**What To Do When:**

**You are Denied Access because of your Guide Dog**

**Initial Denial**

* Make sure the situation is clear. Tell them you are blind, and this is your guide dog.
* If you have an identification card that outlines the law, you can try showing it to them.
* Ask to speak to a manager

**If you are still denied access**

* You can file a Human Rights Complaint through your provincial Human Rights Tribunal.
* You can file a complaint with a by-law officer, if the city licenses the establishment.
* You can file a police report if you live in Alberta, Ontario, Nova Scotia or Newfoundland.
* You can contact your local media.
* You can reach out to CNIB Guide Dogs for support with any of these issues. Contact Victoria Nolan at victoria.nolan@cnib.ca or 416-357-1571.

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