



For Immediate Release
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John Glenn International launches pet therapy program, Paw Force One

COLUMBUS, OH – Paw Force One, a new certified therapy animal program has launched at John Glenn Columbus International Airport (CMH) to bring joy and stress relief to passengers.

Dogs along with their volunteer handlers are trained to roam the airport terminal, interacting with passengers along the way. Passengers are welcome to stop and visit, pet and play with the dogs, identified by their colorful Paw Force One bandanas.

“Our goal with Paw Force One is to surprise and delight our passengers through creating a positive experience, relieving stress and anxiety, and assisting passengers with questions and wayfinding,” said Angie Tabor, Senior Manager of Customer Experience for the Columbus Regional Airport Authority (CRAA). “Especially during this pandemic, it’s yet another way we can help make it a positive air travel experience for passengers.”

The initial teams of dogs and volunteers were officially sworn in to the program on Thursday, Nov. 4 after successfully completing their training. The dogs are certified through the Alliance of Therapy Dogs, bringing valuable experience volunteering in other locations that can cause stress or anxiety, such as emergency rooms, hospice centers, schools and nursing homes.

“We are grateful to our wonderful teams of dogs and volunteers for being a part of this exciting initiative,” said Tabor. “In addition to their training, these dogs bring something that can’t be taught—they love being around people.”

Currently the program includes 10 teams of dogs and their volunteer handlers but could grow to accept other animals in the future. To learn more about the program or inquire about volunteering, contact CustomerService@ColumbusAirports.com.

Paw Force One is the latest program designed to enhance the customer experience, in addition other recently announced initiatives including [934 at CMH: A Travel-Sized Gallery](#) and [Journey Care Kits](#).

About CRAA

The [Columbus Regional Airport Authority](#) connects Ohio with the world by managing and operating passenger-focused [John Glenn Columbus International Airport \(CMH\)](#), cargo-focused [Rickenbacker International Airport \(LCK\)](#), and general aviation airport Bolton Field (TZR). CMH has been named one of the best airports for passenger experience, earning the 2020 Airport Service Quality (ASQ) award for North America. CMH is the first Columbus facility and one of the only airports in the world to achieve GBAC STAR accreditation, the cleaning industry’s gold standard for outbreak prevention, response and recovery. To discover how CRAA is helping travelers safely return to flying amid the COVID-19 pandemic, visit [FlyColumbus.com/beyondready](https://flycolumbus.com/beyondready). Follow us on [Facebook \(CMH\)](#), [Instagram \(CMH\)](#), [Twitter \(CMH\)](#), [Twitter \(LCK\)](#), [LinkedIn \(CRAA\)](#) and [LinkedIn \(LCK\)](#).

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