

Hello there!

I am a frequent traveller. Mostly back and forth across Canada due to being on several national boards as a Director, for example the Canadian Association of the Deaf (CAD-ASC).

I would like to see increased measures for the safety of Deaf, Deaf-Blind and Hard of hearing Canadians.

For example, it is not always clear when it is time to board or pre-board for a flight. There needs to be better effort to display updates on the gate screen information. Especially if a flight has been delayed or cancelled, I am usually the last to know. I often don't even know the reasons for such delays or cancellations. I do not get the same information that hearing travellers get. There has to be more of an effort. Perhaps a LED ticker screen with this information at the gate?

As a Deaf person, and I am able to walk around fine, it is insulting when people say here is your wheelchair or give me a braille emergency pamphlet. I am not physically disabled or blind. I am Deaf I can do anything but hear. Airline staff need to be mindful there is no "one size fits all" for us all. Sensitivity training needs to be ongoing, updated and repeated.

On the plane, as a passenger:

- 1) On all national flights, the Flight emergency exit information needs to not just be closed captioned, but also be available in ASL and LSQ with a sign language interpreter in the Picture in Picture. ASL for English video, LSQ for French video.
- 2) I often see the words "Passenger Announcement" on my screen but what is being said? What information is being shared? I never get this information as a profoundly Deaf person. Can there be an ASL or LSQ pre-recorded possible announcements be available when the announcement is out?
- 3) Often many programs are not captioned. There needs to be more of an effort a collaboration with Hollywood for captioning, captions are for everyone! Maybe people don't want to listen to the movie but would instead just watch the movie with captions only. Is there a way to have a tablet with movies with captioning available?

Thank you for allowing me to contribute even so briefly today.

All the best.