



## REQUEST TO TRAVEL WITH AN EMOTIONAL SUPPORT DOG

### *Instructions for Healthcare Professional*

In order to process your patient's request to travel with an emotional support dog, please complete **Section B** of the medical certificate that can be downloaded from our website. **It is essential that you are the passenger's treating healthcare professional (psychologist, psychiatrist or attending physician) and that your patient has a disability recognized by the Diagnostic and Statistical Manual of Mental Disorders (DSM).**

### *Instructions for Client and Privacy Notice*

Please note that you will be responsible for the cost of the medical certificate in **Section B**. **Section A** must be completed and signed by you or your legal representative, if applicable. We also ask that you read and complete **Section C** of the document entitled "Requirements to Travel with an Emotional Support Dog".

Please send us your completed application **at least 48 hours** before the trip to:

**VIA Rail Customer Center**  
**77 Canada Street**  
**Moncton, NB E1C 0V3**  
**Fax: (506) 859-3943**  
**Email: [support\\_services@viarail.ca](mailto:support_services@viarail.ca)**

Once we have received and validated your completed application, we will contact you by email or telephone to confirm that your emotional support dog will be able to accompany you on future trips with VIA Rail at no charge.

VIA Rail collects this information to comply with accessibility requirements, including those under the *Canada Transportation Act*, the *Accessible Transportation for Persons with Disabilities Regulations*, and the *Canadian Human Rights Act*.

Please note that the personal information collected will be handled and stored in the VIA 5700 Register, as required by the *Privacy Act* and in accordance with our Privacy Policy which is available on our website [viarail.ca](http://viarail.ca). This information will be protected and will only be disclosed to those who need to know to process your request, specifically the Senior Manager, Customer Relations and any other staff responsible for train operations. Please note that VIA Rail may request updated documentation or additional information as required.

You can contact us by phone at 1-888-842-7245, or by email [support\\_services@viarail.ca](mailto:support_services@viarail.ca). If you have any speech or hearing disabilities, please contact us using a telecommunication device for the deaf (TTY) at the following toll-free number: 1-800-268-9503.