

Hello,

Three years ago I boarded an Air Canada flight with my young daughter who is anaphylactic to multiple foods. As we stepped onto the plane, I let a flight attendant know about her allergies and asked if it was possible to make an announcement for passengers to avoid consuming peanuts/ products during the flight, as this airline had done several times in the past for our family. This time, within 5 minutes of sitting down, we were escorted by three flight attendants off of the airplane and told we would not be able to fly until we sought a note from her doctor and re-booked a flight with enough notice to implement a 'buffer zone' around our seats (therefore for us to book for non-peak periods of travel). After much conversation with the attendants, in the end, and **not** by my request, a flight attendant decided to lie to her supervisor and said that 'the mother overreacted and overstated the severity of her daughter's food allergies' in order that we could board another plane later that evening. While her intentions may have been to help us, in the end it demonstrated an airline 'policy' (though this was never communicated to us prior) that did not serve the airline, the staff nor the customer/ passengers. Further, it sent several negative messages to us as the passengers, including that communication about food allergies will result in multiple 'penalties' (flight delays, not being able to be served on busy flights – e.g. in order to implement a 'buffer zone') not to mention the confusing messaging this delivers to children with severe food allergies.

Potential solutions, if not already in place:

- To implement policies that encourage openness and have these readily and clearly noted when purchasing travel tickets;
- To implement an annual training session for all staff regarding food allergies from Anaphylaxis Canada or a similar organization;
- To always have multiple Epinephrine injectors on board in dosages suitable not only for adults but also children;
- To be nut free environments;
- To always have available whole, fresh foods such as fruit and vegetables on board;
- To add reputable brands that are free of top food allergens, such as Enjoy Life products to menus

I appreciate the opportunity to provide comments as part of your consultations.

Kind regards,

Shonda Wang, MSc, MCIP RPP