

## INSTRUCTIONS FOR VIA RAIL CUSTOMER

### REQUEST FOR AN EMOTIONAL SUPPORT DOG TO TRAVEL

In order to allow VIA Rail to assess your request to travel with an emotional support dog, we kindly request that your treating health professional answer each and every question of the attached Medical Certificate ([section A](#)). It is essential that each section be completed, signed and dated by a licensed health professional authorized to issue a diagnosis under the Diagnostic and Statistical Manual of Mental Disorders.

**Please note that you are responsible for any costs for completing this form.**

In addition, we ask that you read and complete the attached “Conditions for Travel with an Emotional Support Dog” document ([section B](#)).

Please return the completed Medical Certificate ([section A](#)) and the signed and dated conditions agreement document ([section B](#)) as soon as possible to:

VIA Rail Customer Centre  
1240 Main Street  
Moncton, NB  
E1C 0E6  
Fax: 506 859-3943  
Email: [support\\_services@viarail.ca](mailto:support_services@viarail.ca)

Once VIA Rail has received and validated the two forms, you will receive an email or telephone call to confirm that your dog may travel with you free of charge on VIA Rail trains.

VIA Rail collects this information in order to comply with the legal requirements including those from the Canada Transportation Act and the Canadian Human Rights Act regarding accessible transportation. Please note that you are not required by law to provide this information. However, without this information, VIA Rail may not be able to correctly assess your request.

Also, please note that your personal information is collected and will be used and stored in the VIA 5700 Register, as required by the Privacy Act. This information will be protected and shall be disclosed solely to the individuals who need to know the information in order to assess your request for accommodation, in particular, VIA Rail’s Chief Medical Officer as well as the Customer Relations group and other personnel responsible for the operation of the trains. Under the Privacy Act, you have the right to access your personal information collected by the Company.

#### Document Retention Policy:

*Please note that your medical documents and forms are confidential information and will be kept on file in a secured place for five years after your last travel date. This is to ensure you do not have to submit new documents each time you travel. Travelers can express their concerns by contacting us either by telephone at 1 888 842-7245 or by email at [customer\\_relations@viarail.ca](mailto:customer_relations@viarail.ca) using the Subject line : Document Retention. Hearing-or speech-impaired travelers can contact via teletypewriter (TTY) at 1-800-268-9503 (toll free).*

Section A:

## CONFIDENTIAL MEDICAL CERTIFICATE FOR PASSENGERS REQUIRING AN EMOTIONAL SUPPORT DOG

**Patient Information:**

Patient name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
VIA Preference number: \_\_\_\_\_

I attest that my patient requires an emotional support dog to travel.

*I confirm that my patient [INSERT PATIENT'S NAME] \_\_\_\_\_ is a person with a disability recognized by the DSM-IV (Diagnosis and Statistical manual of Mental Disorders) who is under my care. In my medical opinion, my patient cannot travel without her/his dog on board VIA Rail's passenger train.*

My patient's functional limitations are:  
Please check one of the boxes below

- permanent; or  
 temporary.

*(In the case of a temporary limitation, this Medical Certificate must be dated and signed by the treating health professional one year or less prior to the date of the train travel).*

I understand that this Medical Certificate may be reviewed by VIA Rail's Chief Medical Officer.

HEALTH PROFESSIONAL'S SIGNATURE: \_\_\_\_\_

Licensed health professional authorized to issue a diagnosis under the Diagnostic and Statistical Manual of Mental Disorders.

HEALTH PROFESSIONAL'S PRINTED NAME: \_\_\_\_\_

HEALTH PROFESSIONAL'S LICENCE NUMBER: \_\_\_\_\_

Medical Specialization: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ Fax: \_\_\_\_\_

DATE SIGNED: \_\_\_\_\_ PLACE SIGNED: \_\_\_\_\_

Section B:

## CONDITIONS FOR TRAVEL WITH AN EMOTIONAL SUPPORT DOG

***You agree to the following conditions for travel with your emotional support dog:***

**Maintaining Control** – You must keep your dog under control at all times.

- The dog should always be on a leash, harness or other tether, unless this would interfere with the animal's safe, effective performance of work or tasks, in which case the dog must be otherwise controlled.

VIA personnel may require you to remove your dog from the train or from the station premises if:

1. The dog is out of control and effective action is not immediately taken to control the dog (for example, a dog barking repeatedly and uncontrollably or is not housebroken) or
2. The dog poses a threat to the health or safety of others.

If you are asked to remove your dog, but would like to remain on the premises and/or continue travel without the dog, you must make arrangements at your cost for another person or local animal control to assume custody of the animal and you may be required to continue the VIA train trip at a later time or on a later date.

**Must Remain on Floor** - The dog must sit under your seat, on your lap, or at your feet. The dog is not allowed to sit in the aisle or on seats or beds.

**Walking the Dog** – There may not be time to walk the animal at station stops for purposes of relieving when travelling in the Corridor. On long haul trips, it will be possible at designated stops.

**Must be attended to at all times in a station and while on board the train** – The dog must not be left unattended in any public or private area, in a washroom or in a private cabin.

**Must be fully mature** – The dog must be 18 months or older. (i.e. not a puppy). Date of birth: \_\_\_\_\_

**Must be sterilized** – All service/emotional support animals must be sterilized.

**Must have a microchip ID implant** – Microchip ID number: [INSERT #] \_\_\_\_\_

**Vaccination records (for Rabies)** – Must be in your possession throughout the trip and must be valid for the current year.

**Identification Vest** – While in any public area of the train, the dog must wear a vest or highly visible collar which identifies the dog as a service animal (bilingual identification if possible – English and French).

**Collar with Identification Tags** – Must be worn at all times.

I [INSERT YOUR NAME] \_\_\_\_\_ *agree with the above-mentioned conditions.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ [MM/DD/YYYY]