

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.

✘ **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.**



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.

