VIA Rail Canada

REQUEST TO TRAVEL WITH A SUPPORT PERSON

Instructions and Privacy Notice

To process your request for a support person, we ask that you have your attending physician or licensed health care professional (psychiatrist, psychologist, nurse practitioner, audiologist or optometrist) complete the online Medical Certificate in **Section B**. **Please note that you will be responsible for the cost of this certificate**. Take note that **Section A** must be completed and signed by you or your legal representative, if applicable.

Please send us your completed application at least 48 hours before the trip by mail, fax or email to:

VIA Rail Customer Center
Support Person Request
77 Canada Street
Moncton, NB E1C 0V3

Fax : (506) 859-3943
Email: support_person@viarail.ca

Once we have received and validated your completed application, we will contact you by email or telephone to confirm that a support person will be available 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. 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_person@viarail.ca. If you use a teletypewriter (TTY), please dial 711 and ask to be connected to 1 855-321-8421.