projects or acquisitions.</p> <p>HIAA proposes that CTA provide the code/requirements that projects must meet. Carriers and terminals would be required to design and build to that code.</p>
<b>2.1 General Considerations</b>		
<b>2.1.1</b>	<p><b>Accessibility Assessment before Undertaking Renovations or New Construction</b></p> <p>The needs of persons with disabilities are to be included at the planning &amp; design stage of projects, including renovations and new construction, rather than after a project has been completed. Especially important when addressing issues that are not already considered in other relevant accessibility standards such as CSA’s design standard.</p> <p>Terminal operators are to apply the <u>Principles of Universal Design</u> during the planning stage of projects.</p>	<p>HIAA believes consulting with experts who are knowledgeable with disabilities at the planning &amp; design stage could potentially delay work but could be included in the planning stage.</p> <p>HIAA supports the “Principles of Universal Design” for implementation during the design stage of projects.</p>
<b>2.2 Outdoor Considerations</b>		
<b>2.2.1</b>	<p><b>Drop-Off / Pick-Up Areas for PAXS with Disabilities</b></p> <p>Passenger drop-off &amp; pick-up areas for passengers with</p>	<p>HIAA supports this proposal.</p>

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	<p>disabilities are to be available at curb, as close as possible to entrance and exit areas. Where not possible or practical, drop-off &amp; pick-up areas should be as close as possible to entrance &amp; exit areas.</p>	<p>At Halifax Stanfield (HSIA), curbside drop-off/pick-up is available, provided vehicle is not left unattended. Accessible parking spaces are located at each entrance &amp; exit.</p>
<b>2.3 Rest Areas</b>		
<b>2.3.1</b>	<p><b>Seating Areas Along Circulation Paths</b></p> <p>Terminal Operators to provide seating along the long circulation paths at regular intervals to ensure that persons who need to rest can. If not possible, another means must be available upon request, to assist PAX with mobility impairments in getting to destination.</p>	<p>HIAA supports this proposal and will review various areas of the terminal for seating requirements and consider implementation.</p>
<b>2.3.2</b>	<p><b>Alternatives for Standing in Line</b></p> <p>In some areas there may be long waiting periods and inherent problems in providing fixed seating due to queuing systems, such as those for:</p> <ul style="list-style-type: none"> <li>• ticket sales counters, check-in</li> <li>• secured screening</li> <li>• Customs areas.</li> </ul>	<p>HIAA considers the installation of fixed seating in some waiting areas as problematic and that airlines should be consulted as to their check-in procedures. HIAA agrees that an alternative means for persons with disabilities to not have to stand for long periods of time should be accommodated.</p>
<b>2.4 Boarding &amp; Deboarding</b>		
<b>2.4.1</b>	<p><b>Accessible Boarding Bridges, Platforms or Gangways</b></p> <p>Boarding bridges, platforms and gangways are to be accessible to persons with disabilities during the boarding and deboarding process.</p>	<p>HIAA supports this proposal.</p> <p>At HSIA, Boarding bridges and platforms are accessible.</p>
<b>2.4.2</b>	<p><b>Safe, Dignified Accessible Alternate When usual</b></p>	

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	<p><b>Boarding Route is Inaccessible</b></p> <p>Where the usual route of travel for boarding or deboarding is not accessible to persons with disabilities because of the presence of stairs, escalators or for other reasons, an alternate safe, dignified, and accessible route is to be available. Any alternate route is to be adequately maintained.</p>	<p>HIAA supports this proposal.</p> <p>This is a standard practice at HSIA and accessibility requirements are always taken into consideration and addressed for all projects.</p>
<p><b>2.5 Relieving Areas for Service Animals</b></p>		
<p><b>2.5.1</b></p>	<p><b>Availability of Relieving Area</b></p> <p>Terminal operators to ensure an area is available for animals to relieve themselves, whether designated or not.</p> <p>Ensure there is a safe path of travel.</p> <p>Where possible, should have access to relieving area within secured area. Where not, easy access to pre-security area.</p>	<p>HIAA supports this proposal, although acknowledges the challenges inherent in providing these areas post-security.</p> <p>At HSIA, the pet relieving area is located pre-security. There is no pet relieving area post-security.</p>
<p><b>2.5.4</b></p>	<p><b>Areas Clearly Identified, with Accessible Directional Signage</b></p> <p>Designated relieving areas need to be clearly identified and accessible directional signs to area provided.</p> <p>Signs to comply with Section 2.2.</p>	<p>HIAA supports this proposal.</p> <p>HIAA will review directional signage to ensure the area is clearly identified. Tartan Team Volunteer Hosts and staff assist or provide directions to area. Directions may also be found on HIAA website.</p> <p>Signage at Halifax Stanfield complies with standards in Section 2.2.</p>

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<b>2.6 Transportation Within and Between Passenger Terminals</b>		
<b>2.6</b>	<b>Transportation Within &amp; Between PAX Terminals</b>	
	All modes of transportation within and between passenger terminals (for example, shuttle buses and light rail) are to be accessible. Public announcements within these modes of transportation are also to be made in both audio and visual format.	This Section is not applicable to HIAA.
<b>2.7 Ground Transportation</b>		
<b>2.7.1</b>	<b>Contracts to Include Availability of Accessible Transportation</b>	
	Terminal operators are to include in contracts with ground transportation service providers, as contracts are being drawn up or renewed, clauses that require the provision of accessible ground transportation.	HIAA supports this proposal.  Clauses are contained in the Airport Car Service Guideline for all licensed car service operators.  Clauses will be included in any new the agreement for bus services when they come up for renewal.
<b>2.7.2</b>	<b>Adapted Vehicles to Accommodate Persons Using Large Mobility Aids</b>	
	Ground transportation service providers should have adapted vehicles to accommodate the transportation of people with disabilities using large mobility aids.  In very limited circumstances, ground transportation service providers may not, themselves, own or operate adapted vehicles. Where a ground transportation service provider does not have the necessary means to transport a person with a disability using a large mobility aid, the ground	HIAA supports this proposal.  Please note Appendix 3 below.

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	<p>transportation provider is to have an agreement with an alternative provider to provide an equivalent level of service.</p> <p>In cases where an equivalent level of service is not available but another means of accessible transportation is available in the community, whether through another commercial service provider or a community organization, terminal operators are to advise the public of the means to access these other service providers. Upon request, terminal operators are also to make their best efforts to assist passengers with disabilities who have difficulty making suitable ground transportation arrangements.</p> <p>Key elements for the provision of accessible ground transportation that are to be included by terminal operators in their contracts with ground transportation service providers such as those that operate rental cars, buses, shuttles or taxis have been developed and are included in Appendix 3 noted below.</p>	
<b>Appendix 3 – Elements to be Included in Contracts for Accessible Ground Transportation</b>		
	<p>Following key elements to be included, where applicable, by terminal operators in their contracts with ground transportation service providers such as bus, shuttle or taxi companies:</p> <ul style="list-style-type: none"> <li>• An accessible vehicle shall be permitted to be called out of taxi queue.</li> <li>• Service animals permitted to accompany customer in passenger compartment of vehicle.</li> <li>• Aids to mobility shall be carried consistent with the capability of the vehicle; small mobility aids such as walkers, canes, crutches and manually operated</li> </ul>	<p>HIAA supports these proposals.</p> <p>Included in contracts</p> <p>Included in contracts</p> <p>Included in contracts</p>

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<p>folding wheelchairs are to be carried in all vehicles.</p> <ul style="list-style-type: none"> <li>• There will be no extra charge to transport service animals or aids to mobility.</li> <li>• Adapted vehicles to be available to accommodate the transportation of persons with disabilities using large mobility aids. In cases where the provider does not have the necessary means to transport a person using a large mobility aid and where alternative means are available by other service providers, the provider must have an agreement with the alternative provider to provide the service. The fee charged to the passenger must not be higher than the fee that would have charged by the provider had it been able to transport the passenger.</li> <li>• A process is to be in place to deal with passengers concerns or complaints; and</li> <li>• Training in accordance with the Personnel Training Regulations is required of staff interacting with persons with disabilities.</li> </ul> <p>The following elements to be included by terminal operators in contracts with car rental agencies for hand control systems for vehicles:</p> <ul style="list-style-type: none"> <li>• Hand-control systems are to be available to fill reservations received at least 48 hours in advance; however, if a reservation for a vehicle with a hand-control system is received at least 48 hours before the vehicle is required and the provider is unable to fulfill the reservation upon the customer's arrival, convenient, alternative transportation shall be arranged until a vehicle with hand-controls is made</li> </ul>	<p>Included in contracts</p> <p>Will be included in bus service agreements at time of renewal.          Accessible car service companies noted on website.</p> <p>Yes, through comment cards, website or by telephone.</p> <p>Yes, appropriate training is completed.</p> <p>All points contained in rental agencies agreement.</p>
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	<p>available and the provider will pay any cost for the alternative transportation that exceeds the cost of renting a vehicle with hand-controls for the same period of time.</p> <ul style="list-style-type: none"> <li>• For reservations for a hand-controlled vehicle not received by the provider at least 48 hours in advance, the provider will make its best efforts to provide one if one is available at the time the reservation is received.</li> <li>• Hand-control systems shall be provided at no additional cost to the customer.</li> <li>• Hand controls shall meet CSA and other applicable certifications and standards set by regulatory agencies and provincial bodies.</li> </ul>	
<p><b>2.7.3</b></p>	<p><b>Information to the Public</b></p> <p>Terminal operators are to have means to inform the public of the types of ground transportation available at the terminal and resource information for these services, including accessible ground transportation, in advance of travel.</p> <p>In addition, terminal operators are to ensure that information is available to the public about the procedures for the provision of ground transportation services to persons with disabilities. For example, passengers should be made aware of any need to make advance reservations for accessible ground transportation.</p> <p>As previously stated, terminal operators are expected to ensure that accessible ground transportation is available from the terminal. Where accessible ground transportation</p>	<p>HIAA supports this proposal.</p> <p>Information is contained on our website.</p> <p>Information is contained on our website.</p>

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	<p>is, however, not available at the terminal for persons using larger mobility aids, terminal operators are to include this fact in public information on ground transportation.</p>	<p>Information is noted on our website.</p>
<p><b>3.1 Passenger Assistance</b></p>		
<p><b>3.1</b></p>	<p><b>Passenger Assistance</b></p> <p>Terminals vary greatly in size and complexity. Given the complexity of some larger terminals, particularly in entrance and exit areas, terminal operators are to provide a means for passengers to get information or assistance, during hours of service, once they have arrived at the terminal. The means to get information or assistance is to be available as close as possible to ALL major terminal entrances.</p> <p>Terminal operators are reminded that they are also to comply with section 1.3 of the Communication Code that deals with automated information kiosks.</p>	<p>HIAA supports this proposal.</p> <p>Terminal maps are located near HSIA entrances. Volunteers circulate and are available to provide information. The Stanfield Way, our airport community culture program, focuses on proactively providing assistance to everyone in need.</p> <p>Passport Control kiosks are accessible. Check-in kiosks are not completely accessible-no audio, but will ensure we comply as new kiosks are installed.</p>
<p><b>3.3 Customer Service</b></p>		
<p><b>3.3.1</b></p>	<p><b>Complaint Process</b></p> <p>Terminal operators are to have a process in place to deal with public concerns or complaints. This process is to include a designated person or group to deal with accessibility related concerns.</p>	<p>HIAA supports this proposal.</p> <p>HIAA Customer Relations Team address complaints or concerns from the public. The Customer Relations Manager heads this team. Contact may be made through our website, via email, through comment cards positioned throughout the terminal, to our Tartan Team Volunteer Hosts, or by phone.</p>



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<b>3.3.2</b>	<p><b>Information to Public About Complaint Process</b></p> <p>Terminal operators are to have a means to inform the public of the availability of this service, including how to voice a concern or make a complaint. Terminal operators' Web sites are to provide information about this service.</p>	<p>HIAA supports this proposal.</p> <p>This information is noted on our website, under "Airport Authority / "Contact Us". Comment cards are also positioned throughout the terminal with postage paid within Canada. Information on how to email us is also noted on the cards.</p>
<b>3.4 Escort Passes</b>		
<b>3.4</b>	<p><b>Escort Passes</b></p> <p>While carriers are required to provide assistance to passengers with disabilities while travelling, having an additional escort who is not travelling accompany a passenger with a disability to the boarding area could also be useful for many passengers. For example, if a passenger travels infrequently, or if a passenger uses oxygen and cannot take his or her own supply on board, an escort, whether a friend or a family member, could provide additional assistance to the passenger.</p> <p>Terminal operators are to work with carriers to have a process in place to provide temporary passes to escorts, so that persons with disabilities can be escorted by someone of their choosing, in addition to carrier or terminal staff, or volunteers, through secured areas to boarding areas.</p>	<p>HIAA supports this proposal.</p> <p>Airlines at HSIA are able to issue gate passes for people with special needs, who are ill and require assistance, or for unaccompanied minors.</p>
<b>3.5 Facility and Service Awareness Program</b>		
<b>3.5.1</b>	<p><b>Means to Make Accessibility Features &amp; Services Known to Travellers</b></p>	

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	<p>Terminal operators are to have a means available to make terminal accessibility features and services known to travelers.</p> <p>This allows travelers with disabilities, including passengers who may travel infrequently or are uncomfortable travelling, to be aware of what accessibility features and services are available at terminal facilities prior to travel.</p> <p>This also allows passengers to familiarize themselves with any required accessibility information independently, prior to travel. In addition, it helps to ensure that if terminal operators expend resources to provide accessible features and services, the intended users will be aware of their existence and be able to make use of them.</p>	<p>HIAA supports this proposal.</p> <p>Contained on HIAA website.</p>
<p><b>3.5.2</b></p>	<p><b>Information on Terminal Accessibility Features &amp; Services Made Available to the Public</b></p> <p>At a minimum, information on the following features and services are to be made available to the public, where applicable:</p> <ul style="list-style-type: none"> <li>• hours of operation</li> <li>• location of designated parking areas</li> <li>• location of designated drop-off and pick-up areas</li> <li>• passenger assistance information, including telephone numbers for accessibility information</li> <li>• wheelchair or electric cart service</li> <li>• location of designated relieving areas for service animals</li> <li>• accessible inter-terminal transportation</li> <li>• accessible ground transportation</li> </ul>	<p>HIAA supports this proposal.</p> <p>Yes-Open 24/7. Noted under FAQ's section.          Yes-not accessible parking-will note when updating.          Yes-not access. Drop-off/pick-up spots-will do next update.          Website</p> <p>N/A          Website</p> <p>N/A          Website          Website – under “Airport Authority” / “Contact Us”</p>

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	<ul style="list-style-type: none"> <li>• complaint resolution service</li> <li>• escort passes, and</li> <li>• any other relevant information</li> </ul>	<p>Escort passes are responsibility of airline.  Website</p>
<b>Section 4 Considerations for Security Screening of Passengers</b>		
	<p>This section applies only to security agencies or authorities responsible for preboard screening of passengers.</p>	<p>This Section is not applicable to HIAA.</p>
<b>4.1</b>	<p><b>Alternatives for Queuing System</b></p> <p>An alternative means to the queuing system is to be available to people with disabilities.</p>	
<b>4.2</b>	<p><b>Audible &amp; Visual Means of Communication</b></p> <p>Both audible and visual means are to be used to communicate with passengers during the screening process.</p>	
<b>4.3</b>	<p><b>Private Screening in Necessary</b></p> <p>Some passengers may not be able to undergo screening using either walk-through and/or hand-held metal detection equipment. In such cases, screening officers are to offer a physical search in lieu of metal detection screening, with the option of it being performed in a search area which is not open to public viewing.</p>	
<b>4.4</b>	<p><b>Information in Instruction Videos to be Presented Both Verbally &amp; Visually</b></p>	

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	All information presented in instruction or briefing videos for the public in a visual format is to be described verbally; and all audible information is to be presented visually.	
<b>4.7</b>	<b>Complaints Process</b>  A process is to be in place to deal with public concerns or complaints. Such concerns or complaints are to be treated as expeditiously and effectively as possible. This process is to include a designated person or group to deal with accessibility-related concerns or complaints. Websites and written materials are also to provide information about this service.	
<b>4.8</b>	<b>Public Documents to be Available to Travellers in Multiple Formats.</b>  Public documents are to be available to travelers in multiple formats.	