**What To Do When:**

**Ordering Taxis**

**Tips to make things easier**

* It is entirely at your discretion whether or not to disclose that you have a guide dog. Sometimes this relieves stress, so you know the driver is aware ahead of time, but you are under no obligation to disclose if you choose not to. Sometimes disclosing this information can mean a longer than usual wait for a taxi.
* It is best practice for your guide dog to lay on the floor of the taxi. If you find it difficult for your dog to fit, you can ask the driver to move the front seat forward.

**If you are Denied Access**

* If your driver claims an allergy to dogs:
  + The driver should call you another taxi and wait with you until you are safely picked up
* If your driver refuses to pick you up because of your guide dog:
  + If the taxi company is licensed by your city you can contact Licensing Enforcement and file a complaint with a by-law officer.
  + If you reside in Alberta, Ontario, Nova Scotia or Newfoundland you may also call the police (non-emergency number) as the driver has broken the law under the Blind Persons’ Rights Act and they can be fined up to $5,000 for denying someone service when accompanied by a guide dog “Every person who is in contravention of section 2 is guilty of an offence and on conviction is liable to a fine not exceeding $5,000. R.S.O. 1990, c. B.7, s. 6 (1).”
  + If you reside in British Columbia, you can call the police (non-emergency number) as the driver has broken the law under the Guide Dogs Act.
  + If you reside in any other province / territory or you want to take your complaint further, you can file a complaint through your provincial or territorial Human Rights Commission.

If you have information you would like to share or would like to request a tip sheet on a particular topic, please contact victoria.nolan@cnib.ca.