

Submitted by email to the Canadian Transportation Agency

Subject: Animal restrictions

Hi, I was reading in our local paper that there is a consultation regarding emotional support animals verses service animals.

I have allergies as well as asthma, to dogs and cats, so it makes it quite difficult for me to fly since they seem to be allowed everywhere on flights. In particular I was on an Air Canada flight from Toronto to Fort Lauderdale where I paid extra to be in a window seat in an exit row. I was made aware that there was a dog on the loose behind me when it started licking my left elbow as I was sitting just before take off. My flight attendant was made aware that I am allergic to dogs and cats and she tried to have me changed to the exit seats on the opposite side of the plane but they didn't want to move. It was basically a full flight and I was told I could move to the back of the plane with the flight attendantswhich did not sit well with me as it is much noisier and rougher ride back there, as well as I had paid extra for my seats. So I stayed where I was and took extra medication to help me through the flight. After we landed I was sick for 3 days due to this dog behind me. It's the dander that irritates my lungs, skin and eyes...so for me there is no such thing as an allergy free animal. This dog was allowed to sit on the seat, jump up and down, it kept nuzzling and trying to lick my arms..thankfully it didn't bark, but it was not a pleasant flight for me. For me, there is no way to know if there have been pets in my seat until I have sat there for about 15 minutes, then my eyes start to pull, my skin itches and breaks out, then the asthma kicks in.

When I returned home, I called Air Canada to talk to them about pet policy. Their policy is that pets are to be in a carrier, also, that upon booking I should let them know and they would try to have the last 5 rows of the flight pet free. That does not help my situation. They should have a section of the planes where it is pet friendly and that is the only place where they are allowed...just like hotels have specific floors where they allow pets leaving the rest of the hotel pet free. I understand and have no problems

with service animals as they are well behaved and stay quietly on the floor, not pestering passengers for attention.

Thank you for taking the time to read this and giving me the opportunity to voice my concerns.

Blandine Norman

(Removed)