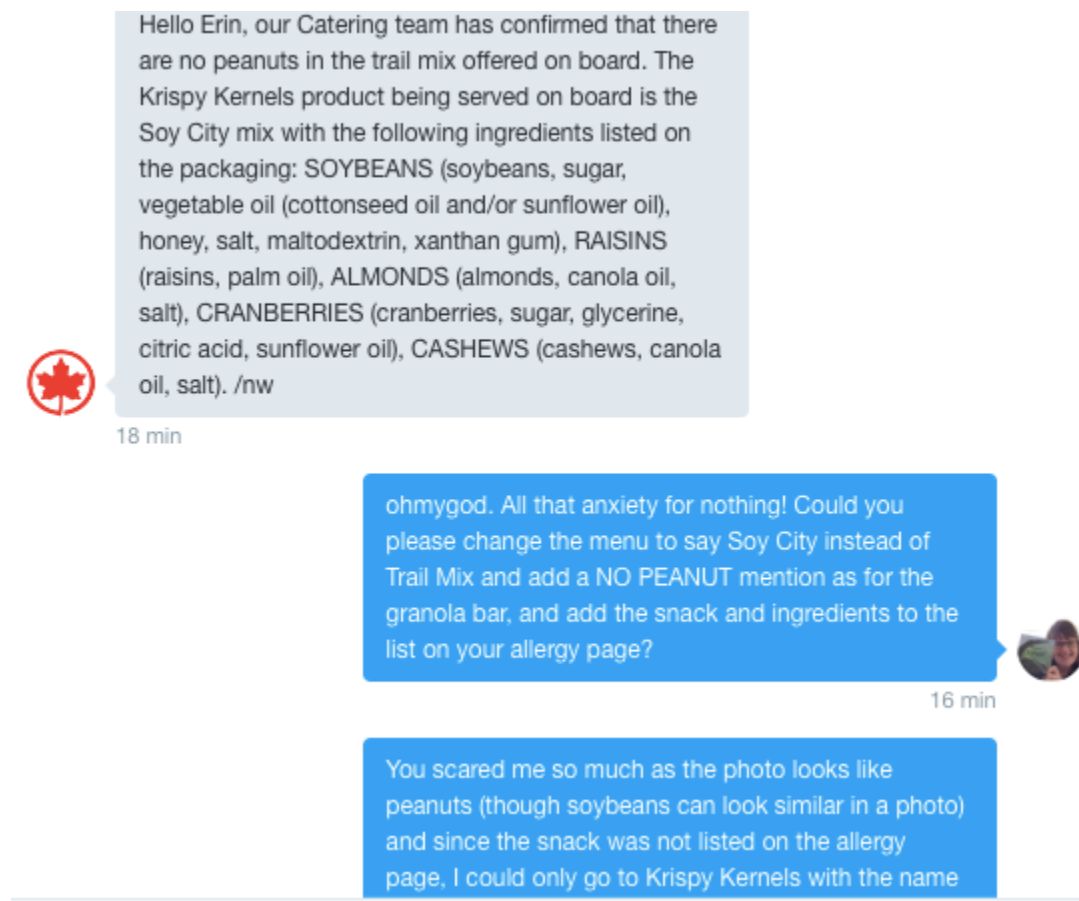


UPDATE on my mail to you attached below, as I received information from Air Canada at 1030am this morning (almost 4 days after I first raised the issue when I phoned them from Chicago, and 2 days after I started contacting them about this frightening issue on Twitter). The product called Trail Mix on their menu is not Trail Mix but Soy City and contains no peanuts. I asked Air Canada to please make a menu correction, plus list the snack on their allergy page. That way the allergic public has safe information.

Sincerely, and relieved for now I can travel again under reasonably safe conditions,
Erin Moure



Begin forwarded message:

From: Erin Moure <erin.moure@gmail.com>

Subject: Fwd: Input regarding allergy anaphylaxis to peanuts and safe air travel

Date: September 30, 2016 at 10:00:04 AM GMT-4

To: CARLA.QUALTROUGH@PARL.GC.CA

Cc: Prime Minister/ Premier Ministre <pm@pm.gc.ca>

Dear Hon. Minister for Persons with Disabilities:

I wish to respectfully make you and your office aware of the fact that Air Canada, in its service to customers, has returned to selling peanut snacks on board their flights, in violation of their own stated allergy policy wherein it is stated that they have phased out peanut snacks and will use non peanut alternatives where possible, and in violation of their voluntary engagement in the CTA Allergy Decision of 2011 in which they stated that they would continue not to serve or sell peanuts on any of their flights.

In September, they added a peanut snack to their buy on board service. I was blindsided by this on a recent flight. Details in my submission to the CTA consultation below.

They have to date (2 days) not acknowledged their responsibility in this matter and not acted to resolve this dangerous situation.

Thank you for your consideration. It is extremely important that, though I have a recognized disability in the form of anaphylaxis to peanuts in the tiniest quantities, I am able to travel for my work.

Erin Moure
poet and writer
Governor General's Award for Poetry 1988

Info on my next trip (already booked on scary Air Canada)
<https://www2.viu.ca/gustafson/>

Begin forwarded message:

From: Erin Moure <erin.moure@gmail.com>
Subject: Input regarding allergy anaphylaxis to peanuts and reasonable and safe policy and communication.
Date: September 30, 2016 at 9:12:56 AM GMT-4
To: consultations@otc-cta.gc.ca

Dear CTA,

Thank you for consulting the public in your review of accessibility requirements for public transportation. I write to express serious concerns with air allergy policy concerning presence of peanuts and service of peanuts in airplanes specifically (but also in other modes), and will make specific reference to Air Canada and evolving policy, as well as to recent behaviour of Air Canada, to provide background before making my recommendation.

Although the allergy policy requiring buffer zones contained in the 2011 allergy decision vis a vis Air Canada (<https://www.otc-cta.gc.ca/eng/ruling/228-at-a-2011>) has resulted in some measure of peace in the intervening years, part of this is because Air Canada undertook in that decision (although this was not contained in the CTA Order) to continue not to sell or offer peanuts on any of its flights (Exhibit 1 below).

This undertaking is also reflected (as of today inclusive) on Air Canada's public web page concerning passengers with allergies at <http://www.aircanada.com/en/travelinfo/onboard/dining/nutritional.html> wherein it is stated (exhibit 2 below): "We have phased out peanuts from all packaged bar snacks onboard our aircraft in all classes of service. In addition, we have also replaced our other packaged snack products with non-peanut alternatives wherever possible".

This provides safety and peace of mind to those with life-threatening allergies to contact with peanut and peanut products that may result in anaphylactic shock and rapid death if untreated or if treated and hospital is not immediately available.

Those of us such as myself who suffer this allergy disability take measures every day to prevent contact and reactions. The daily measures specific to my life-threatening allergy are to carry three epipens, for which my prescription reads "Inject in the side of the thigh if severe allergic reaction then go to the emergency room ****BY AMBULANCE****. I

also avoid staying in closed areas where humans are consuming peanuts or peanut products (avoidance), and in open areas remain 2 metres or more from humans consuming peanuts. When humans consume peanuts, their teeth grind the peanuts into smaller pieces and when the humans exhale, they contaminate the air that I also must breathe.

On their planes (regardless of size), in accordance with the 2011 Allergy Decision applied to Air Canada, the airline offers a buffer zone in Economy of 1 row of seats in front of the bank of seats where the customer is seated, 1 behind, and was ordered not to serve meals or snacks containing peanuts in the buffer zone, and to request that other customers in the buffer zone refrain from eating peanuts. The airline was not ordered not to sell peanuts, though they undertook to not do so.

As you can see, in my case, the buffer zone ordered by the CTA is only approximately 1 metre forward and back, not 2, and if I am seated in the aisle and in a small plane such as an Embraer 175, it is only half a metre from the customer seated on the other side of the aisle, who is not in the buffer zone. It does not offer my everyday margin of safety.

As a result, I have tended not to request an AC buffer zone (as they often embarrass you in creating it) but to create my own by asking passengers nearby whom I detect to be opening peanuts not to consume the nuts, and offering to buy them another snack. I have never had a problem with cooperation, and have never had to pay for a snack! People are generous and good. I have on only two occasions, in the last 15 years or more since Air Canada stopped serving peanuts, asked another customer who expressed an urgent need to eat peanuts to please wait until I could be reseated at least 2 metres away, and was given help by staff to be reseated so the person with the urgent peanut need could eat their peanuts. And the air stays clear because Air Canada is not serving or selling peanuts themselves.

I also get a seat toward the back of the plane far away from Business Class where they at times serve hot nuts.

On September 26, 2016, I boarded an Air Canada flight to Chicago (I specifically travel AC because they do not sell peanuts) and discovered on the menu that **Air Canada had returned to selling peanuts in a Krispy Kernels snack called Trail Mix**, which has as its principal ingredient honey-roasted peanuts (On-Board Café menu 16-9 of which I retain a copy here if you wish to see it, photo of item attached as Exhibit 3, and ingredients as Exhibit 4). I checked Air Canada's policy on my smartphone and found no change to the wording and no mention of this snack on their list of snacks. I was blindsided into a potentially deadly trap. In discussion with the flight attendant, they offered to create a buffer zone; I explained the inadequacy of this zone in my case and they elected to ensure no problem by not selling the snack on the flight. I called AC Medical Desk on arrival in Chicago to raise the issue and they were not aware there was a peanut snack being sold. They said all they could do was create the 1 row buffer zone on my return flight. I requested they do this, although, as you can understand, this did not allay my anxiety at the presence of the peanut snack on their menu.

On the way home to Montreal on September 28, 2016, I suffered a lot of anxiety as knew I would have to discuss again with the crew. They did not seem to be aware of my buffer zone request (this has happened to me before), but likewise, after I politely explained my situation (and they could see my anxiety), they elected not to serve the peanut product.

I contacted Air Canada's customer service via Twitter on the flight itself (the flight had wifi) and am still in discussions with them as they do not yet comprehend that selling this snack is a problem and contradicts their own policy, as well as deceiving customers into thinking they will not encounter peanuts on the menu. They just want me to phone the Medical Desk where "an agency will discuss the policy with you". I already know the policy. I can read. I have been anaphylactic to peanuts since 1977 and am 61 years old now, and I travel 10s of thousands of kilometres by air every year for my work as a writer.

I realize I am bound to carry out my normal precautions of everyday life when travelling in a plane, but because of Air Canada's recent unannounced move, I will now additionally have to travel with goggles, earplugs (for the residue causes burning if it gets in my eyes or ears) and a carbon-filter mask (these are very uncomfortable and no other traveller has to endure the same discomfort and anxiety as Air Canada causes me, as such, I am not given equal access

to transportation!). This will further allay my anxiety at the peanut snack and minimize possibility of contamination but it also puts me at risk of not hearing safety announcements and not being able to easily speak to staff, which to me is also a safety issue.

RECOMMENDATION

1. I recommend that airlines operating in Canadian airspace do not serve or offer foods containing Health Canada's Priority Food Allergens, in particular peanuts. I recognize that it is impossible to eliminate the risk of exposure to all possible allergens to all people, and impossible to eliminate the risk of contamination even when these foods are not directly served. As someone at grave risk for anaphylaxis I take great responsibility for my own safety. I clean my own area, bring my own food, carry 3 epipens, request a buffer zone, speak to the staff to obtain aid in expanding the buffer zone, and am alert to politely ask other passengers to assist me in staying alive by not consuming their nuts. My risk of anaphylaxis, however, is magnified greatly in an enclosed space 30,000 feet in the air, even on modern planes with great filters, particularly when the airline itself is selling peanuts (sending a very mixed message regarding allergens to the public). One person on the plane may buy peanuts and eat them and there is not much airborne residue. But what if 50 people outside the buffer zone order and start masticating those peanuts and breathing residue? So much of the risk to my life, and my anxiety and distress, could be mitigated by requiring the airlines to avoid serving prime allergens such as peanuts.

2. I also strongly would insist that airlines be fined heavily in cases where their stated allergy policy and the CTA orders concerning reasonable accommodation are contravened by actual service on board the plane.

Thank you very much for this opportunity to provide input. We Canadians with anaphylactic allergies rely on you to ensure the wording of your policies and decisions protects our equal access to public transportation and allows us to do travel and do our jobs and make our livelihood.

Yours sincerely,
Erin Moure

Attached: 4 exhibits

Exhibit 1 from the 2011 Allergy Decision: Air Canada's undertaking

This case

[37] Air Canada submits that it would constitute undue hardship for it to be forced to serve within the buffer zone foods that are peanut free or nut free. However, Air Canada states that it will provide the following accommodations for persons with allergies to peanuts or nuts:

- i. continue to not serve peanuts on any of its flights;
- ii. not sell from its Buy-on-Board service, cashews or other items visibly containing nuts, and identified as containing nuts on the packaging, to persons in the buffer zone;
- iii. not serve the nut bowl or nut packages to passengers in the buffer zone;
- iv. not allow passengers in the buffer zone to eat nuts or peanuts they have bought or brought on board;
- v. remove the almond packets from the cheese tray in executive class to the passengers in the buffer zone.

Our policy regarding customers with allergies

Air Canada serves and offers for sale products containing various ingredients that may be allergens for some passengers. If you are allergic or sensitive to products that may be found in an aircraft cabin, **it is your responsibility to always carry the proper medication and other protection.**

If you have severe allergies, you should always carry **one or more EpiPen (epinephrine), Auto-Injectors**, much as you would under other circumstances.

Allergies to peanuts and nuts

We have phased out peanuts from all packaged bar snacks onboard our aircraft in all classes of service. In addition, we have also replaced our other packaged snack products with non-peanut alternatives wherever possible. However:

- **We cannot offer** a special meal that is nut-/peanut-free.
- **We cannot guarantee** that the complimentary meal or other food items served on board will be free from peanuts, peanut by-products or any other food to which a person may be allergic, as it would be impossible to manage with our many caterers, their suppliers and sub-suppliers.
- **We cannot be responsible** for passengers who may bring peanuts or other products on board, or for any residue that may remain on or between seat cushions.
- **We cannot allow** a child who is severely allergic to peanuts/peanut products to travel as an [unaccompanied minor](#).
- In addition to carrying **one or more EpiPen Auto-Injectors**, customers with severe nut/peanut allergies are responsible for taking any other precautions, such as packing their own snacks, using a hand sanitizer, and bringing wet wipes to clean surrounding areas.

Buffer zone seating for severe peanut/nut allergies

allergy policy:

their

Exhibit 3 of Peanut snack from the Air Canada on board cafe menu 16-09:

Krispy Kernels
Trail mix, 70 g. Ⓢ \$3

Krispy Kernels
Mélange du randonneur,
70 g. Ⓢ 3 \$



Trail Mix

Valeur nutritive
Nutrition Facts

Pour environ 1/3 tasse (50g)
Per about 1/3 cup (50g)

Teneur Amount	% valeur quotidienne % Daily Value
Calories / Calories 260	
Lipides / Fat 14g	22 %
saturés / Saturated 2.5g	12 %
+ trans / Trans 0g	
Cholestérol / Cholesterol 0mg	
Sodium / Sodium 70mg	3 %
Glucides / Carbohydrates 24g	8 %
Fibres / Fibre 2g	9 %
Sucres / Sugars 17g	
Protéines / Protein 7g	
Vitamine A / Vitamin A	0 %
Vitamine C / Vitamin C	0 %
Calcium / Calcium	0 %
Fer / Iron	8 %



Arachides rôties au miel (Arachides, huile de canola, sucre, miel en poudre (maltodextrine amidon modifié de maïs, maltodextrine, gomme xanthane, caramel, stéarate de calcium, sel), raisins (raisins, huile de palme) noix de cajou (noix de cajou, huile de canola, sel), canneberges (canneberges, sucre, glycérine, acide citrique, huile de tournesol).

Honey roasted peanuts (peanuts, canola oil, sugar, honey powder (maltodextrin), modified corn starch, maltodextrin, xanthan gum, caramel, calcium stearate, salt), raisins (raisins, palm oil), cashews (cashews, canola