

# 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—it's the law.

✘ **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