

Submitted by email to the Canadian Transportation Agency

Subject : Emotional support dogs

To whom it may concern:

I work for Air Canada at YVR day in day out I've seen the owners of Emotional Support dogs being very entitled.

At the airport, inside the MAPLE LEAF LOUNGE when we have pet in the cabin in a bag we just have to tell the owner that same as inside the aircraft the pet has to be inside the bag zipped up the whole time and the owner usually complies. Our problem is the Emotional Support dog has the freedom to roam around the food area. One time the owner even took a bowl that passenger uses for soup and used that bowl to let their dog drink water and it was set on top of the bistro table. Unfortunately we are unable to tell the emotional support owner because as per Canada's laws their dogs has to be wherever they are.

I have requested Health and Safety to request YVR authority to set up a pet relief station at domestic C wing similar to the one at the US side. Unfortunately I've actually witnessed 2 tiny dogs relieving themselves on the post (once at gate 47 another by gate 45) which of course landed on the carpet. One time I was preparing to board a flight and smelled something like dog food at gate 41. Sure enough facing the windows an owner was feeding a huge dog. I was boarding a flight one time at gate 39 the smell of dog pee was overwhelming me until a passenger told me that they've witnessed a large dog running around earlier.

I boarded a flight to Toronto one time a large dog with lots of hair was with the 2 owners. They were demanding a bulkhead seat. Luckily the flight was not full so we accommodated them. The next day on Air Canada's employee social media called Yammer, a cabin cleaner from Toronto posted a picture of a middle seat full of dogs hair and the 2 seats beside it having dogs hair as well. Now that will require extra time cleaning and 3 seat covers have to be changed. And passengers wonder why their flights are delayed?

I have actually told 2 asthmatic friends that if they don't declare to the airline in advance that they cannot sit beside a pet, the emotional support animal has the right to get on the plane and they can be left behind.

Unfortunately as Air Canada code shares with Star Alliance carriers, a couple of years back a flight from Copenhagen to Toronto had a pony as emotional support animal because the seat was sold by United Airlines. The pony ran up and down the aisle while pooping! When the flight arrived Toronto airport, as soon as the door opened the agent

meeting the flight asked the flight attendant what is that smell! Well the lucky 400 passengers onboard that flight had to endure that inconvenience for the benefit of the emotional support pony.

The seeing eye dog as well as the epilepsy dogs are lovely because they are very well behaved. They are a pleasure to have onboard.

Hopefully my stories will be beneficial to your decisions for future travelers. What we need is more ENTITLED fake emotional support owners whose animals will pee and poo inside the plane and at the airport where the owners of course will never clean up after them cuz that's what the flight attendants and cleaners are for. Im just waiting for an untrained dog to bite the person beside them in the plane so both the owner and Air Canada can be sued.

As always,

Nellie