



EMOTIONAL SUPPORT ANIMAL REQUEST

Emotional Support Animals may travel at no charge if they meet the requirements, stated in proper documentation before they travel.

- 1 emotional support animal per person
- Animal must be a cat or a dog
- Animal must be clean and well-behaved

ANIMAL BEHAVIOUR

Emotional support animals must be trained to behave properly in public and will not be permitted on board if they display any form of disruptive behavior, including but not limited to:

- Jumping up, on, or at people
- Lunging at people
- Growling or excessive barking
- Biting or any attempt to bite

Emotional support animal must always be in your control, by leash/harness/carrier.

ADVANCE NOTICE

To travel with an emotional support animal, you must submit all required documentation at least 72 hours prior to your travel date. All necessary forms and documentation is outlined in this package.

**Red Arrow will notify you via email upon documentation approval.
An approved ESA request is valid for 1 year from the date of Red Arrow approval**

REQUIRED DOCUMENTS

You must complete, submit and receive approval of both forms before your emotional support animal will be able to travel:

**Letter from Mental Health Professional
Veterinary Health Form or vaccination record with current rabies information
Animal Behaviour Form**

INSTRUCTIONS

- Read and complete both forms
- Submit both forms and the letter from Mental Health Professional together at least 72 hours prior to travel to accessibility@redarrow.ca
- Keep original documents with you during your trip



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VETERINARY HEALTH FORM

Travelers Full Name:

Animal Information:

Name:

Breed:

Date of Rabies Vaccination:

Date of Distemper Vaccination:

By signing this form, I certify that all of the information I have provided is complete, true and accurate to the best of my knowledge.

License Number:

Date License Issued:

Name of Practice:

Phone:

Name of Veterinarian:

Date:

Signature:

OUR CORE VALUES:

Safety

Integrity

Loyalty

Respect



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Travelers Full Name:

Street Address:

City:

Province:

Postal Code:

Country:

Email Address:

CONFIRMATION OF ANIMAL TRAINING

Animal Information:

Species:

Breed:

Sex:

Weight:

Check Box to Confirm:

I confirm that my animal has been trained to behave in a public setting and takes my direction upon command.

I understand that if my animal acts inappropriately, that it will be considered not acceptable for travel and will be denied boarding.

I understand that I will be solely responsible for any actions of my animal and/or damages caused by my animal.

Date:

Signature:



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LETTER FROM MENTAL HEALTH PROFESSIONAL

A signed letter, dated no more than one year before the date of travel, from a licensed mental health professional (Psychiatrist, psychologist, licensed clinical social worker).

This letter must be on official letterhead and must state:

- That the passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders Fifth Edition.
- That the passenger requires the emotional support animal as an accommodation for travel and/or at their intended destination.
- The type of license held by the mental health professional and the jurisdiction in which it was issued.
- If they require the emotional support animal to travel as a lap-held support animal.
- Animal type, breed, weight and size

Please note that letters from a family doctor will not be accepted, the letter is valid for one year, and only one animal may travel at a time.