





December 13, 2019

Dear Valued Shipper

Re: Guidance Document - Human Remains handling on Pacific Coastal Airlines

Pacific Coastal Airlines recognizes the important and sensitive nature of shipping Human Remains. While we will always make every effort to assist where possible, we do have limitations. This letter is intended as a guidance document.

<p>Casket</p> 	<p>Full sized adult caskets cannot be accommodated on any aircraft. Generally caskets are oversized and also add a significant amount of additional weight.</p> <p>Not acceptable</p>
<p>Metal Coroner container</p> 	<p>Common size 84 in L x 28 in W x 20 in H will only fit in the SAAB 340B Model aircraft.</p> <p>See next page 3 for maximum weight.</p>
<p>Shipping tray</p> 	<p>Common size 84 in L x 28 in W x 20 in H will only fit in the SAAB 340B Model aircraft.</p> <p>See page 3 for maximum weight.</p>
<p>Transportation Body Bag</p> 	<p>Generally, Transportation Body Bags will fit on any aircraft. The specific design must be for the transportation of Human Remains. The remains cannot be visible, odor is not present, the bag is completely sealed with 3 handles on each side.</p> <p>See next page for maximum weight.</p>

Planning Human Remains:

- A. The Shipper involved with the planning of Human Remains shipments must be either; a Funeral Home, B.C. Coroner or Regional BC Coroner, or a local accredited representative of the B.C. Coroner office.
- B. A copy of the death certificate is required with the tender of all human remains. It must be attached to the container of the Human Remains. The name of the deceased will be entered into the shipment description of the air waybill.
- C. Each base involved in a proposed routing must provide approval for whatever weight needs to be handled. A specific date of travel is required. The base of origin is responsible for planning which includes seeking approval from the destination base, and;
- D. Routings cannot originate from a Non-Secure Base (*noted on next page), stopping in Vancouver for connection to a Secure Base (**noted on next page) because Transport Canada required screening of Human Remains cannot be performed by airline employees.

Note: For this section, Vancouver (+noted on next page) is the transfer point.

- E. Routings cannot originate from a base that is a Secure Base (**noted on page 3), or from Vancouver on a flight that is going to a Secure Base (**noted on next page).

Exception: The Human Remains is delivered by a Known Consignor (KC) or a Regulated Agent (RA) at a Secure Base, who will validate the KC or RA with Transport Canada before it can be accepted.

Information regarding: [Transport Canada Air Cargo Security Program](#)

- F. The the Shipper must prepay the applicable Guaranteed Cargo rate at the moment of booking confirmation ensuring that the Human Remains is tendered not later than 90 minutes prior to flight departure time or at a time authorized by the origin base agent.

Respective Base handling limit guidelines

Base	Remarks
*Anahim Lake	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound →with advance approval from this base, up to 250 lbs may be possible.
*Bella Bella	Subject to advance confirmation, Maximum 250 lbs, inbound or outbound
*Bella Coola	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound →with advance approval from this base, up to 250 lbs may be possible.
**Campbell River	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
**Comox	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
**Cranbrook	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
*Masset	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
*Port Hardy	Subject to advance confirmation, Maximum 250 lbs, inbound or outbound
*Powell River	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound →with advance approval from this base, up to 250 lbs may be possible.
**Prince George	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
*Tofino	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
*Trail	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound →with advance approval from this base, additional weight may be possible.
+**Vancouver	Subject to advance confirmation, Maximum 250 lbs, inbound or outbound
**Victoria	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound
**Williams Lake	Subject to advance confirmation, Maximum 140 lbs, inbound or outbound

- * Non-Secure Base
- ** Secure Base
- + Transfer station

[Cargo Product Information](#)

Further assistance may be obtained from your nearest Pacific Coastal Airlines Airport office, contact: [Pacific Coastal Airlines Cargo base offices](#)

or 1-855-615-1381