



Assistance Available to Passengers With Special Needs on Canadian Airlines

©Renfrew Educational Services, 2010
Prepared by professional staff with Renfrew Educational Services



The Canadian Transportation Agency has issued codes of practice for Transportation Service providers. These codes cover such things as accessible bathrooms for the disabled, storage space for wheelchairs, accommodating service animals, standards for boarding stairs and handrails, removing communication barriers, and providing seats for attendants flying with persons who are unable to travel alone.

HIGHLIGHTS OF ONE-PERSON-ONE-FARE POLICY DECISION ARE AS FOLLOWS:

On January 10, 2008, the Agency ordered Air Canada, Air Canada Jazz and WestJet to adopt a One-Person-One-Fare Policy for persons with severe disabilities on flights within Canada. The airlines were given up to one year to implement the Policy, which does not apply to domestic segments of transborder and international trips.

The Decision means that, for domestic services, these carriers may not charge more than one fare for persons with disabilities who:

- are accompanied by an attendant for their personal care or safety in flight, as required by the carriers' domestic tariffs; or
- require additional seating for themselves, including those determined to be functionally disabled by obesity.

You can look in detail at these codes of practice at www.cta.gc.ca or follow this link:

http://www.accesstotravel.gc.ca/ncds/ncd_details-e.asp?cid=1

In summary, for flights within Canada, air carriers are required to provide a seat, at no extra charge, for attendants who are travelling with individuals who, because of a disability, are unable to travel alone. Individual airlines vary somewhat in their individual policies and procedures, so it

is important to acquaint yourself with the specific program of the airline you intend to use.

AIR CANADA'S POLICY IS AS FOLLOWS:

Passengers who are not self-reliant and who require an attendant cannot be accommodated in an Executive First Suite in our newly refurbished Executive First Class cabin (applies only to our B767 and B777 aircraft).

For travel within Canada on Air Canada, Jazz, and Air Canada-coded flights operated by Tier 3 carriers, an attendant may travel at no charge. Please note that all applicable taxes remain payable, except the Gander Airport Authority's Improvement fee.

Please contact the Air Canada Medical Assistance Desk at 1-800-667-4732 for more information.

For other travel within North America, the attendant may be able to travel on a reduced fare. Please contact Air Canada Reservations for more information, 1-888-247-2262.

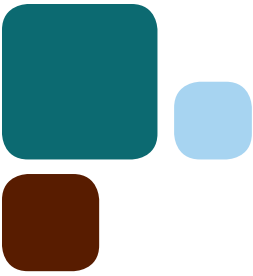
Follow the link below to read the entire policy.

<http://www.aircanada.com/en/travelinfo/before/specialneeds.html>

THE FOLLOWING IS EXCERPTED FROM WEST JET'S "ONE PERSON ONE FARE" PROGRAM

Effective January 10, 2009 WestJet will be compliant with the legally binding ruling to provide additional seating to guests who are physically or mentally disabled and require:

- a personal attendant to provide care with meals, medication, using the toilet, or in an emergency evacuation or due to decompression issues.
- additional seating to accommodate a disability (including obesity)



Please note: The One Person One Fare program is not for use for guests who:

- are not disabled as a result of their obesity
- may want a travel companion for reasons other than a disability
- Qualifying: Guests who feel they are qualified will be required to have a medical form completed by their physician at their own expense.
- Approval process: All medical forms submitted by a guest's physician will be reviewed by WestJet's Medical Desk nurse. The nurse may contact the guest's physician for more information prior to making a final decision to approve or decline a request to utilize the One Person One Fare program. Decisions rendered by the Medical Desk are final.
- Personal attendants: WestJet considers a personal attendant to be an able-bodied person 18 years of age or over capable of fully attending to all the physical needs of the guest with a disability during the flight. It is not necessary for this person to be medically trained. Guests travelling with an attendant will be offered pre-boarding if desired by the guest and accommodations for a service animal will be made as required by the guest.
- The personal attendant must remain with, and be seated next to, the guest.
- Guests may request one person to be their personal attendant from the originating city, and a different one returning back from the destination.

Follow the link below to read the entire policy:

<http://c3dsp.westjet.com/guest/travelTips.jsp#specialneeds>

For flights outside of Canada when you are starting your trip with a Canadian carrier and connecting to another

airline, you can ask for the assistance of the reservations staff of the Canadian airline in determining the policies of another airline and possibly accessing reduced fares.

If you are flying outside of Canada with a non-Canadian airline in particular, contact Customer Service with the carrier you want to use. It is important to have a copy of the airline's own policies at hand when making reservations and travelling. Canada is in the lead internationally with its one person one fare policy; although many other countries have laws prohibiting transportation firms from discriminating against persons with disabilities, I have not found others that require airlines to provide a seat free of charge for attendants.