

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 you 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