

# 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.

✓ **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.

✗ **Don't ask for certification**

Customers DO NOT need to show any kind of proof or certification for their guide dog. Certification is voluntary in B.C. So, some people will have it and others will not.

✗ **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.**



British Columbia's  
Office of the Human Rights  
Commissioner

# 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 taxi could be discrimination, which is illegal in British Columbia. People who use guide dogs have a human right to access services like taxis.

