Customers with guide dogs

A guide for taxi drivers

In B.C., people with disabilities have a right to access services like taxis just like everyone else. This includes customers with guide dogs.

# Do treat your customer with respect

# Say hello, ask if they require assistance, be professional and courteous.

# Don’t ask for certification

Customers DO NOT need to show any kind of proof or certification for their guide dog—it's the law.

# Do speak directly to your customer

Be sure to use your voice as your customer may not be able to see your facial expressions or hand gestures.

# An elderly man and woman walk their guide dog together. The man has white hair, dark glasses and a cane.Don’t interact with the guide dog

Don't touch or speak to the guide dog. They are working and must not be distracted.

It is illegal to discriminate against customers who use a guide dog.

# A man with short curly hair and a mustache is walking with his guide dog. Next to them are symbols of a taxi, fork and knife, and a shopping cart.Did you know?

Customers with disabilities have a right to equal access to services like taxis, stores, and restaurants.

However, those with guide dogs often face discrimination when accessing these services.

You have a legal duty not to discriminate against customers.

You cannot refuse service because:

* You don’t like dogs
* You don’t want a dog in your car
* You think dogs are dirty

Refusing to allow a customer with a guide dog into your restaurant could be discrimination, which is illegal in British Columbia. People who use guide dogs have a human right to access services like taxis.