



HAMILTON
OSHAWA
PORT
AUTHORITY

Progress Report
June 1, 2025
Hamilton Oshawa Port Authority (HOPA Ports)
Accessibility Plan
2024-2027

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GENERAL

HOPA Ports has prepared your progress report to meet the obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR)

This progress report provides updates on the progress our organization has made in implementing our accessibility plan

Contact us

HOPA Ports is committed to providing an open and transparent feedback process. To provide feedback or request alternative formats of this Plan, please contact HOPA Ports through one of the following methods:

Contact: Kat Hayward, Coordinator, Culture and Performance
Direct mail: HOPA Ports, 605 James Street North, Hamilton, ON L8L 1K1
Email: khayward@hopaports.ca
Phone: (905) 525-4330 Ext. 2254

Those who are hard of hearing are invited to contact us by using free Video Relay Service: [Home - SRV Canada VRS](#)

Alternative Formats:

If you would like to receive this plan in an alternative format, please contact HOPA using the contact information above for the following formats:

- Print, Large Print and Electronic – delivery within 20 days
- Audio, Braille – delivery within 45 days

FEEDBACK INFORMATION

HOPA Ports has not received any specific feedback as part of publishing and implementing its Accessibility Plan. However, we are keeping several channels of communication open for comments or suggestions, which will be taken into account as apart of the plan's implementation.

CONSULTATIONS

In 2024, employees with and without disabilities were invited to participate in an anonymous online survey to identify accessibility barriers at HOPA Ports. This survey was shared through our internal email platform. We asked employees with disabilities to share their experiences of accessibility barriers (if any) and invited employees without disabilities to share feedback they may have witnessed (if any). Most of the responses were in relation to barriers in our built environment including round doorknobs, pedestrian man gates and boardroom/workspace acoustics.

We also made efforts to consult with external stakeholders including: Hamilton Centre for Civic Inclusion (HCCI); Canadian Hard of Hearing Association – Hamilton Branch, and Canadian Council of Blind – Hamilton Branch.

HOPA Ports is looking for partners living with a disability to support our mission. We are trying to find an external partner to avoid imposing unwanted exposure and to preserve the confidentiality of our employees living with disabilities.

Action Plan – Areas in section 5 of the Accessible Canada Act

Areas covered:

- 1) Employment;
- 2) Built environment;
- 3) Information and Communication Technologies (ICT);
- 4) Communication, other than ICT
- 5) The procurement of goods, services and facilities;
- 6) The design and delivery of programs and services, and
- 7) Transportation.

HOPA Port's Timelines:

Timelines	Description
Short term	Action initiated within 2 years
Medium term	Action initiated within 5 years
Long term	Action initiated within 10 years

Employment

HOPA Ports is committed to fostering an inclusive work environment free from barriers to accessibility. We have made conscious efforts to expand our Diversity and Inclusion initiatives to make the workplace inclusive for all. We have established ergonomic assessments, workplace accommodations, training workshops, and encourage under-represented groups to apply to HOPA Ports in our job postings. The following actions in the areas of employment will improve our ability to attract, recruit, promote and retain persons with disabilities:

Actions	Timeline/Progress
Add an accessibility tab to the HOPA Ports staff intranet	<p>Short term/Complete</p> <ul style="list-style-type: none"> - Accessibility tab to intranet - Accessibility resources added to intranet <p>Looking forward:</p> <ul style="list-style-type: none"> - Will continue to monitor, add content and update

Update onboarding material with current information about the <i>Accessible Canada Act</i>	Short term/Complete <ul style="list-style-type: none"> - Added ACA to onboarding materials - HR now provides overview of accessibility to new hires and directs them to the intranet
Create a formal process for candidates to request accommodations during the recruitment and interview process	Short term/Complete <ul style="list-style-type: none"> - Text is included in job postings for accommodations - Text is included in emails when contacting candidates for accommodations
Create a formal process for employees to request accommodations or confidentially disclose disabilities	Short term/Complete <ul style="list-style-type: none"> - Information has been posted on intranet how to request confidential accommodations
Employee communication campaign to inform of new Accessibility Plan and services available to them	Short term/Complete <ul style="list-style-type: none"> - Intranet complete Looking forward: <ul style="list-style-type: none"> - Friendly reminder communication to employees about plan and services available

2. Built Environment

The Built Environment refers to all buildings directly owned and managed by HOPA Ports and includes how employees and persons with disabilities use the physical workspaces, and how the public accesses buildings. Our built environment includes a mix of industrial terminals, Multimodal spaces, a Marina, Maintenance Center, Harbour Master Security Office and corporate offices. HOPA Ports has a large variety of tenants at all facilities including industrial, commercial and food services. These businesses are responsible for accessibility on their leased property.

HOPA Ports has made recent upgrades throughout our facilities to promote a barrier-free environment. We recognize the work is not done and are committed to continuing our efforts to accessibility.

Actions	Timelines/Progress
Undertake a review of the built environment and create a schedule to identify when infrastructure will be assessed against accessibility standards.	Medium term/In progress <ul style="list-style-type: none"> - Working with various departments to undertake review of infrastructure and create a schedule for assessments - Reviewing all tenant Leases for responsibilities
Ensure all future renovation projects include an accessibility review and upgrades undertaken will be accessible	Short term/Complete <ul style="list-style-type: none"> - Engineering department has procedures in place
Conduct a signage and wayfinding review incorporating accessibility	Medium term/In progress <ul style="list-style-type: none"> - Looking for local groups to assist with barrier identification
605 James Street North doorknobs to be replaced with door handles	Short term/In progress <ul style="list-style-type: none"> - Audit scheduled to be conducted June 2025 for replacement handles in 2026 budget
Review and update safety and emergency plans to ensure that accessibility is a component of safety and emergency plans for the public	Short term/Complete <ul style="list-style-type: none"> - HOPA has safety and emergency plans in place for each location that are reviewed periodically. There are muster points identified at each location and clear signage for the public. <p>Looking forward:</p> <ul style="list-style-type: none"> - we will continue to enhance our emergency plans as new regulations/standards are directed by the government

3. Information and Communication Technologies (ICT)

The goal of ICT is to ensure the accessibility of digital content and technologies. ICT's include hardware, software, applications, and websites for both external and internal facing systems for employees, customers, and the public. We aim to identify ways to

remove barriers in our existing ICT infrastructure and enable all employees and guests to engage fully with HOPA Ports.

Actions	Timelines
Enhance Accessibility of digital content across all ICTs by implementing accessibility features on all platforms and inform users that site content is available in different formats upon request.	Short term/In progress -Referencing the guidelines of WCAG 2.0 AA a goal has been assigned to improve web accessibility. We are looking at plug-ins to be fully compliant by end of this year or develop a framework and initiate a phased approach
Review and revise current policies for inclusive language and accessibility	Short term/In progress - review in progress; will be complete by end of 2025

4. Communication, other than ICT

Actions in Communication, other than ICT, aim to eliminate barriers to inclusive and accessible communication with employees and the public. Equal access to information is essential and HOPA Ports always seeks to improve how information is conveyed to the community and employees.

Actions	Timelines
Review current communication documentation (guidelines, programs, policies, etc) to identify any gaps in detailing appropriate minimum accessibility standards as detailed by the Government of Canada	Medium term/In progress - working with various departments to review communication guidelines - HOPA has safety and emergency plans in place for each location that are reviewed periodically. There are muster points identified at each location and clear signage for the public. Looking forward: - Looking for a local organization to assist identifying barriers - Signage – adding braille displays for areas identified with local organization once secured

Investigate our Intranet accessibility features to better understand how we can reduce barriers	Short term/In progress <ul style="list-style-type: none"> - Looking at the option to change size font - Designing a survey for staff input
Continue to investigate and implement accessibility features on our website	Short term/moved. <ul style="list-style-type: none"> - Item incorporated into ICT component of Accessibility Plan

5. Procurement of Goods, Services and Facilities

The area of Procurement of Goods, Services and Facilities refers to the way in which HOPA Ports acquires goods, services and construction to execute capital infrastructure projects, maintain operations, and support its various lines of business with the intention of being used by employees, customers, partners, and the public.

While working to incorporate accessibility into our procurement framework, we recognize the importance of considering accessibility within procurement processes and remaining flexible to adapt to the needs of supplies, staff and other stakeholders.

Actions	Timelines
Further develop our understanding of accessible procurement processes through consultation and education	Short term/In progress <ul style="list-style-type: none"> - Corporate goal for 2025 with department assigned to reviewing processes
Identify existing barriers within the current procurement framework	Medium term <ul style="list-style-type: none"> - Corporate goal for 2025 with department assigned to reviewing processes and adding accommodation
Review solicitation and contract documents to ensure appropriate language and clauses are included	Medium term <ul style="list-style-type: none"> - Corporate goal for 2025, inclusive language being added to Purchasing Policy and tenders

6. Design and Delivery of Programs and Services

Actions in Design and Delivery of Programs and Services aim to create programs and services that are accessible, both internally and externally.

Actions	Timelines
Communicate commitment to accessibility to employees and public	Short Term/Complete <ul style="list-style-type: none"> - Internally via intranet and onboarding - Externally via website and postings
Review the need for program and services accessibility guidelines outlining planning requirements and messaging for events	Medium Term/in progress <ul style="list-style-type: none"> - We are collecting information from other organizations about their accessibility guidelines and best practices. This information will form the basis of the port authority's accessibility guidelines for both external and internal events. -
Research and identify training opportunities for our customer facing employees	Medium Term <ul style="list-style-type: none"> - In partnership with the learning and development team, we are identifying accessibility awareness training providers to deliver training to our program team members.

7. Transportation

The purpose of transportation area is to identify and remove existing barriers and prevent the creation of new barriers to port facilities. HOPA Ports is not responsible for the transportation of members of the public.

Actions	Timelines
Ensure access to port facilities is accessible by reviewing the pedestrian access points on HOPA properties and implementing changes or providing alternative entrances to access such areas, where applicable	Short term/In Progress <ul style="list-style-type: none"> - Areas currently identified have access points - Reviewing leases with Commercial team to determine accessibility of certain areas of tenant locations