

flair flyers guide

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about this guide

This guide has been prepared by ASD awareness training company Autism Double Checked (ADC) in order to assist parents and caregivers of passengers with ASD when flying with Flair Airlines. All of Flair’s cabin crews have passed ADC’s Autism Awareness certification course.

The objective of this guide is to give advance information about sensory and other issues that may need extra consideration for passengers with ASD. The Guide gives information about the nature of these issues and guidance for how to best handle them.

Due to the wide variety of issues that may arise for individuals with ASD, such guidance is general in nature. If you encounter something that is not covered in this guide, please seek the help of a Flair Airlines staff member.

Throughout this Guide, we will make use of the Sensory Issue Advisory Triangles below. Each Advisory Triangle is cross-referenced to the appropriate section in the Guide.



safety



crowds



waiting or duration



noise



body awareness



heat or cold



light



taste or smell



fine motor



surprise elements

important general information

Abbotsford International Airport (YXX)

30440 Liberator Ave, Abbotsford, BC V2T 6H5
(604) 855-1001
abbotsfordairport.ca

Edmonton International Airport (YEG)

1000 Airport Rd, Nisku, AB T9E 0V3
(780) 890-8382
flyeia.com

Winnipeg James Armstrong Richardson International Airport (YWG)

2000 Wellington Ave, Winnipeg, MB R3H 1C2
(204) 987-9402
waa.ca

Vancouver International Airport (YVR)

3211 Grant McConachie Way, Richmond, BC V7B 0A4
(604) 207-7077
yvr.ca

Toronto Pearson International Airport (YYZ)

6301 Silver Dart Dr, Mississauga, ON L5P 1B2
(416) 247-7678
torontopearson.com

Calgary International Airport (YYC)

2000 Airport Rd NE, Calgary, AB T2E 6W5
(403) 735-1200
yyc.com

Halifax Stanfield International Airport (YHZ)

1 Bell Blvd, Enfield, NS B2T 1K2
(902) 873-4422
halifaxstanfield.ca

Kelowna International Airport (YLW)

5533 Airport Way, Kelowna, BC V1V 1S1
(250) 807-4300
ylw.kelowna.ca

booking your flight

To better help the staff identify a person with autism, additional steps are needed.

When booking for a person with autism, please request for the “DPNA” code to be added to the reservation of the person with autism through the call center. Also include what services they need, what abilities/challenges or sensitivities the person may have so that it can be added to the reservation.

Booking through the call center will have a \$15 service fee. Another option is to book your flights on the website and call the call center at least 48 hours prior to travelling to inform us of any details regarding the person with autism.

preparing for your flight

Make use of the company website at: www.flyflair.com

Flair Airlines operates a low cost model. This means that some services are provided on an optional basis. Be sure to book those services in advance for your special passenger.



crowds

If you're looking to avoid crowds, Tuesdays and Wednesday are the quietest days of the week, and November and June are usually the quietest months of the year for travel.

Long lines may build up at security where CATSA performs their screening.

heat or cold

All airport facilities and all Flair aircraft are climate controlled. Temperatures are set to levels that should be acceptable to anybody that does not have heat or cold sensitivity.

Passengers who have problems with either heat or cold may need to take the same precautions as they normally do for similar spaces.

waiting or duration

Online check-in is available and we highly recommend that you utilize this service whenever you can. You can check in online starting 24 hours prior to scheduled departure time. If you are unable to do so, please allow extra time for checking in at the ticket counter and know that the ticket counter closes 60 minutes prior to departure time.

Long lines may build up for security checking at CATSA. The CATSA website does offer a list of current check in times.

Passengers may wish to visit the CATSA website: <https://www.catsa-acsta.gc.ca/>. The site has estimates of current wait times. You may wish to extrapolate these, with care, for your journey.

noise

Most airports have high volumes of noise. This may be even more noticeable when in areas with very high ceilings.

If you do not get the opportunity to practice going through the airport, you may still wish to practice visiting buildings that have high ceilings and increased sound volume such as shopping malls.

Unfortunately, higher volumes of noise cannot be avoided when flying.

If your child is very sensitive to noise, you probably already have noise-cancelling headphones. If your child has less sensitivity but has occasional trouble with noise, try using the headphones in advance so you can be sure that they will be tolerated.

body awareness

While anybody may feel some discomfort if internal organs “inflate” due to the reduced pressure in the airplane, a child who already has gastro-intestinal (GI) issues may experience extra problems.

Speak to your physician ahead of time about suitable remedies.

During flight, particularly on descent, changes in pressure may cause ears to “pop” or just general discomfort during adjustment.

Practice all of the possible techniques for dealing with this that are not already familiar to your child. You won’t know, until you are in the air, which ones are going to work so you need your child to be familiar with all of them. (See “During the Flight” section for details). Try EarPlanes™ in advance to see if they are tolerated.

It is generally recommended that you seat autistic passengers away from the aisle and towards the front of the aircraft. If your party is large enough, it may also be of benefit to have a family member seated directly in front of your autistic child.

Call Flair Airlines for the desired seat assignments, either as above or in the configuration that you feel will best suit your child. Flair will waive the normal charge for advanced seat assignment.

packing

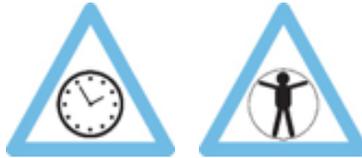
Flair Airlines makes a charge for carry-on bags and for checked bags. We also allow one "personal item" per passenger at no charge.

Your choice between checked or carry on will depend upon how much baggage you wish to take along, the convenience of having some things with you at all times versus the inconvenience of having to bring a given item everywhere and, of course, the costs. Do, however, make as much use of the one personal item per person as you can.

Things that you may need to pack in your 'personal item':

- iPad or similar
- iPod or similar for music, if not using the above
- Other electronic games that your child likes
- Headphones for all of the above.
- Non-electronic games and activities - for those periods when electronic devices are not allowed. This can be anything that you know your child will like that is sufficiently portable.
- Extra sweater and/or blanket if your child is sensitive to cold. Cold pack, if sensitive to heat.
- If your child is sensitive to strange smells, bring tissues or a handkerchief with acceptable perfume/odor: Strongly flavored snacks may also work for this.
- Wipes, if your child likes to touch everything in order to investigate.
- Gum, hard candy, straws and/or juice boxes, EarPlanes™ (See "During the Flight" for details).
- Medications. Always in carry-on, never in checked bags. Have an extra supply in case something is dropped or lost.
- Snacks. Although snacks, including some gluten-free are available for purchase on board, it will still help to have a good supply of your child's favorite. This way you can be sure that you have the preferred brands and flavors.

checking in/ boarding



waiting or duration (check in)

Online check-in is available and will save time

Even with online check in, arrive at least two hours early and allow plenty of time for the security process.

waiting or duration (gate)

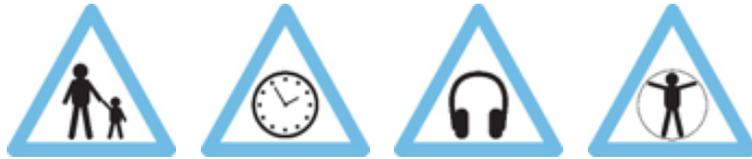
Your child may be more comfortable if you are among the first to board.

Identify yourself to the gate agent as soon as you can and request priority boarding.

body awareness (gate)

Being comfortably seated before other passengers are passing along the aisle may also be less disturbing for your child. If you have them in a middle or window seat, they won't be disturbed by people brushing past them.

security screening



safety

CATSA has advised that all screening agents have been trained to assist passengers with special needs.

Identify yourself to the CATSA agent and let them know that you are traveling with a special-needs passenger. Outline any sensory issues that you think might create difficulties for your child.

waiting or duration

The line may be long and crowded.

Most Canadian airports have a specific line for families with small children or persons with disabilities. Ask the CATSA agent before getting in line to see if you can use the family line and minimizing accidental bumping into strangers.

body awareness

As well as the traditional 'walk through' scanners, in many airports CATSA also uses full-body scanners. These can only accommodate one person at a time which may cause distress for some children.

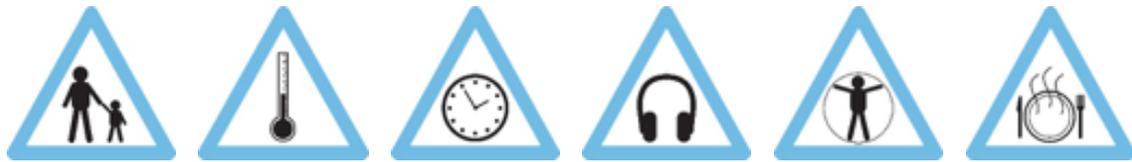
If you feel that your child may still be have difficulties in the scanner, discuss alternatives with the CATSA officer. CAUTION: the standard alternative to the body scanner is a pat down search. Since this may also be difficult for your child, be sure to look at all possible alternatives with the officer.

noise

Aside from background noise, there is a possibility of bells/alarms being sounded with no notice.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones. If you are asked to remove them, explain this concern and to have the removal be as short of a time as possible. You must also explain to your child in advance that they will have to empty their pockets and temporarily hand over phones, iPads or even favorite 'stiffies.'

during the flight



Please speak to a flight attendant after boarding to ensure any special requests or just to let them know that you are traveling with an autistic person and may need their help at some time.

safety

Everybody is required to wear a seatbelt during taxiing, take off, landing and preferably throughout the flight especially if turbulence is expected.

Based on the experience with car seatbelts your child will probably find the lap belt familiar. If you have concerns that they may wriggle out of the regular belt, you may use a CARES Safety Harness. For a size of up to 100 cm tall and 20 kg in weight, this is TCCA approved. A larger size is available but you will need an exemption from the TCCA to use this. Please go to: <http://kidsflysafe.com/instructions/cares-for-special-needs-flyers> for further information.

body awareness

Be prepared ahead of time for cabin pressure changes. These mostly occur during ascent and descent but can happen at any time. Remember that your child may be more sensitive to such events than you are.

If you found that your child will tolerate EarPlanes™, place them in advance of takeoff and try to keep them in place until you have landed.

If your child doesn't tolerate them or if they seem not to be effective, keep trying possible remedies until you find which one is working for them on the day. Remember that the solution that works may vary between the outbound and return flights.

Once the "Fasten Seatbelts" light is off, you are allowed to take a walk around the aircraft with your child.

You should walk around if you think that this will help you child with the inactivity of sitting. On the other hand, if your child is happy and content in their seat, you won't want to disturb that calm state.

taste or smell

A supply of snacks and drinks is available in-flight. The Buy on Board snack and beverage menu can be located on the Flair website.

If your child has very particular 'favorites' of either, it will be advisable to bring your own supply particularly if your child has any special dietary needs.

heat or cold

Cabins are climate controlled to a temperature that is comfortable for most people.

You may wish to bring extra layers to wear for a child that is sensitive to cold. If your child is sensitive to heat they may need to wear their lightest clothing. You could also have a cold pack on hand, a portable fan or both.

waiting or duration

While many flights are of short duration, they still involve sitting in the seat for all, or most of the trip.

Flair does not feature seatback video entertainment so please have plenty of activities that will hold your child's attention. Many parents introduce a new activity every 20 minutes but you should judge this based upon your knowledge of your child. Make sure that some of the activities are non-electronic for the times when electronic devices are not permitted.

noise

Flair Airlines aircraft do have extra sound insulation. Even then, especially during take off and landing flying can be relatively noisy.

Even children who have moderate noise sensitivity may benefit from the use of noise cancelling headphones.

Encourage you child to use the bathroom when the seatbelt sign is off as they will not be able to do so when it is illuminated. If your child needs to use the bathroom, be alert to the loud sucking noise that some airplane toilets make when flushed.

It may make sense to have your child exit the bathroom first and for you to flush after they leave.

If your child does get distressed at any time during the flight, remind the flight attendant of your earlier conversation and let them do the explaining to other passengers that your child has autism and is not just misbehaving.

arrival



body awareness

Deplaning can involve a line waiting to get off and very close proximity to other passengers and bags waiting for their turn.

If you feel your child may be disrupted by other passengers leaving, you may choose to remain seated and deplane last.

noise

Your arrival airport will have similar noise levels to that of your departure airport.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones.

lost person help



safety

Airports are generally very big places with any number of possible sensory issues. Be alert to the possibility of your child becoming alarmed and trying to run off. If this does happen:

- **If a family member gets lost, immediately report it to a Flair Airlines staff member or airport security personnel and ask them to issue an alert to all who may be able to assist in searching.**
- **Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).**
- **It is recommended that you have a recent photo available on your mobile device so that you can share that with the Flair Airlines team.**
- **Stay at the check in desk or gate. This will enable the Flair Airlines team to locate you as soon as possible once your family member has been found.**
- **If you utilize an RF or GPS tracking system, inform the staff of this, contact your service provider and ask them to cooperate with the Flair Airlines staff.**

In normal circumstances GPS functions throughout the premises and there are no "blind spots".

index or advisories

Advisories for the following sensory issues are located as follows:



safety

- 9 **security screening**
- 10 **during the flight**
- 14 **lost person help**



crowds

- 4 **preparing for your flight**



**waiting or
duration**

- 5 **preparing for your flight**
- 8 **checking in/boarding**
- 9 **security screening**
- 12 **during the flight**



noise

- 5 **preparing for your flight**
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- 13 **arrival**



**body
awareness**

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**heat or
cold**

- 4 **preparing for your flight**
- 11 **during the flight**



**taste or
smell**

- 11 **during the flight**

for further information

Further information about the Autism Double-Checked program can be obtained from:



Autism Double-Checked LLC
156 Seaside Avenue, Suite 250
Stamford, CT 06902

Web: www.AutismChecked.com
Email: Info@AutismChecked.com
Phone: (203) 750-0000

This Guide has been prepared in order to give as much information as possible so that parents and caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter any sensory challenge(s) that has not been addressed, please contact Autism Double-Checked and let us have of any suggested inclusions.