

## DIRECT ASSISTANCE

Airnorth endeavours to provide direct passenger assistance where ever possible, however due to staffing limitations, airport size and facilities this may not always be possible.

In order to provide special assistance passengers with a safe and pleasant travel experience Airnorth requires passengers to provide as much notice as possible of requirements for special assistance.

Due to Occupational Health and Safety Regulations, Airnorth staff unable to provide passenger assistance through physical or manual handling of the passenger apart from assisting the passenger with the transfer to and from chairs and seats.

To allow Airnorth to provide appropriate levels of assistance, passengers with mobility limitations must allow sufficient time for check in and boarding.

The level of direct assistance, Airnorth can provide may vary dependent on the airport and the facilities available. Section 3 of this plan outlines what facilities and direct assistance is available at airports Airnorth operates from.

### **Check In / Departure gate**

Where a passenger's mobility aid needs to be adjusted or broken down, the passenger is responsible for assembling and disassembling the aid where they are able to do so or to provide instructions to ground staff. Passengers should ensure they proceed direct to the departure gate to enable Customer Service Officers to provide any updates in their flight arrangements should a delay or cancellation occur.

Airnorth will provide direct assistance during the check in process by:

- Where mobility aids need to be adjusted or broken down and assistance is required, Airnorth Ground staff will ask the passenger to explain, instruct and supervise the assembling or disassembling of the mobility aid.
- Providing a courtesy wheelchair if required
- Assisting with pushing of the wheelchair for embarkation and disembarkation processes
- Providing guidance or assistance to the departure area
- Facilitate the screening process where necessary

### **Embarkation / Disembarkation**

It is necessary for special assistance passengers to be at the departure gate 10 minutes prior to the scheduled boarding time. This is necessary to ensure Airnorth has sufficient time to assist the passenger to board the aircraft and load any mobility aids into the aircraft hold.

If a passenger is not at the departure gate at the designated time, it may not be possible to carry the passenger on the booked flight. As a result the passenger may need to be re-booked on the next service.

Airnorth will provide direct assistance in the embarkation process by;

- Providing priority boarding to the passenger;
- Assisting the passenger to transfer between the aircraft seat and the passengers mobility aid.



### **Onboard the Aircraft**

Airnorth staff will provide direct assistance on board the aircraft by:

- assisting with stowing and retrieving baggage and medical equipment;
- assisting with movement to and from the aircraft toilet;
- assisting with opening of meals and drinks and inquiring during the flight about the persons needs;
- briefing individual passengers and their companions on emergency procedures and the layout of the cabin; and
- assisting the passenger during the event of an emergency

### **Occupational Health and Safety**

Airnorth has a duty of care to protect staff involved in manual handling, including the handling of passengers. Airnorth staff are prohibited from bearing the weight of a passenger whether it is by supporting, restraining, lifting, pushing, pulling or similar activity.

The only exception to this policy is the transportation of a passenger in a courtesy, company wheelchair between the airport terminal and the aircraft. In this situation the staff member is permitted to push the wheelchair provided they are capable of doing so without causing injury.