



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) 10:00 <input checked="" type="radio"/> am <input type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input type="checkbox"/> Other:			
Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
See attached.			
Date: YYYY MM DD s.22	Time Incident Occurred <input checked="" type="radio"/> am <input type="radio"/> pm	Location s.22 Medical Clinic	
I certify that the information provided is true to my knowledge s.22			
Printed Name		Date Signed	
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			

Form # SPD 0806 February 17, 2015

Ministry of Public Safety and Solicitor General
Policing and Security Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: guideand servicedogs@gov.bc.ca
Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>
Page 1 of 1

s.22

1/2

COMPLAINT DETAILS:

s.22 I went to the s.22 Medical clinic s.22 at
s.22 Nanaimo BC s.22

I was seated and waited for my name to be called. Once called, I went to a room to wait for s.22

I barely had time to sit down and when s.22 saw me from the room across the one I was in, he stopped what he was doing s.22 and promptly came to the door looking more than upset and told me to "get out" or "leave" pointing the way out.

He was refusing to serve me because I had my certified service dog with me.

s.22 and it has never been an issue. But on that day he said s.22 and demanded that I get out. I told him he can't kick out a certified service dog but he just kept repeating to get out now and pointing to the front and would not let me speak a word. He said it about 10-15 times. I didn't think he was serious at first, as he was acting like a kid having a temper tantrum and not like a professional doctor.

I have done nothing wrong to deserve this treatment. This is an infringement of my human rights and those of my service dog.

s.22
s.22 I left because there was no reasoning with him.

s.22

My service dog s.22 being certified s.22 falls under the charter of human rights and I cannot be refused entry or service unless the dog is not behaving. He was very well behaved that morning, as he always is.

s.22 is the one who signed my paperwork for me to get my service dog certified and commented on how much he saw the help my dog was providing me.

s.22

2/2

s.22

I find his behavior to be a disgrace to physicians!

s.22

I have lost all trust I had in s.22

s.22



February 7, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated s.22
said that you were denied service by s.22
Clinic due to your BC Certified Service Dog s.22

In your complaint, you
at the s.22 Medical

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi.

SPC Azimi conducted the investigation, attended the business, and provided me with a
detailed report. The investigation revealed that s.22 appears to have left
s.22

As a result, I am discontinuing this
investigation under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary..." and I have closed my file.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division

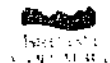
Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1**. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname

s.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend

☐ Relative

☒ Other (describe): Called our agency with complaint regarding s.22

Your Name

Surname

McAllister

Legal Given Name

Chris

Middle Name

Your Telephone Number Area Code & Phone No. 250-414-0233

Complainant's Residential Address

Residential Address

s.22

City

Province

Postal Code

Complainant's Telephone Number

Area Code & Phone No. s.22

Email

If we need to speak with you, what is the best time to call you? (Time) 9am to 5pm ☐ am ☐ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☒ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

☐ Complaint about Dog & Handler Teams

☐ Complaint about Discriminatory Strata Council Bylaws

☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)

☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

The complainant called us (Victoria Animal Control Services Ltd.) in regards to s.22 at s.22
s.22 ordering a service dog vest for her dog named s.22 The dog was designated dangerous
for 48 months (designation expired s.22). Complainant saw the vest dropped off s.22

Date: YYYY MM DD
s.22

Time Incident Occurred

☐ am ☐ pm

Location

s.22

I certify that the information provided is true to my knowledge.

Chris McAllister, Animal Control Officer

18-DEC-08

Printed Name

Signature

Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



December 27, 2018

SID #s.22

Chris McAllister

Sent via to email: vacs@shaw.ca

Dear Mr. McAllister:

I am writing in response to your complaint, received by our office on December 6, 2018. To summarize, your complaint alleges that s.22 observed a package containing a service dog vest being delivered to s.22 s.22 and her dog s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). Based upon the information you provided in your complaint, we have insufficient information to determine the intent of s.22. As the complainant does not state she heard or viewed s.22 representing s.22 as a service dog, I cannot commence an investigation into a possible violation of Section 4 of the Act. At this time, I am declining to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

If s.22 has any additional information that would support an alleged false representation, please ask her to submit it to: securitycompliance@gov.bc.ca

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/security/industry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

complaint-form guideservicedog.pdf

Form # SPD 0806 January 8, 2015 Ministry of Public Safety and Solicitor General

Policing and Security Branch, Security Programs Division

PO Box 9217 5th Prov Govt, Victoria BC V8W 9J1

Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: guideandservicedogs@gov.bc.ca

Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>

Page 1 of 1

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To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: Security Programs Division, PO Box

9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: s.22

Surname Legal Given Name Middle Name: s.22

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

Friend Relative Other (describe):

Your Name

Surname Legal Given Name Middle Name

Your Telephone Number Area Code & Phone No.: s.22

Complainant's Residential Address

Residential Address City Province Postal Code: s.22

Complainant's Telephone Number

Area Code & Phone No.: s.22

Email: s.22

If we need to speak with you, what is the best time to call you? (Time) am pm: 8:00 a.m. – 5:00 p.m.
Monday to Friday

If we have trouble reaching you, may we leave a message at a particular number?

Yes, at phone number: s.22

I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regard to: Black Top and Checker Cab Ltd. access refusal (see accompanying file for complete event details.)

Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

Complaint about Dog & Handler Teams

Complaint about Discriminatory Strata Council Bylaws

Complaint related to section 23.1 of the Prevention of Cruelty to Animal Act (harm or interference of a Service animal)

Other:

Of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable).

Attach another page if necessary.

Date: YYYY MM DD Time Incident Occurred

am pm: s.22 at approximately s.22

Location: s.22

I certify that the information provided is true to my knowledge.

Printed Name Signature Date Signed: s.22 on s.22

Collection Notice: The use of this information will comply with the Freedom of Information and Protection of Privacy Act. If you have questions

regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

February 17, 2016



November 16, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated s.22. In your complaint, you allege that a Black Top and Checker cab was dispatched to your location to provide you transportation and upon seeing you with your BC Certified Guide Dog s.22 denied you service.

As of the date of the complaint, s.22
s.22

s.22 I do not have the jurisdiction to investigate a complaint under section 2 of the Act, and therefore must decline to investigate your complaint.

Although I have declined to investigate, you may wish to consult legal counsel in regards to this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Human Rights Tribunal: <http://www.bchrt.bc.ca/>
Phone: 604-775-2000
Toll Free (within BC) 1-888-440-8844
- BC Human Rights Coalition: www.bchrcoalition.org
Phone: 604-622-1100
Toll Free: 1-855-685-6222

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

Yet another denial of public service by taxi. Please stop this ongoing abuse of S. 22 people's access rights. - Message (HTML)

Message



October 22, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated s.22. In your complaint, you allege that a Bluebird Cab was dispatched to your location to provide you transportation and upon seeing you with your BC Certified Guide Dog s.22 drove-off denying you service.

As of the date of the complaint, s.22
s.22

I do not have the jurisdiction to investigate a complaint under section 2 of the Act, and therefore must decline to investigate your complaint.

Although I have declined to investigate, you may wish to consult legal counsel in regards to this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Human Rights Tribunal: <http://www.bchrt.bc.ca/>
Phone: 604-775-2000
Toll Free (within BC) 1-888-440-8844
- BC Human Rights Coalition: www.bchrcoalition.org
Phone: 604-622-1100

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

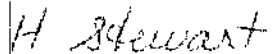
Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

Toll Free: 1-855-685-6222

Thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H Stewart".

Heather Stewart
Deputy Registrar, *Security Services Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name		Middle Name
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname s.22	Legal Given Name		Middle Name
Your Telephone Number Area Code & Phone No. s.22			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) anytime <input checked="" type="radio"/> am <input type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☐ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
- ☒ Other: complaint about refusal of service because of a service dog

Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

I witnessed a person in a wheelchair with a service dog, refused service at a Sushi restaurant in Vancouver. The person was asked to leave the restaurant because of the dog. I objected to this on the basis of a human rights violation, but the owner didn't understand, or didn't understand English? Sushi Home: 509 Dunsmuir St, Vancouver, (604) 689-8808.

Date: YYYY 2018	MM 08	DD 08	Time Incident Occurred 5:30	<input type="radio"/> am <input checked="" type="radio"/> pm	Location Sushi Home Restaurant, 509 Dunsmuir St
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I certify that the information provided is true to my knowledge. s.22

Aug. 9, 2018

Printed Name	Signature	Date Signed
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Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



October 22, 2018

SID # s.22

s.22

Sent via to email:^{s.22}

Dear^{s.22}

I am writing in response to your complaint, received by our office on August 9, 2018. To summarize, your complaint alleges that an unknown individual with a service dog was denied access to Sushi Home at 509 Dunsmuir St., Vancouver.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). Our office appreciates that you have brought this matter forward to our attention and that you are standing up for the individual. Based upon the information provided in your complaint, the identity of the individual utilizing a service dog cannot be ascertained and as such our office cannot determine if they are BC Certified Service Dog Handler Team. Therefore, our office will wait for the team to come forward with their complaint before taking action. Therefore, I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Ministry of Public Safety and Solicitor General

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

From: s.22
To: JAG Security Services Complaints JAG:EX
Subject: Service Dog Handler's Misuse of Limited Common Property
Date: Monday, July 23, 2018 6:42:47 PM

Dear Sir/Madam,

Approximately s.22 a resident in our Strata Building s.22 brought home a companion dog from the s.22 dog facility in s.22. Since the dog arrived, the handler has not upheld his obligations to having the dog, the main issue being allowing the dog to urinate and defecate on limited common property - the deck assigned to the Strata unit. The unit is s.22 and as the urine has been left on the deck for up to a week and the feces- numerous times- for a day, the smell gets bad. As the handler has always been extremely unapproachable on any non-compliance issues, s.22
s.22

s.22 I did inform the Strata Council of this issue twice. The first time was about 10 weeks ago, and the second time just a week ago. Seeing as it is still ongoing, I do not know if they have addressed this matter with him again. He did receive a warning letter after our first complaint but council is doing nothing now to address this issue.

I fully understand the right to have a companion dog in a Strata building and my complaint is not with the dog, actually I feel sorry for it. As the handler s.22 and rarely leaves his residence, the dog is not being sufficiently exercised. s.22
s.22

We have numerous photos available to confirm our claim.

I have attached the Complaint Form and some pictures. The latest pictures were taken this morning at approximately 7:20 a.m.- not a nice sight first thing in the morning, trying to enjoy our coffee!

Thank You
s.22



COMPLAINT FORM

Guide Dog and Service Dog Act

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PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname

s.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☐ Relative ☐ Other (describe):

Your Name

Surname

Legal Given Name

Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address

s.22

City

Province

Postal Code

Complainant's Telephone Number

Email

Area Code & Phone No. s.22

If we need to speak with you, what is the best time to call you? (Time)

☒ am

☐ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☐ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

☒ Complaint about Dog & Handler Teams

☐ Complaint about Discriminatory Strata Council Bylaws

☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)

☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Companion dog urinating and defecating on limited common property s.22

See attached email.

Date: YYYY MM DD Time Incident Occurs s.22
2018 05 15 8:00

I certify that the information provided is true to my knowledge s.22

JULY 23/2018

Date Signed

Collection Notice: The use of this information will comply regarding the collection or use of this information, please

of Privacy Act. If you have questions he address below.



September 5, 2018

SID # s.22

s.22

Sent via to email:^{s.22}

Dear ^{s.22}

I am writing in response to your complaint, received by our office on July 23, 2018. To summarize, your complaint alleges that ^{s.22} service dog ^{s.22} is defecating and urinating in shared public spaces on your strata's property.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). There are no references in the legislation regarding animal defecation. The main purpose of the Act and its regulation is to ensure public access rights for certified dog and handler teams, so long as the dog is not occupying a seat and is leashed. The only basis for cancellation or refusal to renew a certificate stated in the legislation is if the service dog or guide dog acted in a manner that threatened the safety of a person or animal.

Service dogs or guide dogs that are not trained by accredited schools are required to complete a public access test through the Justice Institute of BC. The public access test is focused on ensuring that the service dog or guide dog can perform their duties in public in a safe manner.

Based upon the information you provided, your complaint seems to be related to a tenancy dispute or a dispute between strata owners. As such, it appears that the best forum for resolving this dispute is through the bylaws and other mechanisms available to the strata.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

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Mailing Address:
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Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Therefore, I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

s.22

s.22

Security Programs Division
Ministry of Public Safety and Solicitor General

Re: service denial of a Guide Dog team by Yellow Cab

At approximately s.22 I called Yellow Taxi from my house at s.22 and requested a cab. Some 8 minutes later I called again to obtain a trip progress status and learned from the automated dispatch that my taxi was approximately 6 minutes away. At approximately s.22 I received an alert call from the taxi notifying me that my taxi has arrived and is outside. s.22 was waiting outside our front door and the taxi never entered our driveway. We strongly believe that the taxi driver chose not to stop once he or she recognized our home and that it was a frequent customer with a guide dog. .
At approximately s.22 I called Yellow Taxi dispatch to inquire as to what happened to our taxi and learned that (car s.22) had picked up someone else. At this point I let them know what occurred and that he should not be aloud to discriminate. The dispatch offered to send a different taxi (car s.22 which finally arrived at approximately s.22 and drove us to our appointment some 15 minutes late.

s.22

s.22 Hence, I do not believe that education and awareness is lacking of the BC Guide Dog and Service Dog Act. This individual simply chose not to serve me on account of my s.22 requiring the use of a guide dog. I would very much appreciate a thorough investigation by the Security Programs Division staff s.22
s.22 I am available to assist in the investigation process.

Sincerely,

s.22

cc:
Yellow Cab of Victoria
817 Fisgard Street
Victoria BC V8W 1R9
Tel: (250) 381-4432



January 9, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated s.22 In your complaint you alleged that you were denied access to transportation by Yellow Cab Taxi Victoria on s.22 due to your BC Certified Guide Dog s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation and provided me with a detailed report. After reviewing the investigative report, it appears that Yellow Cab experienced issues related to their dispatching software (iCabby). In this case, "cab driver s.22" mistakenly accepted an assignment to your location prior to being free. When the cab driver cancelled the trip in iCabby, it falsely alerted you that the cab had arrived. Instead, "cab driver s.22" picked up another fare. GPS data supports that cab s.22 did not come within 2 kilometres of your address.

Although this circumstance may constitute a service issue, I am unable to find sufficient evidence to support that there was a refusal of access under the Act. Therefore, I am discontinuing the investigation of this complaint under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary..." and I have closed my file.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

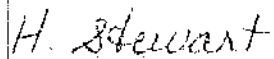
Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script, appearing to read "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name s.22	Middle Name s.22	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number s.22 Area Code & Phone No.		Email	
If we need to speak with you, what is the best time to call you? (Time)		<input checked="" type="radio"/> am <input type="radio"/> pm	
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="radio"/> Yes, at phone number:			
<input type="radio"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
☐ Complaint about Dog & Handler Teams
☒ Complaint about Discriminatory Strata Council Bylaws
☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Management of Collegius building has tried to evict here for the last s.22. It is a Pet friendly building with many aggressive dogs that have gone after my BC certified guide dog. They accused me of fraudulently creating my BC, and are using that to evict me. s.22. They are trying to ban me from s.22. Even though I have done nothing wrong and have BC ID. Saying I'm falsely representing myself as a dog handler.

Date: YYYY	MM	DD	Time Incident Occurred	Location
2018	07	04	am <input type="radio"/> pm <input checked="" type="radio"/>	Via Email

I certify that the information provided is true to my knowledge s.22

Printed Name _____ Signature _____ Date Signed July 5 2018

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Gardiner, Jason PSSG:EX

From: JAG Security Services Complaints JAG:EX
Sent: Monday, July 30, 2018 3:02 PM
To: s.22
Subject: RE: spd0806-complaint-form.pdf

Hello s.22

Thank you for submitting your complaint. I apologize for the delay, your complaint was sent to our certification unit and was only recently passed to me. Before I direct your complaint to the Deputy Registrar I have a few questions to clarify certain points of your complaint.

1) What is the management company that has tried to evict your colleague?
2) Who is the colleague your complaint discusses and does she hold a valid Guide Dog and Service Dog Certificate?

3) How is this management company banning you from s.22
s.22

4) Please provide a more detailed description of the incident(s) concerning the company in question in your complaint.

I will direct your complaint to the Deputy Registrar upon receipt of the above information.

Thank you,

Carsten Chalk
Coordinator, Compliance & Enforcement
Security Programs Division
Ministry of Public Safety and Solicitor General
(250) 387-0062

No
Further
RESPONSE

-----Original Message-----

From: s.22
Sent: Thursday, July 5, 2018 12:08 PM
To: JAG SPD Guide and Service Dogs JAG:EX
Subject: spd0806-complaint-form.pdf



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe): <u>SELF</u>			
Your Name			
Surname s.22	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No. s.22			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number s.22		Email	
Area Code & Phone No			
If we need to speak with you, what is the best time to call you? (Time)		<input type="radio"/> am	<input checked="" type="radio"/> pm
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number: s.22			
<input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
- ☐ Other: PET DOGS AND FRAUDULENT SERVICE DOGS PERMITTED AT STARBUCKS

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

JUNE 17/2018 BETWEEN 510-540 PM. STARBUCKS AT 202 MAIN ST, PENTICTON, BC. allowed a fraudulent service dog to run free on the premises. Owner admitted dog was not legitimate service dog but because he had a 'cert' with the words SERVICE DOG on the dog, what was I supposed to do anything about it.

Date: YYYY	MM	DD	Time Incident Occurred	Location
2018	06	17	510-540p. <input type="radio"/> am <input checked="" type="radio"/> pm	250-770-7643 202 MAIN ST, PENTICTON BC.

I (s.22)

Printed Name _____ Signature _____ Date Signed June 28/2018

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname
s.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend

☐ Relative

☒ Other (describe): SELF.

Your Name

Surname

Legal Given Name

Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address
s.22

City

Province

Postal Code

Complainant's Telephone Number

Area Code & Phone No.
s.22

Email

If we need to speak with you, what is the best time to call you? (Time)

☐ am

☒ pm NOON TO 4PM.

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☒ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

☐ Complaint about Dog & Handler Teams

☐ Complaint about Discriminatory Strata Council Bylaws

☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)

☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Male, female + dog enter Starbucks. Dog not on leash, has piece of toilet paper with word 'Service animal' on it. I asked male if he has BC ID card, his response was an obscenity, dog got up, bared its teeth. Concerned for my safety, I sat outside and left before they did.

Date: YYYY MM DD
2018 06 08

Time Incident Occurred
4:30-5:00 PM.

☐ am ☒ pm

Location STARBUCKS
202 MAIN ST. PENTICTON, BC.

I certify that the information provided is true to my knowledge.
s.22

Printed Name

Signature

Date Signed
July 3/2018

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



May 23, 2019

SID # s.22

s.22

Sent via to email:^{s.22}

Dear ^{s.22}

I am writing in response to your complaint, filed on July 5 and July 6, 2018. To summarize, your complaint alleges two incidents at the Starbucks located at 202 Main St. Penticton, BC regarding possible false representation of a service dog.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I agreed to investigate your complaint pursuant to section 4 of the Act, "A person must not falsely represent a dog as being a member of a guide dog team, service dog team, retired guide or service dog team or dog-in-training team." The investigation was assigned to Special Provincial Constable (SPC) Daryl Watson to investigate.

SPC Watson conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. SPC Watson was unable to determine the identity of the complained-of dog/handler teams. Therefore, we could not determine whether they were certified under our Act and as such, we were unable to determine whether there was false representation within the meaning of the Act.

The investigator discussed the Act with Starbucks and I deem this is an adequate response under the circumstances. Therefore, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

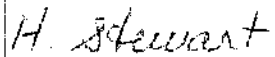
Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script, appearing to read "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname

Legal Given Name

Middle Name

s.22

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☐ Relative ☐ Other (describe): Director at Vancouver Island Compassion Dogs Society

Your Name

Surname

Legal Given Name

Middle Name

Ashmead

Barbara

Jean

Your Telephone Number Area Code & Phone No. 250-954-5552

Complainant's Residential Address

Residential Address

City

Province

Postal Code

s.22

Complainant's Telephone Number

Email

Area Code & Phone No. s.22

If we need to speak with you, what is the best time to call you? (Time)

☐ am

☐ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
- ☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Radium Bighorn Gifts & Souvenirs, 7535 Main St, Radium Hot Springs. 250-347-7725. Owner refused to allow her in with service dog. Was very rude and threatening language. SD ID # s.22 exp s.22 RCMP attended Reported to RCMP file : s.22 CS. Chelsey Reinburg . Columbia Valley RCMP 250-342-9292

Date: YYYY

MM

DD

Time Incident Occurred

2018

06

25

15:26h

☐ am

☐ pm

Location

Radium Hot Springs BC

I certify that the information provided is true to my kn s.22

s.22

Printed Name

Signature

26-jun-18

Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



October 4, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated June 27, 2018. In your complaint, you alleged that you were denied access to Radium Bighorn Gift and Souvenirs due to your BC Certified Service Dog s.22.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacted relevant parties, attended the business, and provided me with a detailed report. The investigation revealed that in regards to this situation the owner held misperceptions about the nature of service dogs and their access rights in British Columbia. SPC Azimi provided education to the owner concerning dog and handler team rights under the Act. As a result, the owner was accepting of the education provided and willing to change her posted sign to be more inclusive of certified dog and handler teams.

Since it is my determination that education is an adequate response under the current circumstances and is in line with our progressive compliance and enforcement approach, I am discontinuing the investigation of this complaint under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary..." and I have closed my file.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

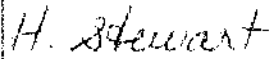
Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Govt
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

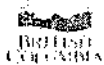
Page 2.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname Salerno	Legal Given Name Jody	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname Salerno	Legal Given Name Jody	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address 710-122 Walter Hardwick Ave	City Vancouver	Province BC	Postal Code V5Y 0A9
Complainant's Telephone Number Area Code & Phone No. 604.873.2020		Email jody.salerno@success.bc.ca	
If we need to speak with you, what is the best time to call you? (Time) 9-5 <input checked="" type="radio"/> am <input type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
☒ Complaint about Dog & Handler Teams
☐ Complaint about Discriminatory Strata Council Bylaws
☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
☒ Other: Complaint of misrepresentation of a Leash of Hope operating as trainers of Service Dogs

Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Leash of Hope
<http://leashofhopeassistancedogs.com/>
<https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/>

SEE ATTACHED

Date: YYYY	MM	DD	Time Incident Occurred	Location
			<input type="radio"/> am <input type="radio"/> pm	122 WALTER HARDWICK AVE

I certify that the information provided is true to my knowledge.

JODY SALERNO *Jody Salerno* June 7/18
 Printed Name Signature Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



S.U.C.C.E.S.S. Affordable Housing Society

#710 – 122 Walter Hardwick Ave, Vancouver, B.C. V5Y 0C9

Tel: 604-873-1022

Fax: 604-873-1051

June 7, 2018

Ministry of Public Safety and Solicitor General
Policy and Security Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
guideandservicedogs@gov.bc.ca

In reference to: **Leash of Hope**

<https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/><http://leashofhopeassistedogs.com/contact-us/>

Leash of Hope Co-founders Danielle Main and Tessa Schmidt

Chairman and Program Coordinator: Danielle Main 778.879.3858
info@leashofhopeassistedogs.com

Applications and Intake: Tessa Schmidt 604.328.9288 and Kathryn Martin
applications@leashofhopeassistedogs.com

Human Resources: Nicole Silvestre
hr@leashofhopeassistedogs.com

Events and Fundraising: Lily Ditchburn
fundraising@leashofhopeassistedogs.com

Marketing: Christine Kovacs
media@leashofhopeassistedogs.com

We are submitting this formal complaint as it appears **Leash of Hope** and its leadership are misrepresenting their certification as trainers, and their capacity to ensure the certification of their dogs.

Leash of Hope misrepresents their designation as a charity and society. They collect a substantial amount of money for their service, \$3000.00 per trainee, offering 3 trainees per year a discounted rate of \$600.00 and a \$50.00 application fee. They further state their dogs will be fully trained with the full rights of a certified animal.

They, (their agents, Tessa Schmidt and Danielle Main) have further misrepresented their intended use of a free community room 122 Walter Hardwick in order to conduct the business of *Leash of Hope*.

Leash of Hope has demonstrated misrepresentation of a valued and long fought for entitlement of individuals to Certified Guide Dogs as a medical device, and the "right of residency".

In our housing, we have a pet policy where pets are welcomed, (in adherence to guidelines) and if an individual has a Certified Guide Dog, it is considered a medical device and you are permitted to have a pet as well. This is such an important component of crafting community.



S.U.C.C.E.S.S. Affordable Housing Society

#710 – 122 Walter Hardwick Ave, Vancouver, B.C. V5Y 0C9

Tel: 604-873-1022

Fax: 604-873-1051

The misrepresentation of an organizations (*Leash of Hope*) capacity to certify a trained dog and the expertise of their trainers is not only unethical- it severely, diminishes the important role Certified Guide Dogs play in the lives of so many individuals.

We are asking that you consider our complaint and respond accordingly.

Misrepresentation. Related Content. An untrue statement of fact or law made by Party A (or its agent) to Party B, which induces Party B to enter a contract with Party A thereby causing Party B loss. An action for misrepresentation can be brought in respect of a misrepresentation of fact or law.

Fraudulent misrepresentation: where a false representation has been made knowingly, or without belief in its truth, or recklessly as to its truth.¹

On Monday June 4, 2018 Ms Tessa Schmidt stated to writer that all connection with Leash of Hope and her has been severed.

On Tuesday June 5, 2018 Danielle Main stated in an email, (see attached) that Tessa Schmidt is no longer affiliated with Leash of Hope.

A handwritten signature in black ink, appearing to read 'Jody Salerno', with a large, stylized flourish at the end.

Respectfully, Jody Salerno, Tenant Relations Manager

S.U.C.C.E.S.S. Affordable Housing Society (SAHS)

#710 – 122 Walter Hardwick Ave

Vancouver BC V5Y-0C9

Tel: 604-873-2020

Fax: 604-873-1051

Email: jody.salerno@success.bc.ca

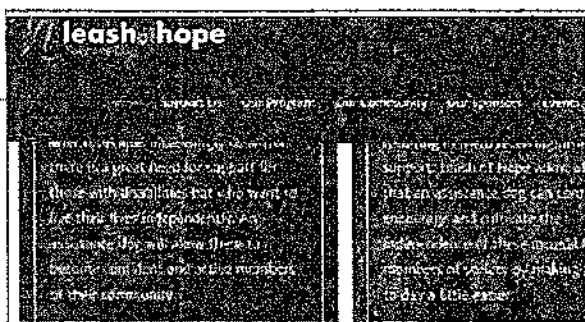
Website: www.success.bc.ca

Cc'd Chris Kean, Sr Manager of Housing S.U.C.C.E.S.S. Affordable Housing Society (SAHS)

See attached documents: Leash of Hope (pp 1-5)
s.22

Email from Danielle LOH info@leashofhopeassistance.com Danielle Main
Our Pet Friendly Buildings' Pet Etiquette

¹ RESOURCE ID 9-107-6848 COPYRIGHT © THOMSON REUTERS CANADA LIMITED OR ITS LICENSORS. ALL RIGHTS RESERVED.
[https://can.practicallaw.thomsonreuters.com/9-107-6848?transitionType=Default&contextData=\(sc,Default\)&firstPage=true&btcp=1](https://can.practicallaw.thomsonreuters.com/9-107-6848?transitionType=Default&contextData=(sc,Default)&firstPage=true&btcp=1)



Who Are We?

Leash of Hope Assistance Dogs Founded 2014 Tessa Schmidt and Danielle Main

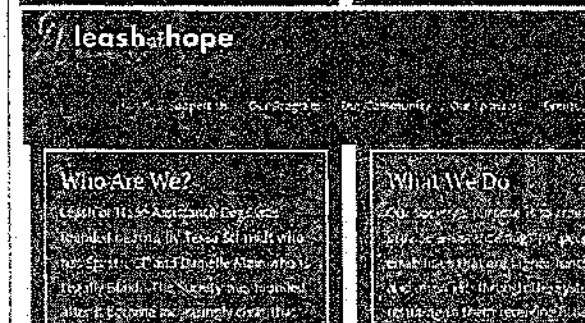
What We Do

Our Society's purpose is to train and provide assistance dogs

Misrepresentation- not a "Society"

Required to have province proof of registered Society Status

<http://leashofhopeassistedogs.com>





"The success of our charity is solely based on the support of our community..."

Misrepresentation- no charitable status

Required to have province proof charity status.

<http://leashofhopeassistedogs.com>

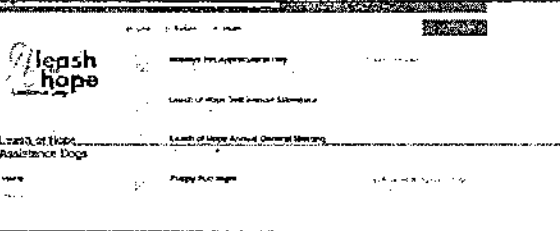
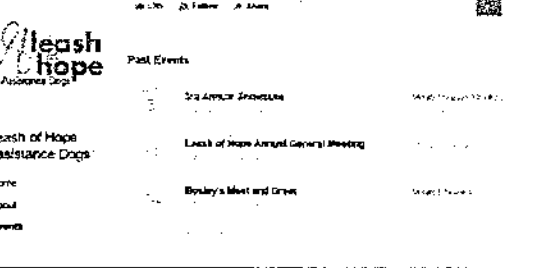
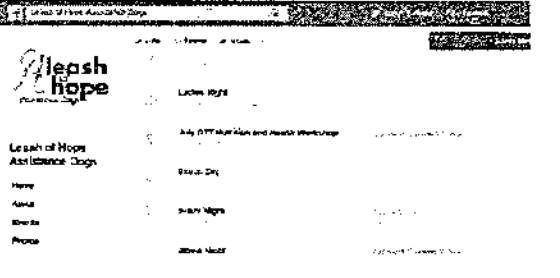


 <p>Home Support Us Our Program How Can We Help?</p> <p>All of our puppies are rescues. We proudly work with rescues and the community to provide amazing dogs with great purpose and forever homes.</p> <p>Our dogs are trained for one or more classification of assistance dog. Once both the family in need and the dog have been fully trained by our LOH staff the dogs are able to be of incredible service and companionship to the family or individual.</p>	<p>Misrepresentation- misleading</p> <p><i>"Our dogs are trained for one or more classification of assistance dog. Once both the family in need and the dog have been fully training by our LOH staff the dogs are able to be of incredible service and companionship to the family or individual."</i></p> <p>http://leashofhopeassistedogs.com</p>
<p>Chairman and Program Coordinator: Danielle Main info@leashofhopeassistedogs.com</p> <p>Applications and Intake: Tessa Schmidt and Kathryn Martin app@leashofhopeassistedogs.com</p> <p>Human Resources: Nicole Silvestre hr@leashofhopeassistedogs.com</p> <p>Events and Fundraising: Lily Ditchburn events@leashofhopeassistedogs.com</p> <p>Marketing: Christine Kovacs marketing@leashofhopeassistedogs.com</p>	<p>Contact Us</p> <p>http://leashofhopeassistedogs.com</p>
 <p>Home Support Us</p> <p>Our journey with LOH began a year ago. I reached out to Danielle and Tessa out of desperation. No service dog provider would help us due to my sons age and the ones that would, were at least 5 to 10 year wait before their waiting</p>	<p>Misrepresentation- misleading</p> <p><i>"No service dog provider would help us due to my sons age"</i></p> <p>This is a snip, from a testimonial of a mother whose son received a dog from Leash of Hope who was facing a 5 – 10 year waitlist from what would appear to be a Certified Guide Dog and Trainer.</p> <p>Leash of Hope is not a Certified Training facility.</p> <p>http://leashofhopeassistedogs.com</p>

<p>Leash of Hope Assistance Dogs</p> <p>Home About Events Photos Videos Community Photos Website Instagram App</p> <p>About</p> <p>Company Overview</p> <p>Leash of Hope was founded in 2014 by two individuals with disabilities with the mission to train rescue dogs to be service dogs. This social enterprise for profit has a fleet of 24 dogs that are employed from young pups just starting their training to fully certified graduated teams. The program has been uniquely designed to be easily integrated into a person's daily life while ensuring the dogs work to their handlers' needs over the course of 1 year of guidance and support before graduating. Today Leash of Hope continues to grow and provide dogs for those who need dogs for stability, mobility, vision and psychiatric assistance all from rescue dogs living up to the slogan of providing hope at both ends of the leash.</p> <p>Products</p>	<p>Misrepresentation</p> <p><i>"Fleet of 24 dogs...starting their training to fully certified graduated teams"</i></p> <p>Reflects misrepresentation, stating <i>"training to fully certified"</i></p> <p>This is false marketing and languaging and to a mother who is facing a 5 – 10 year wait from a Certified Guide Dog and Trainer and/or any individual desperate to receive a Certified Guide Dog is criminal!</p> <p>https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/</p>
<p>Leash of Hope Application General 1</p> <p>Policies and Procedures</p> <p>http://leashofhopeassistance dogs.com</p>	<p>Leash of Hope Application General 1</p> <p>Policies and Procedures</p> <p>http://leashofhopeassistance dogs.com</p>
<p>Leash of Hope Application Reference Form 2</p> <p>How are these highly confidential documents required stored?</p> <p>Are they stored in keeping with PIPA?</p>	<p>Leash of Hope Application Reference Form 2</p> <p>How are these highly confidential documents required stored?</p> <p>Are they stored in keeping with PIPA?</p>

<p>Medical Reference Form</p> <p><i>Leash of Hope</i></p> <p>How are these highly confidential documents required stored? Are they stored in keeping with PIPA?</p>	<p><u>Leash of Hope</u> Application Medical 3</p> <p>How are these highly confidential documents required stored? Are they stored in keeping with PIPA?</p>
<p>Applicant Finance Request Form</p> <p><i>Leash of Hope</i></p> <p>How are these highly confidential documents required stored? Are they stored in keeping with PIPA?</p> <p>Requires a \$50.00 non refundable application.</p> <p>\$3000.00 full program fee completed in one payment on an agreed upon date</p> <p>\$600.00 program fee is granted a maximum of 3 participant annually</p> <p>http://leashofhopeassisteddogs.com</p> <p><u>Leash of Hope</u> is not a certified Society or Charity.</p>	<p><u>Leash of Hope</u> Application Finance 4</p> <p>How are these highly confidential documents required stored? Are they stored in keeping with PIPA?</p> <p>Requires a \$50.00 non refundable application.</p> <p>\$3000.00 full program fee completed in one payment on an agreed upon date</p> <p>\$600.00 program fee is granted a maximum of 3 participant annually</p> <p>http://leashofhopeassisteddogs.com</p> <p><u>Leash of Hope</u> is not a certified Society or Charity.</p>
<p>Unauthorized use of community facility rented (free) under misrepresented pretense. (see below)</p> <p>Community Room Agreement and Community Room Use Form including initialed</p> <p>8. No pets are allowed in the Community Room except approved Certified Service Animals.</p> <p>9. Any Commercial intentions must be reviewed by and approved of by the Landlord.</p> <p>Use of Premises¹</p> <p>Rental units in the Building will be used only as private residences. No trade or business may be conducted from a rental unit without the prior written consent of the landlord.</p>	

¹Addendum To Tenancy Agreement #136640v1 ADDENDUM to RT0-1 form (Res. Ten. Agrmt).DOC Addendum Page 4 of 5

	<p>Evidence of operating a business out of home and community room</p> <p>January 8th Leash of Hope Annual General Meeting 2:00 pm</p> <p>https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/</p>
	<p>January 14th 3:00 pm Leash Of Hope Annual General Meeting Olympic Village</p> <p>https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/</p>
	<p>July 5th 2:00 pm Leash Of Hope Nutrician and Health Workshop 122 Walter Hardwick</p> <p>https://www.facebook.com/Leash-of-Hope-Assistance-Dogs-1529843927275197/</p>

Page 040

Withheld pursuant to/removed as

s.22

Jody M. Salerno

From: Danielle LOH <info@leashofhopeassistedogs.com>
Sent: Tuesday, June 05, 2018 3:11 PM
To: Jody M. Salerno
Subject: Leash of Hope Dogs

Hi Jody,

I am the chairman of Leash of Hope.

Tessa forwarded me your email in regards to our dogs. I would like to start by saying that Tessa is no longer affiliated with our program^{s.22} Please be advised that all of our graduate dogs are infact equipped with BC Government Issued ID, myself included as I am blind and it was my dog that was in her amenities room. Our program has a letter written by a wintry official stating our dogs can continue to function in public access while our program goes through the process of ADI, ^{s.22}

s.22

s.22

Please let me know if you ever have any questions or concerns, I am more then happy to address them. Please find my personal BC ID attached.

Sincerely

Danielle Main
Leash of Hope
Assistance Dogs
Program Coordinator
(778) 879 3858

Page 042

Withheld pursuant to/removed as

s.22

OUR PET FRIENDLY BUILDINGS'

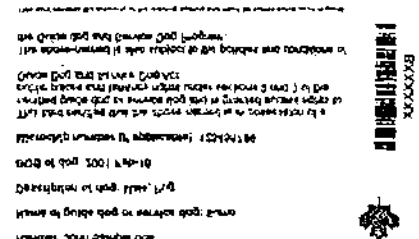
PET ETIQUETTE

... and a bunch more great stuff about dogs in the City of Vancouver!

Your home in **The Village** @ 80 or 122 Walter Hardwick is pet friendly building... in fact, we love your fur babies!

WE ARE RESPONSIBLE AND RESPECTFUL PET COMPANIONS

- **Always keep pets on leash** Outside Your Suite and In Common Property Areas.
- Have your pet **urinate and/or defecate away from common property areas**
- **Scoop poop** immediately; **use pet waste bins** located at the front and back entries of our buildings.
- Avoid Spillage and **double bag pet litter** For Disposal In The Garbage Room
- Keep Common Areas Sanitary and **clean-up your pet's accidents** Immediately
- **'No Pets Allowed'** in the laundry, community room and garden & patio areas. The only exception for this is if your pet is a **Certified Guide Dog** with a License from the *Ministry of Safety and Solicitor General*. The following I.D. Certification is required.



- While using the elevator with your pet please ensure you have your pet on a **Shorten Leash**, **keep them close in control** and when other people enter move to the back of the elevator. Some people are afraid of dogs and need a little more time to feel comfortable.
- Be mindful of dog barking.
- **Cats and/or dogs are not permitted to roam free** in hallways, common areas and/or outside on 80 or 122 Walter Hardwick's property.

Pet Registration

If you have a pet that you have not registered, this is the time to do it! Please complete the Pet Registration Form attached and ensure you return it to Tenant Relations Manager, Jody Salerno 710-122 Walter Hardwick.

For **City of Vancouver Pet Regulations and Fines** please go to <http://vancouver.ca/home-property-development/pet-regulations-and-fines.aspx>

- *Animal Control Officers (ACOs) are responsible for enforcing the Animal Control Bylaw. The bylaw regulates a range of topics, including:*
- *Off-leash dogs (outside of designated off-leash areas)*
- *Unlicensed dogs*
- *Aggressive animals*
- *Banned animals*
- *Backyard chickens*
- *Depending on the specific circumstances, a violation of the bylaw may result in:*
- *A Warning Notice (an "AC notice")*
- *A Bylaw Violation Notice (a BVN)*
- *A Municipal Ticket Information (an MTI)*
- *A Prosecution Report (a long form ticket)*
- *The penalties range from a warning or a fine to prosecution in court.*

For a current listing of your community off lease dog areas please go to- <http://vancouver.ca/parks-recreation-culture/dog-off-leash-areas.aspx>

For the City of Vancouver Dog Training Booklet please go to- - <http://vancouver.ca/files/cov/dog-training-booklet-rex-in-the-city.pdf>

Tenancy Agreement

4 b) Pet Damage Deposit

The tenant is required to pay a pet damage deposit of \$ 50% of the Market Rent

1) The landlord agrees

- a) that the security deposit and pet damage deposit must each not exceed one half of the monthly rent payable for the residential property,*
- b) to keep the security deposit and pet damage deposit during the tenancy and pay interest on it in accordance with the regulation, and*
- c) to repay the security deposit and pet damage deposit and interest to the tenant within 15 days of the end of the tenancy agreement, unless*
 - i) the tenant agrees in writing to allow the landlord to keep an amount as payment for unpaid rent or damage, or*
 - ii) the landlord applies for dispute resolution under the Residential Tenancy Act within 15 days of the end of the tenancy agreement to claim some or all of the security deposit or pet damage deposit.*

2) The 15 day period starts on the later of

- a) the date the tenancy ends, or*
- b) the date the landlord receives the tenant's forwarding address in writing.*

3) If a landlord does not comply with subsection (1), the landlord

- a) may not make a claim against the security deposit or pet damage deposit, and*
- b) must pay the tenant double the amount of the security deposit, pet damage deposit, or both.*

4) The tenant may agree to use the security deposit and interest as rent only if the landlord gives written consent.

5. Pets

Any term in this tenancy agreement that prohibits, or restricts the size of, a pet or that governs the tenant's obligations regarding the keeping of a pet on the residential property is subject to the rights and restrictions under the Guide Animal Act.

Addem. 1

1. Pets

- (1) Subject to subsections (2) and (3), only one cat or one dog is allowed in each one-bedroom rental unit and up to a total of two cats or two dogs, or one dog and one cat is allowed in two-bedroom and larger rental units. A maximum of four contained fish, birds, gerbils, hamsters or guinea pigs is also permitted. Fish tanks are limited to a maximum of twenty litres or five gallons.*
- (2) Pets NOT allowed include, but are not limited to, rabbits, insects, snakes or reptiles, and exotic or illegal animals or pets of any kind. Dog breeds not allowed include Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Bull Terrier, Rottweiler, or any mixed breed dog that, in the opinion of the strata corporation, has dominant features of these breeds, or any other dog of any kind felt by the landlord to be a threat to other occupants, authorized visitors and invitees or the staff of the landlord or its respective authorized representatives, agents or contractors. The acceptability of any pet is at the sole discretion of the landlord.*
- (3) Notwithstanding the foregoing, the landlord may allow additional pets at its sole discretion.*
- (4) All occupants and prospective occupants with pets must complete the landlord's Pet Application and Registration Form and pay a pet deposit by certified cheque or money order equivalent to one-half (½) month's rent. Pet deposits will be managed by the landlord in accordance with its Pet Policy.*
- (5) The pet owner must promptly advise the landlord of any changes to information on the Pet Application and Registration Form.*
- (6) Pet owners shall comply with all applicable municipal bylaws and other laws and regulations, including in respect of pet licensing and spaying or neutering.*
- (7) Pets shall be cared for in a responsible manner and shall not be permitted to cause a disturbance that will affect the quiet enjoyment of other occupants, such as noise or odours, or be allowed to bite, claw or otherwise act aggressively toward any person or other pets.*
- (8) Pet owners shall be liable for any damage done to their rental unit or the common property by their pet; and shall be liable for physical harm done to anyone caused by their pet.*
- (9) Pets are not permitted to enter laundry rooms or activity rooms and must be carried in elevators and other common property within the Building within reason.*
- (10) Dogs and cats shall be restrained on a leash at all times when on common property. Dogs or cats shall not be allowed to roam free.*

- (11) Dogs and cats shall not be chained or tethered and left unattended anywhere on common property.*
- (12) In consideration of children and others, dog, cat and other animal owners shall not allow their pet to defecate or urinate on common property. Dog owners must take their dogs off-site daily on "walks" to avoid this and cats must be provided with an appropriate litter box in the cat owner's rental unit.*
- (13) All pet litter shall be bagged and placed directly in garbage bins, and shall not be placed in garbage chutes or toilets.*
- (14) Pet owners or a responsible adult must be present in their rental unit, or the pet(s) must be kennelled or caged, while any maintenance work is performed in their rental unit.*
- (15) Dog and cat owners shall provide regular flea and tick treatment for their pets.*
- (16) The feeding of wild birds or animals in, ot or near the rental unit or the Building, is prohibited.*

If you have any questions and or concerns please feel free to contact me, Jody Salerno, and I will be happy to meet with you.

Let me introduce you to my two beautiful fur babies, Nova and Ela.





July 5, 2018

SID # s.22

Jody Salerno
710-122 Walter Hardwick Avenue,
Vancouver, BC V5Y 0A9
Sent via to email: Jody.Salerno@success.bc.ca

Dear Ms. Salerno:

I am writing in response to your complaint, received by our office on June 7th, 2018. To summarize, your complaint alleges that Leash of Hope, an unaccredited assistance dog training school, is misrepresenting their status as a charity or society and the certification of their trained dogs and may be storing confidential information improperly.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I have reviewed the website provided in your complaint. While I acknowledge that the website could be misunderstood by some individuals, I do not find that Leash of Hope is misrepresenting their trained assistance dogs as BC certified service dogs. Leash of Hope appears to train dogs with the ultimate goal of completing the certification process through the JIBC Public Access Test.

As it is my determination that Leash of Hope has not contravened the Act or its Regulation, I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

In regards to the remaining allegations of misrepresentation under the status of society or charity and the improper storage of confidential information contrary to legislative requirements – this office is not the appropriate authority to handle such matters. You may wish to consult legal counsel concerning any other avenues that may be available to you. Perhaps the Registrar of Companies/Societies or the Privacy Commissioner could be of some assistance.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

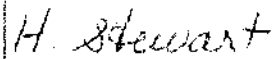
Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	First Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input checked="" type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname s.22	First Given Name	Middle Name	
Your Telephone Number Area Code & Phone No. s.22			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) <input checked="" type="radio"/> am <input checked="" type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number: s.22 <input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues) <input checked="" type="checkbox"/> Complaint about Dog & Handler Teams <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal) <input type="checkbox"/> Other:			
Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
On Sunday, s.22 at s.22, I was in the crosswalk stopped at the curb at s.22 going east. There was no traffic noise, over →			
Date: YYYY MM DD	Time Incident Occurred s.22 in <input type="radio"/> am <input type="radio"/> pm	Location Crosswalk at s.22	
I certify that the information provided is true to my knowledge. s.22			
Printed Name		Signature	Date Signed May 12, 2018
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			

I directed my dog forward. We were in the ~~intersection~~^{crosswalk} when I heard a bus. My guide dog + I stopped. The bus passed in front of us. The sound was very close. The bus continued + I was so shocked and terrified that I yelled + swore. At ^{s.22}, I contacted BC Transit by phone and complained, loudly and emotionally. BC Transit agent told me that a manager would contact me in a few days. I think this complaint to BC Transit and the Ministry of Justice is crucial to the safety of guide dogs and owners. BC Transit contacted me on ^{s.22}. They apologized + said there would be counselling with the driver. I think that it is important to follow through with this complaint because of the severity of the incident.



June 13, 2018

SID #s.22

s.22

Sent via to email: s.22

Dear s.22

I am writing in response to your complaint, received by our office on May 16, 2018 via mail. To summarize, your complaint alleges that you and your BC Certified Guide Dog s.22 were almost struck by a moving BC Transit Vehicle at the crosswalk of s.22 and s.22 Streets in Victoria, on s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). As your complaint does not appear to fall under the jurisdiction of the Act, I am unable to pursue an investigation. I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

I understand that you have advised BC Transit of your concerns and they appear to be taking an employment approach to remedy the situation. You may wish to follow up with BC Transit if you have further questions. If you believe that you have been treated unfairly by BC Transit, you have the option of making a complaint to the Office of the Ombudsperson. If you feel that a violation of the *Motor Vehicle Act* has occurred, you may wish to make a complaint to the police.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

Ministry of Public Safety
and Solicitor General

Website:
www.pssg.gov.bc.ca/securityindustry/

Security Programs
Division

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) after 8am		<input checked="" type="radio"/> am	<input type="radio"/> pm
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input type="checkbox"/> Other: _____			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
An initial consult appointment with s.22 from Wolfsheep Studio was made for s.22 at s.22. I gave him the heads up via our communication on Instagram that I had a service dog with me and he said no due to health reasons. Tried to explained he is fully certified and he then changed his story to refusing me access and not my dog after which the appointment was made and the warning was given.			
Date: YYYY	MM	DD	Time Incident Occurred
2018	05	13	1600hrs
		<input type="radio"/> am	<input type="radio"/> pm
		Location Victoria-s.22	
I certify that the information provided is true to my knowledge.			
s.22		13 May 2018	
Printed Name		Signature	
		Date Signed	
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			



July 5, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear ^{s.22}

I am writing in response to your complaint, filed on May 14, 2018. You alleged that you were denied access to Wolf/Sheep Arthouse located at 1314 Broad St, Victoria, BC V8W 2A9 due to your BC Certified Service Dog ^{s.22}

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act*. I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. There appeared to be confusion on how health regulations interact with the Act that led to their refusal of service to you. The tattoo staff involved in the interaction indicated that they would be willing to work with clients who are members of a certified dog team, as long as arrangement could be made that complied with health regulations, such as arranging the session after hours. On this point, I have referred a review of the interaction between the Act and applicable health regulations to my policy department, which may help clarify this situation in the future.

I determined that the best response under the circumstances would be for SPC Azimi to provide education to the business, so that they better understand their responsibilities under the Act.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

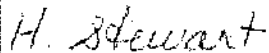
Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

Since it is my determination that education to Wolf/Sheep Arthouse and^{s.22}
s.22 is an adequate response under the circumstances, I am discontinuing
the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service
Dog Program Policies and Processes* as "further investigation is not necessary in order to
consider the complaint" and I have closed my file.

I wish to take this opportunity to thank you for your submission and participation in
this matter.

Yours truly,



Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) 10:00 <input checked="" type="radio"/> am <input type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input type="checkbox"/> Other: _____			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
s.22 is claiming her pet as a service dog in order to keep it even though it is illegal where she is living. Her s.22 confirmed this via messenger. I have screen shots of the dog in the vest and of the messenger conversation with s.22			
Date: YYYY 2018	MM 4	DD 17	Time Incident Occurred 8:00 <input type="radio"/> am <input checked="" type="radio"/> pm Location s.22 b.c.
I certify that the information provided is true to my knowledge. s.22			
Printed Name		Signature	Date Signed May 1, 2018
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			



July 5, 2018

SID # s.22

s.22

Sent via to email: s.22

Dear s.22

I am writing in response to your complaint, received by our office on May 1, 2018. To summarize, your complaint alleges that s.22 is falsely representing her dog as a BC certified service dog.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). Based upon the information you provided in your complaint and subsequent inquiries, we have insufficient information to determine s.22 location, and therefore cannot commence an investigation. Therefore, I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

Should you obtain more information on s.22 whereabouts, please feel free to submit a new complaint. I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname: S.22 Legal Given Name: Middle Name:

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☐ Relative ☐ Other (describe):

Your Name

Surname Legal Given Name Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address City Province Postal Code

S.22

Complainant's Telephone Number Email

Area Code & Phone No. S.22 N/A

If we need to speak with you, what is the best time to call you? (Time) ☒ am ☐ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number: S.22

☒ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the Prevention of Cruelty to Animal Act (harm or interference of a Service animal)
- ☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

S.22

BC Capital Region Housing. Has been falsely representing her dog for the past S.22. She is a red jacket (over) Victoria
Date: YYYY MM DD Time Incident Occurred Location
2018 4 18 am pm Setup on Food Capital Regional
Thru Food Housing

I certify that the information provided is true to my knowledge.

S.22

18/4/2018
Date Signed

Collection Notice: The use of this information will comply with the Freedom of Information and Protection of Privacy Act. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-3165 or the address below.

with Service Dog on it & also has false certification
She takes her often under a dog into

Sam's on food at University Heights shopping mall
3958 Shellbourne St, Victoria BC.

Thrifty Foods Tuscany Village 1626 McKenzie Ave
Victoria BC V8N 1A5.

The dog has opened 2 bags of dog food in
Thrifty foods is untrained and not
under control.

She has been taking her dog into
public places for the past ^{s.22} & it
has been causing problems.

She also has the dog in
Capital Regional Housing in a building
where no dogs are allowed.

There has been complaints made
about this dog before by a employee
at Thrifty Foods and nothing was
done about it.

s.22

Guide & Service Dog certificate * ^{s.22}
Passed retest ^{s.22}

s.22



July 11, 2018

SID # s.22

s.22

Dear s.22

I am writing in response to your complaint, filed on April 19, 2018. In your complaint you alleged that s.22 is falsely representing her dog as a British Columbia Certified Guide Dog or Service Dog under the *Guide Dog and Service Dog Act*.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act*. I agreed to investigate your complaint pursuant to section 4 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. The investigation revealed that s.22 is in possession of a Guide Animal Certificate issued under the former *Guide Animal Act*. The Guide Animal Certificate was grandfathered when the new *Guide Dog and Service Dog Act* came into force. SPC Azmi educated s.22 in regards to the application process under the *Guide Dog and Service Dog Act*.

Since it is my determination that education of s.22 and her subsequent compliance in applying for a new certificate is an adequate response under the circumstances, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

Ministry of Public Safety
and Solicitor General

Security Programs
Division

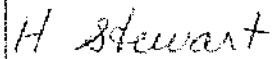
Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname S.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address S.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. S.22		Email	
If we need to speak with you, what is the best time to call you? (Time) <input type="radio"/> am <input type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number? <input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues) <input type="checkbox"/> Complaint about Dog & Handler Teams <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal) <input type="checkbox"/> Other:			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
DENIED ACCESS TO EMPERIAL SUITES HOTEL BOOKED THROUGH BOOKING.COM. HOTEL REP CALLED AND LEFT VM DENYING ACCE AND I WAS ALSO NOT PERMITTED ON THE PROPERTY UPON ARRIVAL I EXPLAINED ACCESS RIGHTS AND SHOWED CERT AND WAS STILL DENIED ENTRY FOR MY PREPAID RESERVATION			
Date: YYYY MM DD S.22	Time Incident Occurred	Location 305 Beaver Rd, North Vancouver, BC V7N 3H5	
I certify that the information provided is true to my knowledge. S.22			
Printed Name:		Date Signed APRIL 3RD 2018	
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			



June 12, 2018

SID #s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, filed on April 3, 2018. To summarize, you alleged that you were denied entry and usage of Imperial Suites hotel at 305 Beaver Rd, North Vancouver, on the basis of your certified guide/service dog s.22

I agreed to investigate your complaint under the *Guide Dog and Service Dog Act* (the Act) pursuant to section 2 of the Act, which states: "A guide dog team, service dog team or dog-in-training team may, in the same manner as would an individual who is not a member of any of those teams, enter and use any place, accommodation, building or conveyance to which the public is invited or has access [...]". The investigation was assigned to Special Provincial Constable (SPC) Trevor Wong to investigate.

SPC Wong conducted a thorough investigation, contacting relevant parties, attending the business, and providing me with a detailed report. There appeared to be confusion on the part of management about the Act that lead to their refusal of service to you. There were also concerns cited by the business related to your behaviour. I determined that the best response would be for SPC Wong to provide education to the business, so that they better understand their responsibilities under the Act.

Under the circumstances, I am satisfied that education is a sufficient response, and consistent with our progressive enforcement approach. As such, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service*

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/


Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

Dog Program Policies and Processes as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input checked="" type="radio"/> Other (describe): Concerned citizen, would like to remain anonymous			
Your Name			
Surname s.22	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No. s.22			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) After 5 <input type="radio"/> am <input checked="" type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input checked="" type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input type="checkbox"/> Other: _____			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
s.22 claims to have a service dog. When meeting her and her dog we were greeted by aggressive behavior and lunges by the dog who ended up biting s.22 hand (no blood drawn). This dog was not purchased by an accredited school or pass any training test.			
Date: YYYY	MM	DD	Time Incident Occurred s.22
2018	1	15	4:30
I certify that the information provided is true to s.22			
Printed Name			Date Signed
Collection Notice: The use of this information will be for the purpose of the Guide Dog and Service Dog Act. If you have questions regarding the collection or use of this information, please contact the Security Programs Division.			ch 19, 2018



July 5, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, filed on March 21, 2018. In your complaint you alleged that s.22 falsely represented her dog as a British Columbia Certified Guide Dog or Service Dog under the *Guide Dog and Service Dog Act* (the Act).

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act*. I agreed to investigate your complaint pursuant to section 4 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. SPC Azimi has written and served a warning notice under section 4 of the Act. Since it is my determination that the warning notice issued and additional education to s.22 is an adequate response under the circumstances, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't.
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname

s.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend

☐ Relative

☒ Other (describe): Acquaintance

Your Name

Surname

s.22

Legal Given Name

Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address

s.22

City

Province

Postal Code

Complainant's Telephone Number

Email

Area Code & Phone No. s.22

If we need to speak with you, what is the best time to call you? (Time) Noon

☐ am

☒ pm

If we have trouble reaching you, may we leave a message at a particular number?

☐ Yes, at phone number:

☒ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

☒ Complaint about Dog & Handler Teams

☐ Complaint about Discriminatory Strata Council Bylaws

☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)

☒ Other: Using the BCID card for different dogs

Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

This person is using the ID card that was given to one of her dogs, who passed the test, then handed the dog back to the program to which she doesn't have anymore. I feel that the photo should be of the dog that passes or of the team. That way it's strictly for the one dog.

Date: YYYY

2018

MM

02

DD

15

Time Incident Occurred

☐ am

☒ pm

Location

Burnaby

I certify that the information provided is true to s.22

s.22

03/20/2018

Printed Name

Signature

Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Form # SPD 0806 February 17, 2018

Ministry of Public Safety and Solicitor General
Policing and Security Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1

Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: guideandservicedogs@gov.bc.ca
Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>

Page 1 of 1



May 10, 2018

SID # s.22

s.22

Sent via to email: s.22

Dear s.22

I am writing in response to your complaint, received by our office on March 19, 2018. To summarize, your complaint alleges that s.22 is utilizing a provincial ID to falsely represent uncertified dogs and certified.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). Based upon the information you provided in your complaint and subsequent inquiries by this office, we have insufficient information to determine s.22 location, and therefore cannot commence an investigation. I have declined to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

Should you obtain more information on s.22 whereabouts, please feel free to submit a new complaint. I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart
Deputy Registrar, *Guide Dogs and Service Dogs Act*
Security Programs Division
Ministry of Public Safety and Solicitor General

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name N/A	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input type="radio"/> Friend <input type="radio"/> Relative <input checked="" type="radio"/> Other (describe): Certified by the Province of British Columbia			
Your Name			
Surname s.22	Legal Given Name	Middle Name N/A	
Your Telephone Number Area Code & Phone No. S.22			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. S.22		Email	
If we need to speak with you, what is the best time to call you? (Time)		<input checked="" type="radio"/> am <input type="radio"/> pm	
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input checked="" type="checkbox"/> Other: <u>Complaint about being refused boarding with an Airline (British Airways), holding the BC card "GUIDE DOG AND SERVICE DOG"</u>			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
We have been refused boarding with the Airline British Airways, holding the BC card "GUIDE DOG AND SERVICE DOG CERTIFICATE - s.22 s.22			
Date: YYYY	MM	DD	Time Incident Occurred
2018	02	16	<input type="radio"/> am <input checked="" type="radio"/> pm
			Location YVR - Airport
I certify that the information provided is true to my knowledge s.22			
s.22			Feb 27th 2018
Printed Name			Date Signed
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below:			



August 14, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, filed on February 27, 2018. In your complaint you alleged that British Airways at Vancouver International Airport (YVR) refused boarding to you due to your BC Certified Service Dog s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacted relevant parties, and provided me with a detailed report. The investigation revealed that British Airways allows guide/service dogs onto flights and that their rules are posted on their website. Among other requirements, the handler requires a written approval letter from the UK Division at Heathrow before they are allowed access onto the plane.

Since accepting your complaint for investigation, it has come to my attention that there is a federal mechanism for air travel consumers to complain to the Canadian Transport Agency (CTA) which, as the federal body that regulates air travel in Canada, is the appropriate authority to handle this complaint and investigation. The CTA has an investigation and resolution process, with a specific accessibility department. You may contact the CTA, as follows:

Ministry of Public Safety
and Solicitor General

Security Programs
Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:
P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: 1-855-587-0185
Facsimile: (250) 387-4454

Page 2.

Canadian Transport Agency

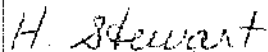
Website: <https://www.otc-cta.gc.ca/eng/accessibility>

Toll Free: 1-800-O-Canada

Since it is my determination that there is another authority that can receive your complaint about British Airways, I am discontinuing the investigation of this complaint under section 4.3.2 (b) of the *Guide Dog and Service Dog Program Policies and Processes* as "there is a remedy available in law that is adequate for the complainant..." and I have closed my file.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart
Deputy Registrar, *Guide Dog and Service Dog Act*
Security Programs Division



COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name			
Surname s.22	Legal Given Name	Middle Name	
If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?			
<input checked="" type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):			
Your Name			
Surname	Legal Given Name	Middle Name	
Your Telephone Number Area Code & Phone No.			
Complainant's Residential Address			
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number Area Code & Phone No. s.22		Email	
If we need to speak with you, what is the best time to call you? (Time) late morning early <input type="radio"/> am <input checked="" type="radio"/> pm			
If we have trouble reaching you, may we leave a message at a particular number?			
<input checked="" type="checkbox"/> Yes, at phone number:			
<input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint			

PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:			
<input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)			
<input type="checkbox"/> Complaint about Dog & Handler Teams			
<input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws			
<input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)			
<input type="checkbox"/> Other: _____			
Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.			
See email.			
Date: YYYY	MM	DD	Time Incident Occurred <input type="radio"/> am <input type="radio"/> pm
			Location
I certify that the information provided is true to my knowledge.			
s.22			February 6, 2018
Printed Name		Signature	Date Signed
Collection Notice: The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.			

From: s.22
To: JAG Security Services Complaints JAG:EX
Subject: Re: GDSD Complaint Process
Date: Tuesday, January 16, 2018 8:01:42 PM
Attachments: s.22

Thank you for your time! Attached is the form. Im not super familiar with filling these out that get emailed back as opposed to mailed in (when more space is needed) so I'll put all the details in the body of this email just in case it didnt send properly. I hope thats okay? Thank you.

s.22

~~~~~  
On s.22 I headed to my physio appointment at s.22 clinic. They didnt turn me away, however, they told me I cannot bring my service dog in with me to the physio room for my session. I told them he is a certified service dog and has an ID card. The reception made a big deal about it and was talking with the director in another room for like 5-7min and then (as I discovered later was probably the case) called security to come and talk to me, she came up and spoke to my dog very rudely saying "so this is the dog in question" and he did nothing wrong, he didn't even get up from his down position. This woman said she would take my dog away from me to another floor in the building for the duration of my appointment. i told them I was not comfortable with that, a couple of times this conversation happened until I just decided to leave and deal with it when I got home. I was already late to have my appointment by this point and s.22

I talked to s.22 about it, who then emailed this clinic on my behalf as I was very upset. She told them what the laws are and that she knew about the incident that occurred. s.22  
s.22

They replied back to her with a lot of false accusations, and things that they said they told me (which they didnt tell me) and things that didnt happen. I can send you the emails if you like. Things about how they have to stay late to clean the carpets, and I was told before about allergies staff have. (When I was there on the s.22 they told me only a patient that was there at the same time as me was anaphylactic; in the email reply the clinic they stretched the story and told s.22 it was 2 staff and 2 patients that are) s.22  
s.22 replied to that, after speaking with me, and pointed out their claims were false, the clinic then replied to s.22 on s.22 and told her they would be sending this correspondence to their legal team, and then also added that I s.22  
s.22 I of course did not do that, s.22  
s.22 . The correspondence ended with this false claim with no further emails back to them. Feel free to call me, thank you!



November 14, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, filed February 3, 2018. In your complaint you alleged that s.22 Clinic denied you access to use their facilities for an appointment while accompanied by your BC Certified Service Dog s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act*. I agreed to investigate your complaint pursuant to section 2 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Arliss Trenholm to investigate.

SPC Trenholm conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. SPC Trenholm has written and served a warning notice under section 2 of the Act. Since it is my determination that the warning notice issued and additional education to s.22 Clinic is an adequate response under the circumstances, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Security Programs Division



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                                                                                 |                  |                                                              |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------|-------------|
| Complainant's Name                                                                                                                                                                                              |                  |                                                              |             |
| Surname<br>S.22                                                                                                                                                                                                 | Legal Given Name | Middle Name                                                  |             |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                                                                            |                  |                                                              |             |
| <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                                                                                             |                  |                                                              |             |
| Your Name                                                                                                                                                                                                       |                  |                                                              |             |
| Surname                                                                                                                                                                                                         | Legal Given Name | Middle Name                                                  |             |
| Your Telephone Number    Area Code & Phone No.                                                                                                                                                                  |                  |                                                              |             |
| Complainant's Residential Address                                                                                                                                                                               |                  |                                                              |             |
| Residential Address<br>S.22                                                                                                                                                                                     | City             | Province                                                     | Postal Code |
| Complainant's Telephone Number<br>Area Code & Phone No. S.22                                                                                                                                                    |                  | Email                                                        |             |
| If we need to speak with you, what is the best time to call you? (Time)                                                                                                                                         |                  | <input checked="" type="radio"/> am <input type="radio"/> pm |             |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                                                                                 |                  |                                                              |             |
| <input checked="" type="checkbox"/> Yes, at phone number: S.22<br><input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                  |                                                              |             |

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)  
☐ Complaint about Dog & Handler Teams  
☐ Complaint about Discriminatory Strata Council Bylaws  
☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)  
☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Tenant: S.22

Phone: S.22

Date: YYYY MM DD Time Incident Occurred

2017 03 01 ☐ am ☒ pm S.22

I certify that the information provided is true to my knowledge S.22

Printed Name Signature Date Signed

Dec 27, 2017

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Warned tenant on <sup>for removing or making</sup> <sup>s.22</sup> rented my  
suite. At that time she informed me she was  
handler of a Service Dog. I allowed the dog under  
those circumstances only as required by law for me to  
do so. No damage deposit <sup>s.22</sup> was charged.

We do not allow pets, we <sup>s.22</sup> <sup>s.22</sup>

I was also expecting her dog if an actual valid service  
dog as to be on leash at all times. This is not the case.

Issues have risen over this and I have been  
asking her for proof that what she says is in fact true.  
Asking since <sup>s.22</sup> end of <sup>s.22</sup> No certificate has been

shown to me as of this date Dec 27/17. Friends of  
her say they have seen it, but I have not

I feel she has misrepresented this dog as a Service Dog  
which it is not. <sup>s.22</sup> <sup>s.22</sup> <sup>s.22</sup>

s.22

I am writing this complaint in hopes you can  
guide me as to what I should do. If it is just  
a pet I would like to evict my tenant as we  
do not allow pets.

Can your department provide me copy of <sup>s.22</sup>  
Service Dog Certificate?

Your attention to this matter much appreciated.  
<sup>s.22</sup>





April 30, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, filed on January 3, 2018. In your complaint you alleged that s.22 was falsely representing her dog as a BC certified service dog to utilize tenancy and access rights provided under the *Guide Dog and Service Dog Act* (the Act).

The Registrar of Guide Dogs and Service Dogs is responsible under the Act. I agreed to investigate your complaint pursuant to section 4 of the Act, which states: "A person must not falsely represent a dog as being a member of a guide dog team, service dog team, retired guide or service dog team or dog-in-training team." The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

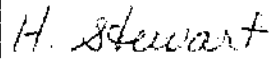
SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. After reviewing the facts, I have concluded that s.22 and her dog are not certified by the Province of British Columbia as a BC certified service dog and handler team.

SPC Azimi has written and served a violation ticket for section 4 of the Act. Since it is my determination that the violation ticket issued to s.22 is an adequate response under the circumstances, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file.

Page 2.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname s.22 Legal Given Name s.22 Middle Name s.22

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☐ Relative ☐ Other (describe):

Your Name

Surname Legal Given Name Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address s.22 City Province Postal Code

Complainant's Telephone Number s.22 Area Code & Phone No. Email

If we need to speak with you, what is the best time to call you? (Time) ☐ am ☒ pm

If we have trouble reaching you, may we leave a message at a particular number? s.22

☒ Yes, at phone number: s.22

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint.

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☐ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☒ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☒ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
- ☐ Other:

Particulars of the incident: Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

I have attached a letter detailing it.  
Also you can call s.22

as I reference  
w in it.

Date: YYYY MM DD Time Incident Occurred Location  
2017 11 11 1:11 am pm sec letter.

I certify that the information provided is true to my knowledge s.22  
s.22

Printed Name

Signature

Date Signed

**Collection Notice:** The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Form # SPD 9806 February 17, 2016

Ministry of Public Safety and Solicitor General  
Policing and Security Branch, Security Programs Division  
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1

Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: [guideandservicepgs@gov.bc.ca](mailto:guideandservicepgs@gov.bc.ca)  
Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>

This letter is to the Security Programs Division, addressing a concern with the competency of safe access of the service dog team<sup>s.22</sup> and  
s.22

Due to a conversation I had with a member of the security team earlier in December, I am also expressing concerns under section 23.1 of the *Prevention of Cruelty to Animals Act* : harm or interference with a service animal. I have enclosed photos of s.22 in the prong collar, as I disclosed earlier in the month, and several images of his handler mishandling him with it. They are dated exactly, or approximations and each photo indicates such.

s.22

s.22

s.22

This letter does not include incidences that I did not witness, and is a true recount to the best of my recollection.

Signed s.22

s.22

December 30<sup>th</sup> 2017

Page 083 to/à Page 088

Withheld pursuant to/removed as

s.22



May 10, 2018

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I have received and reviewed your complaint received January 4, 2018. In your complaint you alleged that:

- s.22 may be causing harm to the British Columbia Certified Service Dog s.22 through the utilization of a prong collar
- On multiple occasions s.22 may not have displayed the proper training and behaviour requirements expected of a BC Certified Service Dog, and as such may pose a risk to public safety if this behaviour escalates.

The Registrar of Guide Dogs and Service Dogs is responsible under the Act. I agreed to investigate your complaint pursuant to section 12(1) of the Act and section 23.1(1)(a) of the *Prevention of Cruelty to Animals Act*. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. Based on all the information obtained during the investigation, I do not believe that s.22 is being harmed within the meaning of the *Prevention of Cruelty to Animals Act*. Prong collars are not illegal and they can be used as effective training tools. Secondly, I am satisfied that s.22 is not exhibiting sufficient behavioural issues to warrant intervention at this time.

Since it is my determination that s.22 is in good health and is receiving adequate behavioural training support at this time, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog*

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454




Page 2.

*Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint". I have closed my file.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script, appearing to read "H. Stewart".

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                          |                  |               |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------|-------------|
| Complainant's Name                                                                                                                                       |                  |               |             |
| Surname<br>s.22                                                                                                                                          | Legal Given Name | Middle Name   |             |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                     |                  |               |             |
| <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                                      |                  |               |             |
| Your Name                                                                                                                                                |                  |               |             |
| Surname<br>s.22                                                                                                                                          | Legal Given Name | Middle Name   |             |
| Your Telephone Number    Area Code & Phone No. S.22                                                                                                      |                  |               |             |
| Complainant's Residential Address                                                                                                                        |                  |               |             |
| Residential Address<br>s.22                                                                                                                              | City             | Province      | Postal Code |
| Complainant's Telephone Number<br>Area Code & Phone No. S.22                                                                                             |                  | Email<br>s.22 |             |
| If we need to speak with you, what is the best time to call you? (Time) After 9 <input checked="" type="radio"/> am <input type="radio"/> pm             |                  |               |             |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                          |                  |               |             |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                                |                  |               |             |
| <input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                  |               |             |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                  |          |           |                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|---------------------------------------------------------------------------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                              |          |           |                                                                                             |
| <input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)                                                                                                                                           |          |           |                                                                                             |
| <input type="checkbox"/> Complaint about Dog & Handler Teams                                                                                                                                                                                                                                     |          |           |                                                                                             |
| <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws                                                                                                                                                                                                                    |          |           |                                                                                             |
| <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)                                                                                                                                          |          |           |                                                                                             |
| <input type="checkbox"/> Other: _____                                                                                                                                                                                                                                                            |          |           |                                                                                             |
| Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary. |          |           |                                                                                             |
| Not enough space - see attachment.                                                                                                                                                                                                                                                               |          |           |                                                                                             |
| Date: YYYY<br>2018                                                                                                                                                                                                                                                                               | MM<br>12 | DD<br>22  | Time Incident Occurred<br>4:55 <input type="radio"/> am <input checked="" type="radio"/> pm |
|                                                                                                                                                                                                                                                                                                  |          |           | Location<br>Fort Langley, BC                                                                |
| I certify that the information provided is true to my knowledge.<br>s.22                                                                                                                                                                                                                         |          |           |                                                                                             |
| Printed Name                                                                                                                                                                                                                                                                                     |          | Signature | Date Signed<br>2019-01-02                                                                   |
| <b>Collection Notice:</b> The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.      |          |           |                                                                                             |

Particulars of incident – Refusal of access for service dog – s.22

s.22

I am a s.22 resident, s.22

I walked in to Fort Langley Cuts, a barber shop located at 9230 Glover Rd, Langley. I was accompanied by my mobility assistance dog. There was one staff and no clients in the shop. I asked if he could provide a haircut - He said yes, but not with the dog in the shop. I said my dog is a service dog. He stated he didn't care. I said it was illegal to refuse access to my dog since he's a service dog. He repeated he didn't care. I asked for his name and was given the name of s.22 I left and took a photo of the shop as I stepped outside.

My dog's name is s.22 He was trained by the s.22 in s.22 A copy of the letter attesting that I attended a 3 weeks course and am authorized to use s.22 as a service dog is available – s.22



January 9, 2019

SID #s.22

s.22

Sent via email to s.22

Dear s.22

I am writing in response to your complaint, dated January 2, 2019. In your complaint, you allege that Fort Langley Cuts denied you service while accompanied by your mobility assistance dog, s.22

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). As of the date of the complaint,<sup>s.22</sup>  
s.22

Although I have declined to investigate, you may wish to consult legal counsel regarding this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Human Rights Tribunal: <http://www.bclrt.bc.ca/>  
Phone: 604-775-2000  
Toll Free (within BC) 1-888-440-8844
- BC Human Rights Coalition: [www.bchrcoalition.org](http://www.bchrcoalition.org)  
Phone: 604-622-1100  
Toll Free: 1-855-685-6222

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

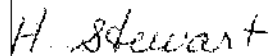
Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Page 2.

s.22

Thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script, appearing to read "H. Stewart".

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division  
Ministry of Public Safety and Solicitor General

Page 095 to/à Page 096

Withheld pursuant to/removed as

s.22;s.15



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                                          |                           |             |             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------|-------------|
| Complainant's Name                                                                                                                                                       |                           |             |             |
| Surname<br>s.22                                                                                                                                                          | Legal Given Name          | Middle Name |             |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                                     |                           |             |             |
| <input type="radio"/> Friend <input type="radio"/> Relative <input checked="" type="radio"/> Other (describe): Pacific Assistance Dogs Society - provider of service dog |                           |             |             |
| Your Name                                                                                                                                                                |                           |             |             |
| Surname<br>Watamanuk                                                                                                                                                     | Legal Given Name<br>Laura | Middle Name |             |
| Your Telephone Number    Area Code & Phone No. 604-813-1725                                                                                                              |                           |             |             |
| Complainant's Residential Address                                                                                                                                        |                           |             |             |
| Residential Address<br>s.22                                                                                                                                              | City                      | Province    | Postal Code |
| Complainant's Telephone Number<br>Area Code & Phone No. S.22                                                                                                             |                           | Email       |             |
| If we need to speak with you, what is the best time to call you? (Time) 9 to 5pm <input type="radio"/> am <input checked="" type="radio"/> pm                            |                           |             |             |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                                          |                           |             |             |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                                                |                           |             |             |
| <input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint                            |                           |             |             |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                                            |                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                              |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| <input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)                                                                                                                                                      |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| <input type="checkbox"/> Complaint about Dog & Handler Teams                                                                                                                                                                                                                                     |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| <input checked="" type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws                                                                                                                                                                                                         |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)                                                                                                                                          |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| <input type="checkbox"/> Other:                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary. |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| Service Dog Certificate # s.22<br>See additional attachment for description of incident(s)                                                                                                                                                                                                       |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| Date: YYYY<br>2019                                                                                                                                                                                                                                                                               | MM<br>2 | DD<br>5                                                                                                                                                                                                                                                    | Time Incident Occurred<br>Multiple incidents (four) <input type="radio"/> am <input type="radio"/> pm |
|                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                                            | Location<br>at residence s.22                                                                         |
| I certify that the information provided is true to my knowledge.                                                                                                                                                                                                                                 |         |                                                                                                                                                                                                                                                            |                                                                                                       |
| Laura Watamanuk                                                                                                                                                                                                                                                                                  |         | Laura L. Watamanuk, Executive Director<br><small>Digitally signed by Laura L. Watamanuk, Executive Director<br/>DN: cn=Laura L. Watamanuk, o=Security Programs Division, email=laura.watamanuk@gov.bc.ca, c=CA<br/>Date: 2019.02.05 12:17:39 -0800</small> |                                                                                                       |
| Printed Name                                                                                                                                                                                                                                                                                     |         | Signature                                                                                                                                                                                                                                                  | Date Signed                                                                                           |
| <b>Collection Notice:</b> The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.      |         |                                                                                                                                                                                                                                                            |                                                                                                       |

# CHANGING LIVES. ONE DOG AT A TIME.



# PADS

Date: February 5<sup>th</sup>, 2019

## Support materials for s.22 – Guide & Service Dog Complaint Form

s.22 is a s.22 dog client of Pacific Assistance Dogs Society.

In s.22, s.2 advised the Owner/Caretakers at her rental residence located at s.22 s.22 that she would be receiving a hearing dog from PADS. s.2 has been a renter at this apartment residence for s.22 with no incidents.

On s.22, s.22 the manager of her apartment residence provided s.2 with a letter asking for clarification about the dog and type. PADS Client Services Manager replied to this letter (see attached).

Upon receiving her s.22 dog, the residence provided her with the following restrictions:

- Toileting the dog off premise only
- Enter and depart the building from the parkade or back entrance way to alley
- Do NOT use the front door or lobby area.

Regardless of the information provided to the Owner and the Manager of the building about the dog's training, certification and legal right of access under the BC Guide Dog and Service Dog Act, they continue to harass s.2 with communications (written and verbally) challenging the dog being in the building.

s.22

s.22 Today's altercation with s.22 of s.22 was abusive in nature. He publicly yelled at her at length in front of other residences causing s.2 incredible upset. Today's interaction and past communications are harassment.

On behalf of s.22 I wish to lodge a formal complaint and request that the Ministry assist in this matter.

Thank you.  
Laura Watamanuk  
Executive Director  
604-813-1724  
[laura@pads.ca](mailto:laura@pads.ca)

HEAD OFFICE  
9048 STORMONT AVE. NUT  
BURNABY, BC V3N 4G6

ALBERTA  
PO BOX 461, STN M  
CALGARY, AB, T2P 9Z9

OKANAGAN  
BOX 77  
ENDERBY, BC, V0L 1V0

1.877.292.1765 (TOLL FREE)

REGISTERED CHARITY # 89224 / 2347 RR0001



CANADIAN  
ASSOCIATION  
OF GUIDE &  
ASSISTANCE  
DOG SCHOOLS





Page 099 to/à Page 101

Withheld pursuant to/removed as

s.22

s.22

Dear s.22

Re: Dog in Apartment s.22

Further to our short meeting of yesterday, wherein you informed me of your intention to keep a dog in your apartment, I will require a letter from you answering the following questions:

1. What category of disability is the dog intended for?
2. What tasks will the dog perform for you?
3. What is the classification of the dog?
4. What are the details of the dog's certification?
5. When will we receive a copy of your dog and handler certificate?

Very truly yours,  
s.22

# CHANGING LIVES. ONE DOG AT A TIME.



# PADS

Date: s.22

To: s.22

From: Ron Tymrick – Pacific Assistance Dogs Society

Subject: Service Dog for s.22

Dear s.22

The following is in response to your letter and questions regarding s.22 with her certified Service Dog:

upcoming placement

1) What category of disability is the dog intended for?

The dog will be specifically trained to assist s.22 with her s.22 disability.

2) What tasks will the dog perform for you?

The dog has been trained to alert s.22 to s.22

3) What is the classification of the dog?

Under the BC Guide Dog and Service Dog Act of British Columbia, the dog is classified as a Service Dog and is trained to perform specific tasks to assist a person with a disability.

4) What are the details of the dog's certification?

The dog has been trained by the Pacific Assistance Dogs Society, an Assistance Dogs International accredited program, which is recognized by the Ministry of Public Safety and Solicitor General of British Columbia, Security Programs Division. For further information on dog training standards, please refer to the Assistance Dogs International website at [www.assistance dogsinternational.org](http://www.assistance dogsinternational.org).

**HEAD OFFICE**  
9045 STORMONT AVENUE  
BURNABY, BC V5N 4G6

**ALBERTA**  
PO BOX 451, S1N1M  
CALGARY, AB, T2P 9Z9

**OKANAGAN**  
BOX 77  
ENDERBY, BC V0E 1X0

1.877.292.1765 (TOLL FREE)

REGISTERED CHARITY #: B9225 3247 RR0001



**CANADIAN  
ASSOCIATION  
OF GUIDE &  
ASSISTANCE  
DOG SCHOOLS**



# CHANGING LIVES. ONE DOG AT A TIME.



# PADS

5) When will we receive a copy of your dog and handler certificate?

Once you and the dog have completed their 5-day placement course with PADS and have passed the written, practical and public access tests, she will receive her PADS ID and letter of certification. s.2 will then register the dog with the Ministry of Public Safety and Solicitor General of British Columbia, Security Programs Division. The delivery of the certification card varies from 2 to 6 weeks.

I hope you found the information provided helpful. Please feel free to contact me by email at [ron@pads.ca](mailto:ron@pads.ca) should you have further questions. Also, more information on our school is available on our website at [www.pads.ca](http://www.pads.ca).

Thank you for your attention in this matter.

Sincerely,

Ron Tymrick  
Client Services Manager

**HEAD OFFICE**  
1645 ST. JOHNS AVENUE  
MONTREAL, QUEBEC H3A 4G6

**ALBERTA**  
PO BOX 451, STN M  
CALGARY, AB, T2P 1Y9

**OKANAGAN**  
BOX 77  
ENDERBY, BC, V0E 1W0

1.877.292.1765 (TOLL FREE)

REGISTERED CHARITY # R922 12547 RR0001



**CANADIAN  
ASSOCIATION  
OF GUIDE &  
ASSISTANCE  
DOG SCHOOLS**



Dear s.22

Re: Dog in Apartment :s.22

We are in receipt of your letter of s.22, wherein you have informed us of your requirements in anticipation of your intention to keep a dog in your apartment. We also have requirements in the form of the following building regulations which, we hope, will offer a good compromise between your rights and those of the other s. residents of s.22

1. The dog will enter and leave the building via one of the three basement exit/entrance doorways. s.22  
s.22
2. The dog shall not be allowed to urinate or defecate anywhere on the s.22 property located at s.22 s.22
3. Any mess caused anywhere in the building by your dog shall be your responsibility for clean-up. Any damage caused by your dog shall also be your responsibility.
4. As much as possible, the dog shall be kept away from other residents who have relied on the fact that they have rented in a "pet free" building.

A notice will be posted to inform other residents of the presence of the dog, your stated requirements and the foregoing rules, so as to ensure that there is no misunderstanding.

s.22

s.22

We also require proof of liability insurance held by you to compensate any person or property injured or damaged in any way by your dog.

I am sure you can understand that my role as a landlord requires me to balance the rights of all tenants with my responsibilities as a landlord.

Very truly yours,  
s.22



June 11, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated February 5, 2019, and follow-up email s.22 s.22. In your complaints you alleged that s.22 of s.22 apartments has denied you access to certain areas in your residential building, and imposed limitations upon your living environment while accompanied by your BC Certified Service Dog s.22.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act*. I agreed to investigate your complaint pursuant to section 3 of the Act. The investigation was assigned to Special Provincial Constable (SPC) Bob Azimi to investigate.

SPC Azimi conducted a thorough investigation, contacting relevant parties, and provided me with a detailed report. SPC Azimi has written and served a warning notice under section 3(2) of the Act. Since it is my determination that the warning notice issued and additional education to s.22 is an adequate response under the circumstances, I am discontinuing the investigation of this complaint under section 4.3.2 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint" and I have closed my file. Should you experience any additional or continued tenancy issues, please return with a new complaint form.

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division

s.22

February 7, 2019

Security Programs Division  
Ministry of Public Safety and Solicitor General

Re: service denial of a Guide Dog team by Bluebird Cabs

At approximately s.22 I called Bluebird Taxi from my house at s.22 and requested a cab. Immediately after ordering the cab via the automated service I called again and learned that cab S will be approximately 4 minutes. At approximately 6:22 received an alert call from the taxi notifying me that my taxi had arrived and is outside. s.22 was waiting with me outside our front door and the taxi never entered our driveway. We strongly believe that the taxi driver chose not to stop once he or she saw that it was a customer with a guide dog.

At approximately 6:22 called Bluebird to inquire as to what happened to our taxi and was connected directly to the driver that had just driven off on me. The taxi driver told me that he picked up someone else. The driver himself said that he picked up someone else at a different location even though he was specifically coming to my address. At this point I let them know what occurred and that he should not be aloud to discriminate. The dispatch offered to send a different taxi, cab 6 which finally arrived at approximately 6:30 and drove me to my appointment some 15 minutes late.

Discrimination of this nature is extremely demeaning, humiliating and very harmful to one's self-esteem. s.22

s.22 I do not believe that education and awareness is lacking of the BC Guide Dog and Service Dog Act. This individual simply chose not to serve me on account of my 6:22 requiring the use of a guide dog. I would very much appreciate a thorough investigation. I am available to assist in the investigation process. Please note that in-vehicle video which is only available to the police would confirm, or not, the actual situation and what really took place. I am told that the video footage gets over-written after 7 days or so.

Sincerely,  
s.22

cc:  
Bluebird Cabs  
Passenger Transportation Branch  
s.22





February 22, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated s.22. In your complaint, you allege that a Bluebird cab was dispatched to your location to provide you transportation and upon seeing you with your Guide Dog, denied you service.

As of the date of the complaint, s.22

s.22

s.22, I do not have the jurisdiction to investigate a complaint under section 2 of the Act, and therefore must decline to investigate your complaint.

Although I have declined to investigate, you may wish to consult legal counsel in regards to this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Human Rights Tribunal: <http://www.bchrt.bc.ca/>  
Phone: 604-775-2000  
Toll Free (within BC) 1-888-440-8844
- BC Human Rights Coalition: [www.bchrcoalition.org](http://www.bchrcoalition.org)  
Phone: 604-622-1100  
Toll Free: 1-855-685-6222

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

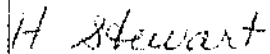
Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Page 2.

s.22

Thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H Stewart".

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division  
Ministry of Public Safety and Solicitor General



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

### Complainant's Name

Surname

S.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☒ Relative ☐ Other (describe):

### Your Name

Surname

S.22

Legal Given Name

Middle Name

Your Telephone Number Area Code & Phone No. S.22

### Complainant's Residential Address

Residential Address

S.22

City

Province

Postal Code

Complainant's Telephone Number

Email

Area Code & Phone No. S.22

If we need to speak with you, what is the best time to call you? (Time) 2 ☐ am ☒ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a service animal)
- ☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

Please see attached sheet

Date: YYYY MM DD

S.22

Time Incident Occurred

☐ am ☐ pm

Location

School District

I certify that the information provided is true to my knowledge.

S.22

February 7, 2019

Printed Name

Signature

Date Signed

**Collection Notice:** The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

## Part 2: Complaint Details

s.22 was certified s.22 and we wanted to have her go to school with s.22. We were willing to work with the school, our trainer agreed to come into the school to help with the new environment and as a team we were willing to modify and adapt as needed.

However, the school, although willing to work with us, said they could not let the dog in the school with s.22 without the school district's permission. The school district (School District s.22) said that they need to make sure the dog is allowed and that there may be rules in place that supersede the BC law.

They have had a month now to research their rules and regulations with no sign of being any further ahead.

I'm at a loss what to do next. It has been made clear that they would rather wait until the new year to allow s.22 and s.22 to school together. I find this unacceptable.

They need education from someone s.22

The Assistant Superintendent that I spoke to at the District is s.22

FW: Access of Certified Service Dog - Messages (HTML)

Message: Tell me what you want to do

Ignore, Delete, Archive, Reply, Reply All, Forward, Reply, More, Meeting, Manual, Up to Manager, Move, Rules, OneNote, Actions, Mark, Category, Follow, Translate, Find, Related, Select, Zoom, Jump

Before, Respond, Quick Steps, More, Tags, Flag, Find, Zoom, Jump

Stewart, Heather Ann PSSG-EX  
FW: Access of Certified Service Dog

From: Stewart, Heather Ann PSSG-EX  
Sent: Thursday, February 21, 2019 3:38 PM  
To: s.22  
Cc: s.22  
Subject: Access of Certified Service Dog

Dear s.22

On s.22 we received your complaint to the effect that School District S is denying school access to the service dog team comprised of S.22 and his certified service dog s.2

Upon review of the information you provided, I have determined that a school is not a "place, accommodation, building or conveyance to which the public has access" under section 2(1) of the *Guide Dog and Service Dog Act* (GDSDA). Accordingly, I do not have jurisdiction to handle your complaint in accordance with section 2(2)(a) of the GDSDA and I am unable to accept your complaint for investigation.

I would encourage you and the School District to engage in meaningful dialogue to find a mutually beneficial resolution to this issue. If you are unable to do so, you may consider obtaining information with respect to options you may have under the *Human Rights Code*.

Complaints under the GDSDA are reviewed on a case-by-case basis. Section 4.2 of the *Guide Dog and Service Dog Program Policies and Processes* ("Policies") establishes the complaint process regarding offence-related matters, such as interference with public access rights. Pursuant to section 4.2.3 (d) of the Policies, I decline to investigate this matter as *further investigation is not necessary in order to consider the complaint*.

Thank you for bringing this complaint to my attention.

Heather Stewart  
Director, Security Services  
Security Programs Division  
Ministry of Public Safety and Solicitor General  
(250) 355-1512



# COMPLAINT FORM

Guide Dog and Service Dog Act

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## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                          |                  |                                                              |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------|-------------|
| Complainant's Name                                                                                                                                       |                  |                                                              |             |
| Surname<br>s.22                                                                                                                                          | Legal Given Name | Middle Name                                                  |             |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                     |                  |                                                              |             |
| <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                                      |                  |                                                              |             |
| Your Name                                                                                                                                                |                  |                                                              |             |
| Surname                                                                                                                                                  | Legal Given Name | Middle Name                                                  |             |
| Your Telephone Number    Area Code & Phone No.                                                                                                           |                  |                                                              |             |
| Complainant's Residential Address                                                                                                                        |                  |                                                              |             |
| Residential Address<br>s.22                                                                                                                              | City             | Province                                                     | Postal Code |
| Complainant's Telephone Number<br>Area Code & Phone No. s.22                                                                                             |                  | Email                                                        |             |
| If we need to speak with you, what is the best time to call you? (Time)                                                                                  |                  | <input checked="" type="radio"/> am <input type="radio"/> pm |             |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                          |                  |                                                              |             |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                                |                  |                                                              |             |
| <input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                  |                                                              |             |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                                                                                              |    |    |                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|-----------------------------------------------------------------------------------------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                                                                                                          |    |    |                                                                                                           |
| <input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)                                                                                                                                                                                                                                  |    |    |                                                                                                           |
| <input type="checkbox"/> Complaint about Dog & Handler Teams                                                                                                                                                                                                                                                                                                                 |    |    |                                                                                                           |
| <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws                                                                                                                                                                                                                                                                                                |    |    |                                                                                                           |
| <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)                                                                                                                                                                                                                      |    |    |                                                                                                           |
| <input checked="" type="checkbox"/> Other: <u>Employment Rights Issues</u>                                                                                                                                                                                                                                                                                                   |    |    |                                                                                                           |
| Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.                                                                             |    |    |                                                                                                           |
| I work at <u>s.22</u> and was told that I cannot have my service dog at work with me until an approval for accommodation is met through a third party. They are requesting that I provide additional medical documentation and that I give permission for them to speak with my doctors. While speaking with the service and guide dog office, I was told this is incorrect. |    |    |                                                                                                           |
| Date: YYYY                                                                                                                                                                                                                                                                                                                                                                   | MM | DD | Time Incident Occurred                                                                                    |
| 2019                                                                                                                                                                                                                                                                                                                                                                         | 02 | 21 | 2pm <input type="radio"/> am <input checked="" type="radio"/> pm    s.22    speaking with HR on the phone |
| I certify that the information provided is true to my knowledge s.22                                                                                                                                                                                                                                                                                                         |    |    |                                                                                                           |
| Printed Name                                                                                                                                                                                                                                                                                                                                                                 |    |    | Date Signed                                                                                               |
| <b>Collection Notice:</b> The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.                                                                                  |    |    |                                                                                                           |



March 14, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

On Feb 22, 2019, I received your complaint that the s.22 has required you to participate in their Accommodation review program before you are allowed to have your BC certified service dog with you while at work. You are concerned that this denial of access by service dogs might not be in compliance with the *Guide Dog and Service Dog Act* (GDSDA).

Upon review of the information you provided I have determined that as an employee, s.22 is not a "place, accommodation, building or conveyance to which the public has access" under section 2(1) of the GDSDA. Accordingly, I do not have jurisdiction to handle your complaint in accordance with section 2(2)(a) of the GDSDA and I am unable investigate.

I would encourage you and s.22 to engage in meaningful dialogue to find a mutually beneficial resolution to this issue. If you are unable to do so, you may consider obtaining information with respect to options you may have under the *Human Rights Code*.

Complaints under the GDSDA are reviewed on a case-by-case basis. Section 4.2 of the *Guide Dog and Service Dog Program Policies and Processes* ("Policies") establishes the complaint process regarding offence-related matters, such as interference with public access rights. Pursuant to section 4.2.3 (d) of the Policies, I decline to investigate this matter as 'further investigation is not necessary in order to consider the complaint'.

Thank you for bringing this complaint to my attention.

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

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Withheld pursuant to/removed as

s.22;s.15





# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                                                                                                                                                               |                  |                                     |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|--------------------------|
| Complainant's Name                                                                                                                                                                                                                                                                            |                  |                                     |                          |
| Surname<br>s.22                                                                                                                                                                                                                                                                               | Legal Given Name | Middle Name                         |                          |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?<br><input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                                   |                  |                                     |                          |
| Your Name                                                                                                                                                                                                                                                                                     |                  |                                     |                          |
| Surname                                                                                                                                                                                                                                                                                       | Legal Given Name | Middle Name                         |                          |
| Your Telephone Number    Area Code & Phone No.                                                                                                                                                                                                                                                |                  |                                     |                          |
| Complainant's Residential Address                                                                                                                                                                                                                                                             |                  |                                     |                          |
| Residential Address<br>s.22                                                                                                                                                                                                                                                                   | City             | Province                            | Postal Code              |
| Complainant's Telephone Number<br>Area Code & Phone No. s.22                                                                                                                                                                                                                                  |                  | Email                               |                          |
| If we need to speak with you, what is the best time to call you? (Time)                                                                                                                                                                                                                       |                  | <input checked="" type="radio"/> am | <input type="radio"/> pm |
| If we have trouble reaching you, may we leave a message at a particular number?<br><input checked="" type="checkbox"/> Yes, at phone number:<br><input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                  |                                     |                          |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |             |                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------|--------------------------------------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |             |                                                        |
| <input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)<br><input type="checkbox"/> Complaint about Dog & Handler Teams<br><input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws<br><input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)<br><input type="checkbox"/> Other: |    |             |                                                        |
| Particulars of the Incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.<br><br>See attached                                                                                                                                                                                  |    |             |                                                        |
| Date: YYYY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MM | DD          | Time Incident Occurred                                 |
| 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 02 | 05          | s.22 <input type="radio"/> am <input type="radio"/> pm |
| Location                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |             |                                                        |
| I certify that the information provided is true to my s.22                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |             |                                                        |
| Printed Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    | Date Signed |                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    | 2019-02-05  |                                                        |

Complaint:

I am an employee of s.22 . I am also part of a service dog handler team.

My concerns are as follows:

s.22 has introduced a policy regarding service dogs. I do not think it complies with the Act for several reasons:

- 1) The policy requires 60 days' notice for any dog
- 2) The policy is accompanied by a map which forbids service dogs from entering an entire s.22 s.22 , as well as all carpeted rooms. The reason cited for this is s.22 has allergies. s.22 s.22

s.22 It appears that s.22 is hiding behind this accommodation to disallow service dogs into carpeted rooms.

I am attaching the map and the policy.

There are now s.22 handler teams s.22 and we are being severely limited in our participation in the s.22 . I sincerely hope for help with this matter.

Page 122 to/à Page 123

Withheld pursuant to/removed as

s.22



March 19, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

On Feb 8, 2019, we received your complaint that the introduction of a policy by s.22 that forbids certain areas from access by service dogs might not be in compliance with the *Guide Dog and Service Dog Act* (GDSDA).

Upon review of the information you provided I have determined that s.22 is not a "place, accommodation, building or conveyance to which the public has access" under section 2(1) of the GDSDA. Accordingly, I do not have jurisdiction to handle your complaint in accordance with section 2(2)(a) of the GDSDA and I am unable to accept your complaint for investigation.

I would encourage you and s.22 to engage in meaningful dialogue to find a mutually beneficial resolution to this issue. If you are unable to do so, you may consider obtaining information with respect to options you may have under the *Human Rights Code*.

Complaints under the GDSDA are reviewed on a case-by-case basis. Section 4.2 of the *Guide Dog and Service Dog Program Policies and Processes* ("Policies") establishes the complaint process regarding offence-related matters, such as interference with public access rights. Pursuant to section 4.2.3 (d) of the Policies, I decline to investigate this matter as 'further investigation is not necessary in order to consider the complaint'.

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

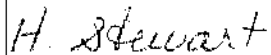
**Mailing Address:**

P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Page 2.

Thank you for bringing this complaint to my attention.

Yours truly,

A handwritten signature in black ink, appearing to read "H. Stewart". The signature is written in a cursive, slightly slanted style.

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division  
Ministry of Public Safety and Solicitor General



R.A.

## COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: Security Programs Division, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                          |                                 |                       |                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------|------------------------|
| Complainant's Name                                                                                                                                       |                                 |                       |                        |
| Surname<br>McAllister                                                                                                                                    | Legal Given Name<br>Christopher | Middle Name<br>s.22   |                        |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                     |                                 |                       |                        |
| <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                                      |                                 |                       |                        |
| Your Name                                                                                                                                                |                                 |                       |                        |
| Surname<br>McAllister                                                                                                                                    | Legal Given Name<br>Christopher | Middle Name<br>s.22   |                        |
| Your Telephone Number    Area Code & Phone No.                                                                                                           |                                 |                       |                        |
| Complainant's Residential Address                                                                                                                        |                                 |                       |                        |
| Residential Address<br>564 David Street                                                                                                                  | City<br>Victoria                | Province<br>BC        | Postal Code<br>V8T 2C8 |
| Complainant's Telephone Number<br>Area Code & Phone No. 250-414-0233                                                                                     |                                 | Email<br>vacs@shaw.ca |                        |
| If we need to speak with you, what is the best time to call you? (Time) <input checked="" type="radio"/> am <input type="radio"/> pm                     |                                 |                       |                        |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                          |                                 |                       |                        |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                                |                                 |                       |                        |
| <input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                                 |                       |                        |

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)  
☐ Complaint about Dog & Handler Teams  
☐ Complaint about Discriminatory Strata Council Bylaws  
☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)  
☐ Other:

Particulars of the Incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

We, Victoria Animal Control Services Ltd, interacted with a man named s.22 today. He had been on a BC Transit bus with his dog (Pitbull named s.22). He represents his dog as a Service Dog, despite not having the necessary certification. See email for full details.

|            |    |    |                                                                   |                                        |
|------------|----|----|-------------------------------------------------------------------|----------------------------------------|
| Date: YYYY | MM | DD | Time Incident Occurred                                            | Location                               |
| s.22       |    |    | s.22 <input checked="" type="radio"/> am <input type="radio"/> pm | s.2 Block Douglas Street, Victoria, BC |

I certify that the information provided is true to my knowledge.

Christopher McAllister    *[Signature]*    s.22  
 Printed Name    Signature    Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Form # SPD 0806 February 17, 2018

Ministry of Public Safety and Solicitor General  
 Policing and Security Branch, Security Programs Division  
 PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1  
 Phone: toll-free 1-855-587-0185 Fax: 250-387-4454 Email: [guideand servicedogs@gov.bc.ca](mailto:guideand servicedogs@gov.bc.ca)  
 Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>  
 Page 1 of 1

**From:** [Victoria Animal Control](#)  
**To:** [JAG Security Services Complaints JAG:EX](#)  
**Cc:** ["Victoria Animal Control"](#)  
**Subject:** Complaint - False Representation of a Service Dog  
**Date:** s.22  
**Attachments:** [SPD 0806 Form for 19-0715.pdf](#)

---

To Ministry of Attorney General & Public Safety – Security Programs Division,

My name is Chris McAllister. I am an Animal Control Officer with Victoria Animal Control Services Ltd.

Today at approximately s.22 , we were involved with an incident in which a dog owner named s.22 . had been on a BC Transit bus with his dog. s.22  
s.22

s.22 dog is a Pitbull named s.22 s.22 represents his dog as a Service Dog, despite it not having the proper certification to do so. He was carrying a card on his person at that time that claims s.22 is a guide dog. I have obtained photographs of the front and back of this card, and have attached these photos to this email for your review. s.22 was also wearing a body harness that states "Service Dog" on it.

We have the following contact information for s.22  
s.22

CAUTION/NOTE: s.22  
s.22

Find attached a completed SPD 0806 Form.

Our File Number: s.22  
Victoria Police File Number: s.22

Please contact me if you need any further information.

Sincerely,

Chris McAllister  
Animal Control Officer  
Victoria Animal Control Services

Page 128 to/à Page 129

Withheld pursuant to/removed as

s.22





# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name

Surname

s.22

Legal Given Name

Middle Name

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend

☐ Relative

☒ Other (describe):

Your Name

Surname

Legal Given Name

Middle Name

Your Telephone Number Area Code & Phone No.

Complainant's Residential Address

Residential Address

s.22

City

Province

Postal Code

Complainant's Telephone Number

Email

Area Code & Phone No. s.22

If we need to speak with you, what is the best time to call you? (Time)

☒ am

☐ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

☐ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)

☒ Complaint about Dog & Handler Teams

☐ Complaint about Discriminatory Strata Council Bylaws

☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)

☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

My complaint is regarding a dog that recently bit s.22 and the owner was issued with a dangerous dog warning by animal control because of this incident. I understand the owner intends to apply for service dog certification for this dog. I want this incident to be on record to be considered when/if this application occurs. See attached note for details.

Date: YYYY

MM

DD

Time Incident Occurred

s.22

☐ am

☒ pm

Location

s.22

I certify that the information provided is true to my know s.22

s.22

March 27, 2019

Printed Name

Date Signed

**Collection Notice:** The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

At approximately 8.2 pm on s.22 our s.22 who was playing outside our house came running into our unit saying a large dog was chasing her and other children in our housing complex courtyard. It had escaped the hold of the neighbour's child who apparently had been given the job of holding the leash, but it was too strong for the child and got loose. s.22 was very frightened, and so s.22 went out to investigate.

One of our neighbour's children from unit #s.22 was being chased too and she was scared. s.22 intervened and the dog jumped up on her twice and bit her on the upper part of her right arm causing bruising but not breaking skin (thankfully she was wearing a sweater).

s.22

s.22 The women owner of the dog (unit s.22 – we don't know her name) then came to our door, grabbed the dog by the collar and pulled it away and took it into her home.

The dog is quite a big yellow/blonde pit bull or pit bull cross.

We live in a housing complex managed by s.22  
s.22 Although s.22 rules prohibit dogs in their units, the renter in unit s.22 has had this dog living in her unit for awhile.

I filed a written complaint (via e-mail) with Victoria Animal Control that night, as well as with our landlord, s.22

The s.22 Tenant Relations staff s.22 Co-ordinator, phone: s.22  
s.22 contacted me on s.22 to say that they had also been in touch with Animal Control and were coordinating with them regarding the incident. They indicated that they were aware that the dog in unit s.22 was unauthorized and said they had already ordered the tenant in unit s.22 to remove the dog by s.22  
s.22

On s.22 I noticed the dog was still in unit s.22. I contacted s.22 who acknowledged they were aware the dog was still there, and that they were still working on getting compliance to have the dog removed, but were rather vague regarding why the owner in s.22 was not complying with their order or why they could not enforce compliance.

I then spoke to Mr. Tschritter, of Victoria Animal Control, who was handling my complaint. He said he had investigated the incident and spoken to the dog's

owner in unit s.22 He said they were still considering whether to rule that the dog s.22 would be classified as a "dangerous dog" or whether the dog's owner would be issued with a "dangerous dog caution" and a warning or fine.

He also said the dog owner in unit s.22 told him she was going to apply for service dog certification for the dog.

Given our landlord s.22 rules clearly do not allow dogs (except certified service dogs), and the landlord was not made aware of the s.22 wish to have her dog designated as a service dog until after she had received notice to remove her dog and Animal Control became involved because of the biting incident, it does make one wonder at the credibility of her actions.

s.22 we often hear the dog whining and crying for extended periods of time on a daily basis because it's been left on its own – somewhat unusual for a service dog, even one in training.

More importantly, I am concerned that such an animal, given its recent behaviour, could become a service dog.

s.22

I understand from speaking to someone in your department, and reviewing your website, that your testing process is quite rigorous. That is comforting.

However, I wanted to submit this complaint in the hopes that it would be placed on file to be considered as part of your decision process regarding certification if this person does apply for service dog certification for s.22

On s.22 Mr. Tschritter of Victoria Animal Control contacted me to state their decision was to issue a dangerous dog caution to the owner of s.22 in unit s.22

He said he was unable to provide me written proof of the dangerous dog caution due to their rules. He did indicate I could provide you with his phone number (250-414-0233) should you wish verbal confirmation of the biting incident and the Caution provided to the owner.

Thank you for your consideration in this matter, and please free to contact me if you wish to discuss this complaint further.

s.22



June 04, 2019

SID # s.22

s.22

Sent via to email: s.22

Dear<sup>s.22</sup>

I am writing in response to your complaint, received by our office on March 27, 2019. To summarize, your complaint alleges that your neighbour possesses a dangerous dog and you have expressed concern in their intent to apply for a service dog licence.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* (the Act). Unfortunately, there is insufficient information in your complaint to determine the identity of the neighbour about which you have complained. At this time, I am declining to investigate under section 4.3.3 (d) of the *Guide Dog and Service Dog Program Policies and Processes* as "further investigation is not necessary in order to consider the complaint".

However, you may be assured that all service dogs are vetted to ensure that they meet public safety standards of behaviour. If the dog is not from an internationally accredited service dog school, which have high standards for dog obedience, the service dog must undergo certification testing. You may learn more about service dog certification testing at: <https://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog/certification-testing>

With regard to your concern about a "dangerous dog" designation, I would refer you to the CRD Website where they have a link to register a complaint: <https://www.crd.bc.ca/service/animals-pets/animal-complaint/dangerous-dogs>

Ministry of Public Safety  
and Solicitor General

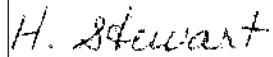
Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in black ink, appearing to read "H. Stewart". The signature is written in a cursive, slightly slanted style.

Heather Stewart  
Deputy Registrar, *Guide Dogs and Service Dogs Act*  
Security Programs Division  
Ministry of Public Safety and Solicitor General

Page 135

Withheld pursuant to/removed as

s.22;s.15



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                                          |                             |          |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------|---------------------|
| Complainant's Name                                                                                                                                       |                             |          |                     |
| Surname<br>s.22                                                                                                                                          | Legal Given Name            |          | Middle Name         |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?                     |                             |          |                     |
| <input checked="" type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe): Helping her with the form                 |                             |          |                     |
| Your Name                                                                                                                                                |                             |          |                     |
| Surname<br>Ashmead                                                                                                                                       | Legal Given Name<br>Barbara |          | Middle Name<br>s.22 |
| Your Telephone Number    Area Code & Phone No. 250-954-5552                                                                                              |                             |          |                     |
| Complainant's Residential Address                                                                                                                        |                             |          |                     |
| Residential Address<br>s.22                                                                                                                              | City                        | Province | Postal Code         |
| Complainant's Telephone Number<br>Area Code & Phone No. s.22                                                                                             |                             | Email    |                     |
| If we need to speak with you, what is the best time to call you? (Time) <u>anytime</u> <input type="radio"/> am <input type="radio"/> pm                 |                             |          |                     |
| If we have trouble reaching you, may we leave a message at a particular number?                                                                          |                             |          |                     |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                                |                             |          |                     |
| <input checked="" type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                             |          |                     |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                  |         |          |                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|-----------------------------------------------------------------------------------------------------------------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                              |         |          |                                                                                                                                   |
| <input checked="" type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)                                                                                                                                           |         |          |                                                                                                                                   |
| <input type="checkbox"/> Complaint about Dog & Handler Teams                                                                                                                                                                                                                                     |         |          |                                                                                                                                   |
| <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws                                                                                                                                                                                                                    |         |          |                                                                                                                                   |
| <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)                                                                                                                                          |         |          |                                                                                                                                   |
| <input type="checkbox"/> Other: _____                                                                                                                                                                                                                                                            |         |          |                                                                                                                                   |
| Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary. |         |          |                                                                                                                                   |
| Please read attached emails. Complaint sign up to go to a s.22 _____ in Port Alberni. s.22 one of the leader first deny s.22 but then said see could only go if the rest of the instructors allow the dog. The dog could not go into the dining room.                                            |         |          |                                                                                                                                   |
| Date: YYYY<br>2019                                                                                                                                                                                                                                                                               | MM<br>2 | DD<br>10 | Time Incident Occurred<br>3:28 <input type="radio"/> am <input checked="" type="radio"/> pm    Location<br>Port Alberni via email |
| I certify that the information provided is true to my knowledge.<br>s.22    s.22                                                                                                                                                                                                                 |         |          |                                                                                                                                   |
| Printed Name _____                                                                                                                                                                                                                                                                               |         |          | Date Signed <u>5 April 2019</u>                                                                                                   |
| <b>Collection Notice:</b> The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.      |         |          |                                                                                                                                   |



Barb Ashmead <vicompassiondogs@gmail.com>

**Fwd:** s.22

1 message

s.22

Sun, Feb 10, 2019 at 3:28 PM

To: Barb Ashmead <vicompassiondogs@gmail.com>

Barb

s.22 and I would like to go to this s.22

Seems however, no matter how much conversation s.22 has had with them they don't get it.

So in some polite way could you please sort this? I would ask you cc both s.22 and myself please.

s.22

Sent from my iPhone

Begin forwarded message:

**From:** s.22

**Date:** February 10, 2019 at 07:37:35 PST

**To:** s.22

**Subject:** Fwd: s.22

----- Forwarded Message -----

**From:** s.22

**To:** s.22

**Cc:**

s.22

**Sent:** Sat, 09 Feb 2019 18:37:05 -0700 (MST)

**Subject:** s.22

s.22

We have received your registration form for s.22 but note that you have a guide dog. Our guidelines for the event include the following with respect to dogs:

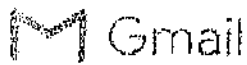
"Can I bring my dog?

We prefer that you do not. If you must, all dogs must be tied up or on a leash at all times. Dogs must remain in your camp during community mealtimes and workshops."

Would this present a problem for you?

s.22





Barb Ashmead &lt;vicompassiondogs@gmail.com&gt;

**Fwd:** s.22

4 messages

s.22

Sun, Feb 24, 2019 at 9:08 AM

To: Barb Ashmead &lt;vicompassiondogs@gmail.com&gt;

Barb

This is the latest email stream from s.22 people. Apparently this s.22 person has taken this on herself. The other two ladies have no problem with s.22 s.22 I is furious with s.22 as the matter was settled in their meeting.

Here's what I would like to do, with you and s.22 write an email to this s.22 person. Shape it well and cc it to all concerned. The issue isn't weather s.22 and I go but sorting this so that there will be no issues for others. At this point s.22 does not want to go, and I am unsure. How does that sit with you?

s.22

Sent from my iPhone

Begin forwarded message:

**From:** s.22**Date:** February 22, 2019 at 15:30:34 PST**To:** s.22**Subject:** Fwd: RE: s.22

s.22

----- Forwarded Message -----

**From:** s.22**To:** s.22**Cc:**

s.22

**Sent:** Fri, 22 Feb 2019 16:11:47 -0700 (MST)**Subject:** RE: s.22

s.22

Thank you for responding to my e-mail.

We (the three ladies who organize this event) have discussed at length s.22 situation. We would like very much to accommodate her, but we also have to be respectful of the other ladies who attend.

Can we compromise at all? I suggest that s.22 keep the dog at the periphery of our communal dinners, and not where the food is prepared/served. As to the workshops, I would be willing to contact the three instructors of the courses she wants to see if they would be willing to have s.22 with the dog in their camp (most of our courses are in the camps of the various instructors).

We assume you are aware of the event's guidelines with respect to dogs, and you are ok with that.

Now that you're registered, you will receive monthly updates. See you in July.

s.22

VICD <vicompassiondogs@gmail.com>  
To: s.22

Sun, Feb 24, 2019 at 9:13 AM

Can you send me a phone number for her. Better to tack it over the phone.

[Quoted text hidden]

Barb Ashmead B.Sc M.Sc.  
VICD Co-Founder  
Event Coordinator and Community Education  
For Vancouver Island BC  
Vancouver Island Compassion Dogs (VICD)  
250-909-0091  
vicompassiondogs@gmail.com

Until one has loved an animal a part of one's soul remains unawakened.

Anatole France

s.22

Sun, Feb 24, 2019 at 9:40 AM

To: VICD <vicompassiondogs@gmail.com>

Will get it from s.22 . Got a call in to her, so as soon as she answers.

s.22

Sent from my iPhone

[Quoted text hidden]

VICD <vicompassiondogs@gmail.com>  
To: s.22

Sun, Feb 24, 2019 at 9:40 AM

Thanks

[Quoted text hidden]



Barb Ashmead &lt;vicompassiondogs@gmail.com&gt;

**BC Guide Dog and Service Dog Act of BC**

1 message

VICD &lt;vicompassiondogs@gmail.com&gt;

Mon, Feb 25, 2019 at 2:31 PM

To: s.22

Bcc: s.22

Hello s.22

Barb Ashmead here I am co founder Vancouver Island Compassion Dogs. We provide SERVICE Dogs for Military and RCMP. Our service dogs are all certified under the BC Guide Dog and Service Dog Act of BC. I have included their website and their PDF file

[www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog](http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog)

<https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/human-rights/guide-animals/images/gdsd-brochure.pdf>

Since s.22 has a Certified Service dog she can not be denied access to your classrooms or kitchens, even on private property.

You are welcome to phone the Province Government and verify this, their number is 1-855-587-0185 extension 5.

Please email me back your answer or phone me at 250-954-5552

Thank you

Barb Ashmead B.Sc M.Sc.  
VICD Co-Founder  
Event Coordinator and Community Education  
For Vancouver Island BC  
Vancouver Island Compassion Dogs (VICD)  
250-909-0091  
vicompassiondogs@gmail.com

Until one has loved an animal a part of one's soul remains unawakened.

Anatole France



Barb Ashmead &lt;vicompassiondogs@gmail.com&gt;

s.22

3 messages

s.22

Tue, Mar 5, 2019 at 6:52 PM

To: s.22

s.22

Vicd Barb Ashmead &lt;vicompassiondogs@gmail.com&gt;

This notice is a release that allows Barb Ashmead of Vancouver Island Compassionate Dogs, permission to speak on  
behalf for any reason involving her BC Guide dog

Thank you,

s.22

Sent from my iPhone

VICD &lt;vicompassiondogs@gmail.com&gt;

Tue, Mar 5, 2019 at 6:55 PM

To: s.22

Here is the release. Please send me a email about what you would like to do.

[Quoted text hidden]

Barb Ashmead B.Sc M.Sc.  
VICD Co-Founder  
Event Coordinator and Community Education  
For Vancouver Island BC  
Vancouver Island Compassion Dogs (VICD)  
250-909-0091  
vicompassiondogs@gmail.com

Until one has loved an animal a part of one's soul remains unawakened.

Anatole France

VICD &lt;vicompassiondogs@gmail.com&gt;

Mon, Mar 11, 2019 at 2:53 PM

To: s.22

Hello s.2

Could you please send us your answer to s.22 bring her a certified service dog for your course. If you would like  
we are also interested in a face to face meeting. Please send an answer or a time for a face to face meeting.

Thank you

[Quoted text hidden]



June 20, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

On April 9, 2019, we received your complaint that the s.22 put on by the s.22 has refused you access to certain areas while accompanied by your service dog.

Upon review of the information you provided I have determined that s.22 s.22 event is not a "place, accommodation, building or conveyance to which the public has access" under section 2(1) of the *Guide Dog and Service Dog Act* (GDSDA). Accordingly, I do not have jurisdiction to handle your complaint in accordance with section 2(2)(a) of the GDSDA and I am unable to accept your complaint for investigation.

I would encourage you and the s.22 to engage in meaningful dialogue to find a mutually beneficial resolution to this issue. If you are unable to do so, you may consider obtaining information with respect to options you may have under the *Human Rights Code*.

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Page 2.

Security Programs Division  
Ministry of Public Safety and Solicitor General



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name:

Surname

Legal Given Name

Middle Name

s.22

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?

☐ Friend ☒ Relative ☐ Other (describe): daughter

Your Name

Surname

Legal Given Name

Middle Name

s.22

Your Telephone Number Area Code & Phone No. s.22

Complainant's Residential Address

Residential Address

City

Province

Postal Code

s.22

Complainant's Telephone Number

Email

Area Code & Phone No. s.22

If we need to speak with you, what is the best time to call you? (Time)

☐ am

☒ pm

If we have trouble reaching you, may we leave a message at a particular number?

☒ Yes, at phone number:

☐ I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint

## PART 2: COMPLAINT DETAILS

Please select what your complaint is in regards to:

- ☒ Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)
- ☐ Complaint about Dog & Handler Teams
- ☐ Complaint about Discriminatory Strata Council Bylaws
- ☐ Complaint related to section 23.1 of the *Prevention of Cruelty to Animal Act* (harm or interference of a Service animal)
- ☐ Other:

Particulars of the incident. Please describe the incident as completely as possible. Provide information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.

s.22 has a BC certified service dog. We visited the Greater Vancouver Zoo last week and we were stopped before we entered. We were asked for ID. We showed the lady (her badge said supervisor). She told us about people who fake. She kept looking at it. She asked for immunization records. I said we do not carry that but she has all her vaccinations. She said she needed the vaccination records. We again said we didn't carry that around and just the ID. The line up was long and everyone was staring. We felt really

s.22

Date: YYYY

2019

MM

03

DD

31

Time Incident Occurred

☒ am

☐ pm

Location

Greater Vancouver Zoo

I certify that the information provided is true to my knowledge s.22

s.22

May 1, 2019

Printed Name

Signature

Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.

Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Solicitor General  
Policing and Security Branch, Security Programs Division  
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1

Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: [guideandservicedogs@gov.bc.ca](mailto:guideandservicedogs@gov.bc.ca)  
Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>

Page 1 of 1

s.22

has a BC certified service dog. We visited the Greater Vancouver Zoo last week and we were stopped before we entered, was asked for ID. We showed the lady (her badge said supervisor). She told us about people who fake. She kept looking at it. She asked for immunization records. I said we do not carry that but she has all her vaccinations. She said she needed the vaccination records. We again said we didn't carry that around and just the ID. The line up was long and everyone was staring. We felt really singled out and humiliated. She finally said we could come in but only in one area. We basically weren't allowed anywhere even though all the animals were caged and well back. There was absolutely no accommodation. I even asked if there was a place we could safely leave the dog. We were told no. So we saw half the zoo and had to leave. They also wanted us to book an appointment next time. We definitely weren't treated like everyone else.

s.22





June 11, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated May 01, 2019. In your complaint, you allege that while attending the Greater Vancouver Zoo, you were denied public access rights and had restrictions placed upon your visit.

As of the date of the complaint, s.22  
s.22

Although I have declined to investigate, you may wish to consult legal counsel in regards to this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Human Rights Tribunal: <http://www.bchrt.bc.ca/>  
Phone: 604-775-2000  
Toll Free (within BC) 1-888-440-8844
- BC Human Rights Coalition: [www.bchrcoalition.org](http://www.bchrcoalition.org)  
Phone: 604-622-1100  
Toll Free: 1-855-685-6222

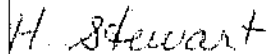
Ministry of Public Safety  
and Solicitor General  
  
Security Programs  
Division

Website:  
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Mailing Address:  
P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
Telephone: 1-855-587-0185  
Facsimile: (250) 387-4454

Thank you for your submission and participation in this matter.

Yours truly,

A handwritten signature in cursive script that reads "H. Stewart".

Heather Stewart  
Deputy Registrar, *Guide Dog and Service Dog Act*  
Security Programs Division  
Ministry of Public Safety and Solicitor General



# COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to [SPDCOMP@gov.bc.ca](mailto:SPDCOMP@gov.bc.ca) or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

## PART 1: COMPLAINANT CONTACT INFORMATION

|                                                                                                                                               |                  |                                     |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|--------------------------|
| Complainant's Name                                                                                                                            |                  |                                     |                          |
| Surname<br>s.22                                                                                                                               | Legal Given Name | Middle Name                         |                          |
| If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant?          |                  |                                     |                          |
| <input type="radio"/> Friend <input type="radio"/> Relative <input type="radio"/> Other (describe):                                           |                  |                                     |                          |
| Your Name                                                                                                                                     |                  |                                     |                          |
| Surname                                                                                                                                       | Legal Given Name | Middle Name                         |                          |
| Your Telephone Number    Area Code & Phone No.                                                                                                |                  |                                     |                          |
| Complainant's Residential Address                                                                                                             |                  |                                     |                          |
| Residential Address<br>s.22                                                                                                                   | City             | Province                            | Postal Code              |
| Complainant's Telephone Number<br>Area Code & Phone No. s.22                                                                                  |                  | Email                               |                          |
| If we need to speak with you, what is the best time to call you? (Time) 10:00                                                                 |                  | <input checked="" type="radio"/> am | <input type="radio"/> pm |
| If we have trouble reaching you, may we leave a message at a particular number?                                                               |                  |                                     |                          |
| <input checked="" type="checkbox"/> Yes, at phone number:                                                                                     |                  |                                     |                          |
| <input type="checkbox"/> I understand this complaint may be cancelled if we are unable to contact you within 30 days of filing this complaint |                  |                                     |                          |

## PART 2: COMPLAINT DETAILS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |                          |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------|--------------------------|
| Please select what your complaint is in regards to:                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                          |                          |
| <input type="checkbox"/> Complaint about offence-related matters (false representation, public access rights issues, tenancy rights issues)                                                                                                                                                                                                                                                                                                                                                                   |    |                          |                          |
| <input type="checkbox"/> Complaint about Dog & Handler Teams                                                                                                                                                                                                                                                                                                                                                                                                                                                  |    |                          |                          |
| <input type="checkbox"/> Complaint about Discriminatory Strata Council Bylaws                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                          |                          |
| <input type="checkbox"/> Complaint related to section 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm or interference of a Service animal)                                                                                                                                                                                                                                                                                                                                                       |    |                          |                          |
| <input checked="" type="checkbox"/> Other: Regarding new evidence about the cruelty to having a Lab Neutered to become a SD. See attached Docs                                                                                                                                                                                                                                                                                                                                                                |    |                          |                          |
| Particulars of the incident. Please describe the incident as completely as possible. Provide Information such as address, phone number, name of individual, name of business, name of strata property, guide dog or service dog certificate # (as applicable). Attach another page if necessary.                                                                                                                                                                                                              |    |                          |                          |
| It is all about new studies proving that Neutering a dog, especially a Lab can lead to cancer, heartworm and many other ailments that are life threatening. It also proves that the past implications of an un-neutered dog leads to running, aggression etc. Please see link to confirm:<br><a href="https://www.dogsnaturalymagazine.com/long-term-health-risks-benefits-spay-neuter-dogs/">https://www.dogsnaturalymagazine.com/long-term-health-risks-benefits-spay-neuter-dogs/</a> "And especially this |    |                          |                          |
| Date: YYYY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | MM | DD                       | Time Incident Occurred   |
| 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 05 | 01                       | N/A                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    | <input type="radio"/> am | <input type="radio"/> pm |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    | Location                 |                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    | N/A                      |                          |
| I certify that the information provided is true to my knowledge.<br>s.22                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                          |                          |
| Printed Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |    | Signature                | Date Signed              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |                          | May 01 2019              |
| <b>Collection Notice:</b> The use of this information will comply with the <i>Freedom of Information and Protection of Privacy Act</i> . If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.                                                                                                                                                                                                                   |    |                          |                          |

Form # SPD 0806 February 17.

Ministry of Public Safety and Solicitor General  
 Policing and Security Branch, Security Programs Division  
 PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1  
 Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: [guideandservice@gov.bc.ca](mailto:guideandservice@gov.bc.ca)  
 Website: <http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>



June 24, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.22

I am writing in response to your complaint, dated May 02, 2019. In your complaint, you allege that new studies have shown that neutering a dog can lead to cancer and other life-threatening illnesses.

The Registrar of Guide Dogs and Service Dogs is responsible under the *Guide Dog and Service Dog Act* ('the Act'). Your complaint appears to pertain to the content of the Guide Dogs and Service Dogs Regulation which the Security Programs Division administers, however the legislation itself is decided by legislature.

As this complaint is not within my jurisdiction, you may wish to contact your MLA in regard to this situation. For your information, I would like to provide you with the resources which may assist you in your complaint:

- Legislative Assembly of British Columbia
- <https://www.leg.bc.ca/contact-us>

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart

Ministry of Public Safety  
and Solicitor General

Security Programs  
Division

Website:  
[www.pssg.gov.bc.ca/securityindustry/](http://www.pssg.gov.bc.ca/securityindustry/)

**Mailing Address:**

P.O. Box 9217 Stn Prov Gov't  
Victoria, BC V8W 9J1  
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Deputy Registrar, *Guide Dog and Service Dog Act*  
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