



### Virgin Atlantic's Special Assistance

Virgin Atlantic has a UK office-based department called Special Assistance to deal with any special needs requests. Special Assistance requires as much notice and information as possible (a minimum of 48hrs).

#### Details of Special Assistance services available

- Cabin crew undergo special training courses in assisting passengers with restricted mobility and/or impaired sight or hearing.
- Braille safety cards are available on all Virgin Atlantic flights and large print cards can be requested in advance of travel.
- Assistance to and from the aircraft can be arranged via wheelchair or motorized buggy if available.
- Onboard wheelchairs are available on all aircraft for transfer through the cabin.
- Although weight bearing passengers will be able to access all toilets from the onboard wheelchair, on some aircraft side to side access to the toilet from the on board wheelchair for non weight bearing passengers may be limited.
- Most special medical or religious dietary needs can be catered for with 48 hours notice. Basic non standard meals such as gluten free, vegetarian, kosher, etc., can be either booked online or via our Contact Centre Reservations. For complex dietary requests, for strict medical reasons only, passengers should contact Special Assistance.
- Virgin Atlantic was the first airline to provide 'neck loops', which allow hard of hearing passengers to enjoy better quality sound from the inflight entertainment system. A limited number of open caption movies are available onboard. Cabin crew with sign language skills can be requested on flights with 6 weeks notice, but this service cannot be guaranteed.

- With effect from 10th August 2005, Assistance Dogs can now be carried within the cabin on all Virgin Atlantic's routes. Restrictions apply.
- Two types of support seating are available for children with disabilities who are unable to support their upper body and sit upright. The Burnett Body Support has vacuum technology which moulds to the body and holds the desired posture. The Travel Chair has head support, a pommel strap, foot rest and is designed for smaller children aged between 3-11 years. The Travel Chair is subject to availability and completion of a Suitability Assessment form.
- For those that have respiratory conditions, therapeutic oxygen can be supplied onboard free of charge using a pulse dose system that delivers oxygen via nasal cannulae. Oxygen cannot be provided by Virgin Atlantic through the airport.
- Skycots for babies up to a maximum of 12 months and Infant Care Chairs for those aged between 6 months to 3 years, can be booked through Virgin Atlantic's Contact Centre Reservations. Both are subject to availability and restrictions apply.

### **Medical Equipment Available Onboard**

- Therapeutic oxygen is available onboard, but the flow rate is subject to availability and route.
- Automatic External Defibrillators (AEDs) are carried on all Virgin Atlantic aircraft and in 2006 were fitted with updated AEDs called the FR2, with the new Smart technology. Virgin Atlantic was the first airline to equip its fleet with AEDs in 1990. These devices are able to re-organise the chaotic electrical impulses of the heart in some cardiac arrest victims. Without this machine prognosis of the passenger recovering is virtually nil. This device enabled a male passenger in 1997 to be the first cardiac arrest victim to be saved in the UK and US in airspace.
- All crew are trained in resuscitation techniques and the senior cabin crew (the Flight Service Manager and two Cabin Service Supervisors on each flight) are trained to use the AED.
- The cabin crew are all extensively First Aid trained, annually refreshed and are rigorously tested. As well as other medical equipment each aircraft carries a First Aid Kit (for crew use) and an Emergency Medical Kit (for use by suitably qualified medical volunteers). We have a 24 hour radio/satellite link to specialist medical advice via a response centre – MedLink (MedAire) in Phoenix, Arizona.

- Virgin Atlantic is adding a telemedical device called Tempus to the fleet later on in the year. Tempus is designed for use by non-medical experts in remote situations – ideal for on board medical emergencies. Tempus uses the satellite technology, which operates Virgin Atlantic's onboard telephone system, to transmit medical information such as pulse rate and blood pressure readings as well as video images to medical experts at the MedAire Centre in Phoenix. The ground-based doctors can then diagnose the problem and advise the crew on the next course of action, enabling crew to use their medical training to assist the passenger. Tempus' advanced technology significantly increases the airline's onboard medical provision. Cabin Crew will have expert help to differentiate between serious and non-serious medical incidents and do not have to make crucial medical decisions