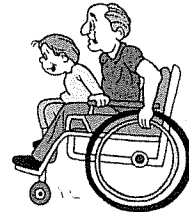


# IMPORTANT INFORMATION FOR TAXI DRIVERS IN HRM

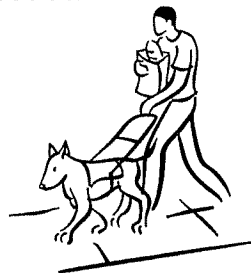
## ABOUT PASSENGERS WITH DISABILITIES

### ➤ PASSENGERS WITH WHEELCHAIRS



- When you have a passenger who uses a wheelchair, you cannot charge extra to carry the chair in your vehicle (trunk or cabin).
- On arrival, you should offer assistance and follow all direction given by passenger, as best you can. They may need assistance and extra time to get seated.
- If a wheelchair is loaded into the trunk of a taxi and it's raining or snowing, drivers should be sure the trunk can be closed and/or tied closed. This keeps the seat of the wheelchair from getting wet.
- People who use wheelchairs may need help with parcels; assistance carrying parcels is always appreciated.

### ➤ PASSENGERS WHO ARE BLIND OR PARTIALLY SIGHTED





- Passengers who are blind, or have vision loss, have different levels of ability and different needs. They may be using a white long cane, a white support cane, a walker, or they may be with a guide dog. They may not see you arrive, or know if you are the cab they have called, or just another car.
- Announce yourself as the driver from ABC Taxi when you arrive and get out of your vehicle to offer assistance if required. Indicate the front or rear door.
- When you arrive at the passenger's destination, offer assistance again, or provide specific direction ("the door is 5 meters away, slightly to the left"). Saying "over there" and pointing is not helpful to a person who can not see. They may want you to assist them to the door at the destination. Offer your arm to them, but never grab a blind or partially sighted person.
- Tell them if there is ice, water, snow or mud in their footpath before they get out of your cab.

➤ **PASSENGERS WITH A GUIDÉ DOG OR OTHER TYPE OF SERVICE DOG**



- You are required, **By Law**, to allow any person with a registered guide dog (also known as Seeing Eye dog) or any other type of registered service dog (hearing, seizure dog etc) to ride in your vehicle. The only exception is for the driver who suffers from a severe medical conditions arising from close proximity to dogs, and whose doctor has provided a written medical exemption which is on file with the taxi company dispatcher. The issue of drivers of Muslim and other faith traditions being in close proximity to dogs (exclusionary) is one which some Canadian bodies which interpret Muslim law or Islamic practices, have decreed an exception for taxi drivers, following a Human Rights case in BC. I.e. it is acceptable that drivers of Muslim or other Islamic tradition pick up any passenger who is with a service dog, and to have this special dog in their vehicle.



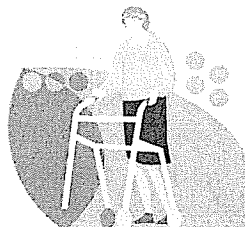
- The passenger may want to sit in the front with their dog safely sitting between their legs, on the floor in the well, or in the back with the dog on the floor. Allow them to choose. It is their responsibility to control their dog.
- Do not pet or otherwise touch the dog without permission from the handler. Never feed it.
- You can not add any extra charge to a passenger's fare if they are with a service dog. Doing so, is grounds for loss of license.

➤ **PASSENGERS WHO ARE DEAF, HARD OF HEARING, OR HAVE OTHER COMMUNICATION DIFFICULTY**



- Passengers who are deaf or hard of hearing also have different levels of disability and different needs. They may have a hearing aid.
- Speak clearly and look directly at the deaf person as you speak to them (so they can see your mouth and face). If it is dark, turn the cabin light on to speak to them.
- A passenger who is deaf or hard of hearing may choose to provide you with a paper with the destination written on it. You should read it, acknowledge by nodding that you understand where they want to go and drive to that location.
- When you arrive at the destination, allow the passenger to see the fare on the meter if they cannot hear you ask for it.

➤ **PASSENGERS WITH WALKERS OR OTHER AIDS**





- Be careful with walkers and canes when loading them into the vehicle's cabin or trunk. You can not charge extra to carry these items.
- Offer assistance if the passenger needs help with bags or packages.
- Be patient and allow the passenger extra time to gather themselves and their belongings as they get in or out of your vehicle.