

We fully understand how upsetting this situation is for this customer and her family. Air Canada extends to them its deepest sympathies on the loss of their family member. However, Air Canada also categorically rejects any assertions that it was responsible for the customer's death.

Passenger safety onboard all Air Canada flights is always our overriding priority. As part of its robust safety culture, Air Canada has well prescribed processes in place to manage onboard medical events, including soliciting for medical personnel onboard, and access to a Transport-Canada approved onboard medical kit. Our crews are further supported by a specialized ground-to-air, third-party medical provider used by 72 airlines globally that enables the crew to liaise in real-time with doctors specializing in aviation medicine to evaluate the passenger and devise a care plan. Based on the advice of medical experts, we will divert an aircraft to a nearby airport with appropriate medical facilities to obtain care without hesitation if needed, something we do 40 times a year on average.

We can confirm that throughout the flight Air Canada's crew properly followed the procedures for dealing with onboard medical emergencies and provided continuous care for the passenger, including relocating him to the business cabin so he could fully recline. It is important to note that based on careful consultation with the ground-to-air medical team, diversion was not recommended. The individual was conscious upon arrival, where we had arranged for paramedics to meet the aircraft. Unfortunately, shortly after arrival, the passenger passed away while being attended to by the paramedics.

Peter Fitzpatrick
Air Canada Corporate Communications