

To Whom it May Concern,

I'd like to quickly thank you for taking the time to listen to our feedback on the content of these policies. Travelling with any kind of disability can be a nerve-wracking and uncomfortable experience.

I am anaphylactic to nuts and tree nuts, and I find travelling extremely anxiety-inducing. I find the lack of strict, consistent policy across methods of travel to be frustrating. I know that the current policy for air and rail travel is to create a buffer zone. This is a potentially good idea in theory. However, implementation of the buffer zone recently did not serve to ease my nerves or discomfort.

The first problem is that the approach by staff is often none too subtle. They usually approach me when I am already seated, as are the passengers around me, who can hear the ensuing conversation. It would be preferable to be approached prior to boarding, which I think would allow for a little more privacy while discussing the buffer zone.

The last time I flew, the attendant proceeded to ask the surrounding passengers to refrain from consuming food containing nuts, due to a passenger nearby with a food allergy. One disgruntled man complained, asking why this passenger (myself) could not be moved away from him. I was uncomfortable for the remainder of the trip, and I did not feel that he understood what was asked of him or why it was being asked. I realize it is difficult for the attending staff to control these reactions, but in that case, firm reiteration of expectations would have been appreciated. I don't know if this is at all possible, but on larger flights, it would be great if there were a specified area for food allergies. I would also feel more comfortable if the buffer zone included all the rows surrounding me, as opposed to just the row in front.

In terms of the food served on board, I don't understand why peanuts have been eliminated from the menu, while tree nuts, which are often just as deadly, are still served in a variety of forms. This appears to me to be a half-hearted attempt to show some effort on the part of the airline. As well, I find it frustrating that airlines provide meals to accommodate a variety of religious and dietary choices, but there exists no 'nut-free' meal.

It's so important that any policy in place be strictly and consistently enforced (across all modes of transportation), and that any attending staff be well-educated on these issues.

Thank you for your time,

Keely Hutton