

I appreciate very much the opportunity to provide feedback on behalf of my child who has severe food allergies. I would like to provide the following feedback:

- Would greatly appreciate if Airports (and Train Stations) would have Restaurants and Food Service Stations that do indeed provide information on the ingredients of the foods they serve. It is very difficult for those with food allergies to find suitable foods that they can trust will be safe for them right before boarding a flight that will have them away from a hospital or emergency service location. With security restrictions and in the case of travelling to the US, with customs restrictions, it is very difficult to bring foods that will sustain those with food allergies for a long time. Of course, we can bring dried snacks, etc. but on a long flight this is not a meal. It would be so helpful to have some kind of guidelines for Restaurants at Airports that provide consumers with clear and trusted listings of the foods they serve and the allergens present in those foods. If they could have some foods that are pre-packaged and with ingredients listed (including may contain ingredients), this would be so helpful and make such a difference for those of us who are parents of a child with severe food allergies.
- Having the food served on the plane or train include Allergens and Clear Ingredient Listings so we can make a safe choice while travelling. I have to commend Air Canada on a recent flight from California, where they were able to produce a clear list of Allergens and Ingredients on the items they served for purchase. My child was so happy to eat a Pizza that was Hot and Tasty on a long flight. As a parent, I felt so relieved and it was so surreal that this brought me so much happiness to see my child be able to eat a hot meal on a long flight! This underscores how much we would appreciate some clarity and information so we can make choices that are safe for those with severe food allergies.
- Training for Staff to communicate with those with food allergies in a discrete and respectful way. There was one time when we were bumped to a later flight (mechanical problem with the aircraft) and when asking to be seated together with our child (there were limited side by side seats), the staff member asked "Why do you have to sit together?" When we explained our child's allergy, and the reasons, their response was: "Well, don't you have an EpiPen with you?" Of course we do, we always do but that is not the point! By the time you need an EpiPen, it means your body is already reacting to the allergen, you are already getting very sick from the allergen and it is life-threatening. It is too late and how re-assuring is that to have a Temporary Medicine that only gives you time to get to the hospital and get medical attention to Anaphylaxis when you are 35,000 feet in the air? As a parent, at least sitting beside your child (on both sides) gives you guarantee that those beside your child will not expose him/her to their allergen in a more direct fashion. Also, please consider the emotional impact of having to ask those beside you to refrain from eating their food which in the case of for example, a peanut butter sandwich, will leave peanut residue all over the arm rest, table, etc. that you are sitting closely beside. Training for the staff to be discrete, respectful and understanding of these concerns would be appreciated not just by the parents but by the children who are the first ones to feel "terrible" about causing an inconvenience or having their medical condition discussed in public. The emotional impact to these individuals should be considered.

Thank you so much for considering this feedback!

MB D Viyella

