

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

PART 1: COMPLAINANT CONTACT INFO	RMATION			i ka
Complainant's Name: 25				e de la
Suzname s.22	Legal Given Name		Middle Name	
If you have been asked to complete this form on b complainant?	ehalf of the complainant r	amed above, what	is your relations	ship to the
Friend Relative Other	(describe):			
Your Name				Ac Size
Surname	Legal Given Name		Middle Name	
Your Telephone Number Area Code & Phone N	o			
Complainant's Residential Address				DEDICE W
Residential Address s.22	City	1	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): 10:00	am	○ pm	
if we have trouble reaching you, may we leave a त	essage at a particular num	iber?		
Yes, at phone number:				İ
I understand this complaint may be cancelled i	f we are unable to contact	you within 30 days	of filing this cor	mplaint
PART 2: COMPLAINT DETAILS				
Please select what your complaint is in regards to				
Complaint about offence-related matters (false representation, publi	c access rights issue	es, tenancy right	ts issues)
Complaint about Dog & Handler Teams				İ
 Complaint about Discriminatory Strata Col 	ančil Bylaws			İ
Complaint related to section 23.1 of the Pr	evention of Cruelty to Anim	al Act (barm or inter	ference of a Ser	vice animal)
Other:				
Particulars of the incident, Please describe the incident, name of individual, name of business, na Attach another page if necessary.	ident as completely as pos me of strata property, guid	sible. Provide införr In dog at service do	mation such as a og certificate # (a	address, phone as applicable).
See attached.				į
: 				
Date: YYYY MM DD Time Incident Ocurr s.22	⊚ am ○ pm	Location s.22 Me	edical Clinic	
I certify that the information provided is true to my s.22	, knc s.22		s.22	
Printed Name	 ,	-	Da	te Signeo
Collection Notice: The use of this information will compregarding the collection or use of this information, pleas	oly with the <i>Freedom of Inform</i> ie contact a Policy Analyst at ¹	ation and Protection of -855-587-0185 or the	I Privacy Act. If yo address below.	u have questions

Form # \$20 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 VBW 911
Phone: coll-free 1-855-587-0185 Fax: 250 387-4454 Email: guideandservicedogs@gdv.bc.ca
Wabsite: http://www2.gov.bc.ca/gov/content/fustice/human-rights/guide-and-service-dog

Dana 1 nf 1

s.22 COMPLAINT DETAIL	S:		1/2
s.22 s.22	I went to the \$.22 Nanaimo BC \$.22	Medical clinic s.22	at
I was seated and waited for \$.22	d for my name to be called. (Once called, I went to a room	to walt
	I what he was doing \$.22	saw me from the room acro and promptly t out" or "leave" pointing the	' came to
He was refusing to serv	ve me because I had my certi	fied service dog with me.	
and would not let me sp	and demanded that out he just kept repeating to g cak a word. He said it about	d it has never been an issue, I I get out. I told him he can't k get out now and pointing to th 10-15 times. I didn't think he emper tantrum and not like a	tick out le front le was
I have done nothing with human rights and those		t. This is an infringement of i	ny
s.22 s.22 reasoning with him.		I Jeft because there was	s no
s.22			
		falls under the charter of s the dog is not behaving. He	
s.22 is the one and commented on how	who signed my paperwork for much he saw the help my do	or me to get my service dog o og was providing me.	certified

s.22

s.22

I find his behavior to be a disgrace to physicians!

s.22

I have lost all trust I had in 8.22

s.22



February 7, 2019

SID #s.22

s.22

Sent via email to: \$.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 \$22 appears to have left \$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

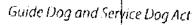
Security Programs Division

H Stewart

Ministry of Public Safety and Solicitor General Website: www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

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





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 Govi Victoria, BC VBW 931. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COMPLAINANT C	ONTACT INFORMATION	
Complainant's Name		
-Surname s.22	Legal Given Name	Middle Name
If you have been asked to complete complete.	lete this form on behalf of the complainant named abo	ve, what is your relationship to the
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	1 Code & Phone No. 250-414-0233	
Complainant's Residential Addre	255	
Residential Address s.22	City	Province Postal Code
Complament's Telephane Numb Area Cade & Phone No. ^{8,22}	er Email	
If we need to speak with you, wh	nat is the best time to call you? (Time) 9am to 5pm	Oam Opm
PART 2: COMPLAINT DETA Please select what your complain	nt is in regards to: -related matters (false representation, public access rig	
	inatory Strata Council Bylaws tion 23.1 of the <i>Prevention of Cruelty to Animal Act</i> (harm	or interference of a Service animal)
	e describe the incident as completely as possible. Providue of business, name of strata property, guide dog or se	
	toria Animal Control Services Ltd.) in regards to s.22 dering a service dog vest for her dog named s.22 ired s.22	The dog was designated dangerous
Date: YYYY MM DD Tim .22	he Incident Ocurred Location Sam pm s.22	
certify that the information provi-	ided is true to my knowledge.	
Chris McAllister, Animal Control	l Officer	18-DEC-06
Printed Name	Signature	Date Signed .
	ormation will comply with the <i>Freedom of Information and Pro</i> information, please contact a Policy Analyst at 1-855-587-01	

Form # 5°D 0806 February 17, 2016

Ministry of Public Safety and Solicitor General

Policing and Security Branch, Security Programs Division

PO Box 9217 Sin Prov Govit Visiona Bit VSIV 91: Phone: toll-free 1-855-587-4185 Fax: 250 387-4454 Email: guideandservic dogs@govib.com Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-ind-service-deg

Page 1 of 1



December 27, 2018

SID # s.22

Chris McAllister

Sent via to email: <u>vacs@shaw.ca</u>

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 \$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 the complainant does not state she heard or viewed 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

H. Stewart

Ministry of Public Safety and Solicitor General

Website:

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

Mailing Address:

P.O. Box 9217 Sin 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 5tn Prov Govt, Victoria BC V8W 9J1

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

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

Page 1 of 1

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: s.22

Surname Legal Given Name Middle Name: \$.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: \$.22

Lunderstand 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: 5.22

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

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 Toli Free: 1-855-685-6222

Ministry of Public Safety and Solicitor General

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

Security Programs
Division

s.22

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Sedurity Programs Division

H Stewart

Ministry of Public Safety and Solicitor General

Telegraphy Services and the denial of public service by taxis. Please atop this ongoing abuse of Specific faccess rights. Message (HTML)	
The same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the sa	ا ھ
i nous Traint-um Angle nous All Constitution in many and in the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of th	Q Room
Dulace Respond Couck Steps 's Moys Tags 's Editing 2	1000
Follow up. Completed on Foolly, September 7, 2018. You forwarded this message on 2018-09-07-4:17 Pol. From: S.22 To: JAG-Security Services Complaints JAC:EX Ce: Subject: Yet another derilar of public service by taxis. Please stop this ongoing abuse of people's excess lights. S.22	[(a) () () () () () () () () ()
For the attention of the complaints section of the Security Division. Dear Sir,	
Re: Bfuebird Taxi Cab Offence	
େ ୨ peoplé, unitke most others, often have no other afternative but public transport, such as a taxi, to quickly reach an important destination:	e and a series and a
On \$.22 at approximately \$.22 a staff member at Dr. \$.22 office, \$.22 called mela Blue cab. Cab. arrived and saw my guide dog which triggered cab. to drive-off, breaking the law. The Bluebird Manager, Mike Wester and the dispatcher confirmed that taxi. did deny the ride. Bluebird taxi owners have been cheating on many. customers for years violating our legal equal right of public access with our globs, the laxi licencing regulations and the Personal Information Protection Act. I, like all other \$\frac{1}{2}\$ customers, can take any taxi, so the legal duty of the service provider, Bluebird Cabs, to ensure their whole fleet is able to pick melup. The customer is independent of need to pre-identify as taxis can be halled, flagged or spontaneously used at text ranks such as airports and hospital entrances. Also strict licencing regulations do not include unequal discriminatory service to certain customers through exclusion lists which Bluebird, doing. The most disgusting and disrespectful treatment of \$\frac{1}{2}\$ customers is the fact that the driver sneaks off and gets the dispatche locate a designated cab somewhere in the fleet that is willing to comply with the law. Taking complete advantage of a \$\frac{1}{2}\$ customer inability to witness such cowardly behaviour should never be permitted by anyone with a public service licence. So why is this happely year after year?	outh, guide sits fithe streets received the streets
	<u>.</u>
See more about \$.22	EIRN *



October 22, 2018

SID # s.22

s.22

Sent via email to:5.22

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, \$.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

Ministry of Public Safety and Solicitor General

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

Security Programs
Division

Page 2.

Toll Free: 1-855-685-6222

Thank you for your submission and participation in this matter.

Yours truly,

Heather Stewart

Deputy Registrar, Security Services Act

Security Programs Division

H Stewart

Ministry of Public Safety and Solicitor General



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: C	OMPL	AINANT C	ONTACT INFO	RMATION			
Complainar	it's Nam	ie					
Surname s.22				Legal Given Name		Middle Nar	me
If you have tomplainan		ked to compl	ete this form on l	behalf of the complainan	t named above, what	is your relation	onship to the
○ Friend		○ Relative	Other	(describe):			
Your Name				3			
Surname s.22				Legal Given Name		Middle Nar	ne
Your Teleph	one Nu	mber Area	Code & Phone N	lo. s.22			
Complainar	t's Resi	dential Addre	ss				
Residential . s.22	Address	į		City		Province	Postal Code
Complainar	t's Tele	phone Numb	er	Email			-
Area Code 8	Phone	No. s.22					
If we need t	o speak	with you, wh	at is the best tim	e to call you? (Time) any	time () am) pm	
If we have to	ouble r	eaching you.	may we leave a r	nessage at a particular nu	imber?		
	and thi	is complaint n		if we are unable to conta	ct you within 30 days	of filing this	complaint
PART 2: C	OMPL	AINT DETA	AILS				
Please selec	t what	your complai	nt is in regards to);			
Com	nplaint a	about offence	-related matters	(false representation, pul	olic access rights issu	es, tenancy rig	ghts issues)
Con	plaint a	about Dog & I	Handler Teams				
			inatory Strata Co				
☐ Con ☑ Oth				revention of Cruelty to Ani vice because of a servic		rference of a S	Service animal)
number, na Attach anot	me of it	ndividual, nan ge if necessary	ne of business, na /.	cident as completely as prame of strata property, gu	uide dog or service do	og certificate	# (as applicable).
was asked	to leav	ve the restau	rant because of	rvice dog, refused servi the dog. I objected to t d English? Sushi Home	his on the basis of a	a human righ	ts violation, but th
Date: YYYY 2018	MM 08	the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	ne Incident Ocur 30	red am opm	Location Sushi Home Rest	aurant, 509 [Dunsmuir St
l certify that s.22	the info	ormation prov	vided is true to m	y knowledge. s.2	2	Aug. 9,	2018
_	Pr	rinted Name		Signa	nture		Date Signed
				ply with the Freedom of Info			



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

H. Stewart

Deputy Registrar, Guide Dogs and Service Dogs Act

Ministry of Public Safety and Solicitor General

Ministry of Public Safety and Solicitor General Website: www.pssg.gov.bc.ca/securityindustry/

Maifing 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 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 \$.22 a resident in our Strata Building \$.22 brought home a companion dog from the \$.22 dog facility in \$.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 \$.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, \$.22 \$.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



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: C	OMPL#	TNANI	CONTACT INFO	RMATION			
Complainan	t's Name	•					
Surname s.22				Legal Given Name		Middle Nar	ne
If you have be		ed to con	nplete this form on b	ehalf of the complaina	nt named above, wh	at is your relation	onship to the
Friend	() Refativ	e Other	(describe):			
Your Name			Attached to the same				
Surname				Legal Given Name		Middle Nar	ne
Your Teleph	one Nun	nber A	rea Code & Phone No). D.			
Complainan	t's Resid	ential Ad	dress				
Residential / s.22	Address			City		Province	Postal Code
Complainan	t's Telep	hone Nu	mber	Email			[
Area Code 8	Phone I	No. s.22		ı			
If we need to	o speak v	with you,	what is the best time	to call you? (Time)	(a	am Opm	*
If we have tr	ouble re	aching y	ou, may we leave a m	essage at a particular r	<u> </u>		
Yes, at p	none nu	mber:					
			nt may be cancelled i	f we are unable to cont	act you within 30 da	ys of filing this	complaint
PART 2: C						, ,	
Please selec	t what y	our comp	plaint is in regards to:				
	-		_	false representation, p	ublic access rights iss	sues, tenancy rig	ghts issues)
			& Handler Teams	,	9		
Com	plaint al	bout Disc	riminatory Strata Cou	ıncil Bylaws			
Com	plaint re	lated to	section 23.1 of the Pr	evention of Cruelty to Ar	nimal Act (harm or in	terference of a S	Service animal)
☐ Oth	er:						
	me of in	dividual,	name of business, na	dent as completely as me of strata property, o			
			defecating on limited of	common property s.22	See attached ema	ail.	
Date: YYYY	ММ	DD	Time Incident Ocurr	e(s.22	ı		
2018	05	15	8:00	_		*	
s.22	the info	mation r	rovided is true to my	1		JULI	123/2018
-				_			Date Signed
			s information will comp			n of Privacy Act. If	you have questions

Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Solicitor GeneralPolicing and Security Branch, Security Programs Division



September 5, 2018

SID # \$.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 service dog service dog service dog service dog 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

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

Mailing Address: P.O. Box 9217 Str Prov Gov'l 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,

Heather Stewart

Deputy Registrar, Guide Dogs and Service Dogs Act

Security Programs Division

H. Stewart

Ministry of Public Safety and Solicitor General

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 \$.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 \$.22 I received an alert call from the taxi notifying me that my taxi has arrived and is outside. \$.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 \$.22 I called Yellow Taxi dispatch to inquire as to what happened to our taxi and learned that (car \$.2) 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 \$.22 which finally arrived at approximately and drove us to our appointment some 15 minutes late.

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 22 requiring the use of a guide dog. I would very much appreciate a thorough investigation by the Security Programs Division staff s.22 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 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 s22 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 s22" picked up another fare. GPS data supports that cab s2 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 4.33 (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	
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I wish to take this opportunity to thank you for your submission and participation in this matter.

Yours truly,

H. Stewart

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division



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 IN	IFORMATION		
Complainant's Name			
Surname s.22	Legal Given Name _{8.22}	Mics.22	
If you have been asked to complete this form complainant?	on behalf of the complainant named al	bove, what is your relatio	nship to the
Friend Relative Oth	ner (describe):		
Your Name			
Surname	Legal Given Name	Middle Nam	ie
Your Telephone Number Area Code & Phor	ne No.		
Complainant's Residential Address			wan was kata ya E
Residential Address s.22	City	Province	Postal Code
Complainant's Telephone Number s.22	l Email		
Area Code & Phone No.			_
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?		_
(1) Yes, at phone number:			
I understand this complaint may be cancel	led if we are unable to contact you with	nin 30 days of filing this c	omplaint
PART 2: COMPLAINT DETAILS	25		
Please select what your complaint is in regard	s to:		
_	ers (false representation, public access	rights issues, tenancy rig	hts issues)
Complaint about Dog & Handler Team		ngnio idiaco, cenand, ng	
Complaint about Discriminatory Strata			
	e Prevention of Cruelty to Animal Act (ha	orm or interference of a Se	ervice animal)
Other:			
Particulars of the incident. Please describe the number, name of individual, name of business Attach another page if necessary.	s, name of strata property, guide dog o	r service dog certificate #	
management of Colleges building too mony aggressive does that have after after Creatura thy BC, and are using that	the will be constitled donne and in	it is a fet friend on the ser friend the ser friend the ser friend the server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server server s	
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Date: YYYY MM DD Time Incident O	curred Tocation	Email	
I certify that the information provided is true to			
s.22		MININ	5 20K
Printed Name	Signature	7/3	ate Signed
Collection Notice: The use of this information will o		Protection of Privacy Act. If y	ou have questions

Form # SPD 0806 January 8, 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: guideandservicedogs@gov.bc.ca Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guideand-service-dog

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 5.22
- 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

----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

No further lesponse



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 931. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1: COM	PLAINANT COI	NTACT INFORM	MATION						
Complainants (lame			w#455	4.4.3		GSWYRIA		
Surname s.22		J1	edal Given f	Name			Middle Name	اد	
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Signame S.22		li	enal Given I	Vame			Middle Name	a	
Your Telephone	Number Area Co	ode & Phone No. ^s	5.22]	
omplainant's R	esidential Address								
Residential Addi 22	'ess		City		····	Pi	ovince	Posta	l Code
Complainant's T	elephone Number		Email					1257	4 ! ::
Area Code & Pho	ne No s.22							12.0 12.0 12.0	Ĉ.
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we have troub	le reaching you, ni	y we leave a mes:	sage at a par	ticular nur	nber?			10	** *
Yes, at phone	e number: s.22							: :	+:-
्री- understand	this complaint may	be cancelled if w	e are unable	to contac	t you within	30 days o	f filing this co	mpigint	
ART 2: COM	PLAINT DETAIL	S		Maria II	- (4) - (-) (-) (-) 				
Please select wh	at your complaint i	s in regards to:				· · · · · · · · · · · · · · · · · · ·			
Complai	nt about offence-re	lated matters (fals	se representa	ation, publ	ic access rig.	hts issues,	tenancy righ	ts issues	;)
Complain	nt about Dog & Har	ndler Teams							
Complain	nt about Discrimina	itory Strata Counc	il Bylaws						
[] Complain	nt related to section	n 23.1 of the <i>Preve</i>	ntion of Crue	elty to Anim	al Act (harm	or interfe	rence of a Ser	vice ani	mal)
Other:	PETDOGS AM	AUGUASS O	ENT JE	ence D	065 PR	RMITT	ED AT ST	HRBU	icks.
number, name d	e incident. Please do of individual, name page if necessary.								
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	ction or use of this int							a nave q	GC3((U))3

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 Emall: guideandservicedogs@gov.bc.ca Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog



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: CO	MPLAINANT CO	ONTACT INFOR	RMATION					
Complainant's	Nāme			**************************************				
Surname s.22	_		Legal Given Na	me		Middle Name		
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Surname			Legal Given Na	me	J	Middle Name	UN	4.
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Residential Ade s.22	dress	-	City		ļp	rovince	Poxfal Cod	P 7.
Complainant's	Telephone Numbe	r	Email					,
Area Code & Pl	none No. ^{S.22}							
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	hat your complain						-	•
	aint about offence-		ilse representati	on, public acces	is rights issues,	, tenancy rights	is sú és)	
Compla	iint about Dog & H	andler Teams					25	: -
Compla	int about Discri m i	natory Strata Coui	ncil Bylaws				7 - 1,	ni.
Comple 🔲	int related to secti-	on 23.1 of the Pres	rention of Cruelty	to Animal Act (I	narm or interfo	rence of a Servi		1:
Other:							(2)	Ð-
Particulars of th	ne Incident. Please	describe the incid	ent as complete	ly as possible, P	rovide Informa	ation such as add	dress, phor	ne
number, name	of individual, name	e of business, nam	e of strata prope	erty, guide do g	or service dog	certificate # (as	applicable).
	page if necessary.	enter Stan	tarts Dec	noton/a	ash ha	S are cool	0/01-6	cw
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egarding the coll	ection or use of this i	nformation, please	contact a Policy Ar	าลlyst at 1-855-58	7-0185 or the ac	ddrass 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 Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog Page 1 of 1



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 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,

Heather Stewart

Deputy Registrar, Guide Dogs and Service Dogs Act

Security Programs Division

H. Stewart

Ministry of Public Safety and Solicitor General

-

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.

PARI I:C	OMPL	AINANT C	ONTACT INFORMA	ATION		
Complainant	t's Nam	e				16300
Surname s.22			Le	gal Given Name		Middle Name
If you have b complainant		ked to comple	ete this form on behal	f of the complainant	named above, what is	s your relationship to the
Friend		Relative	Other (des	scribe): Director at \	/ancouver Island Co	mpassion Dogs Society
Your Name						
Surname			Le	gal Given Name		Middle Name
Ashmead	1-1051		100	arbara		Jean
Your Telepho	one Nu	mber Area	Code & Phone No. 25	0-954-5552		
Complainant	t's Resid	dential Addre	SS	1000	1000	
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PART 2: CO	OMPL	AINT DETA	ILS	are unable to contac	t you within 30 days o	of filing this complaint
			nt is in regards to:			
-	3			representation, pub	lic access rights issues	s, tenancy rights issues)
		7.	-landler Teams			
			inatory Strata Council			
Com	1000	elated to sect	tion 23.1 of the Preven	tion of Cruelty to Anir	nal Act (harm or interf	erence of a Service animal)
number, nar	me of ir		ne of business, name o			nation such as address, phone g certificate # (as applicable).
	Was v	ery rude and	d threatening language	ge. SD ID # s.22	. 250-347-7725. Owr exp s.22 Valley RCMP 250-3	ner refused to allow her in with RCMP attended 42-9292
Date: YYYY	MM	DD Tin	ne Incident Ocurred	1120000117	Location	
2018	06	25 15	:26h	O am O pm	Radium Hot Spring	s BC
I certify that	the info	rmation prov	rided is true to my kn	5.22		
s.22			The same			26-jun-18
		inted Name				Date Signed

Form # SPD 0806 February 17



October 4, 2018 SID # s.22

s.22

Sent via email to:5.22

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 Gov1 Victoria, BC V8W 9J1 Telephone: 1-855-587-0185 Facs(mile: (250) 387-4454 Page 2.

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

H. Stewart



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.

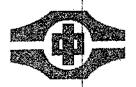
Complainant's Nai	HK:		1	
Surname Salerno		Legal Given Name Jody	Middle Na	ıme
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n you have been a complainant?	sked to complete this failt	on benefit of the complainant traine	ed above, white is your relate	יט קאונוטו
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Salerno		Jody		
Your Telephone N	umber Area Code & Phor	ne No.		
Complainant's Res	idential Address		Hereiga Usanbark	
Residential Addres	Š	City	Province	Postal Code
710-122 Walter F	lardwick Ave	Vancouver	BC	V5Y 0A9
Complainant's Tele	phone Number	Email		
Area Code & Phon	e No. 604.873.2020	jody.salerno@succe	ess.bc.ca	
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Form # 5PD 0806 February 17, 2016

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: guldeandservicedgs@gov.bc.ca Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/gulde-and-service-dog

Page 1 of 1



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

#710 – 122 Walter Hardwick Ave, Vancouver, B.C. VSY 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://leashofhopeassistancedogs.com/contact-us/

Leash of Hope Co-founders Danielle Main and Tessa Schmidt

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

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

Human Resources: Nicole Silvestre hr@leashofhopeassistancedogs.com

Events and Fundraising: Lily Ditchburn fundraising@leashofhopeassistancedogs.com

Marketing: Christine Kovacs media@leashofhopeassistancedogs.com

We are submitting this formal complaint as it appears <u>Leash of Hope</u> 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. VSY 0C9

Tel: 604-873-1022

Pax; 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.

<u>Fraudulent misrepresentation</u>: 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 <u>Leash of Hope</u>.

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)

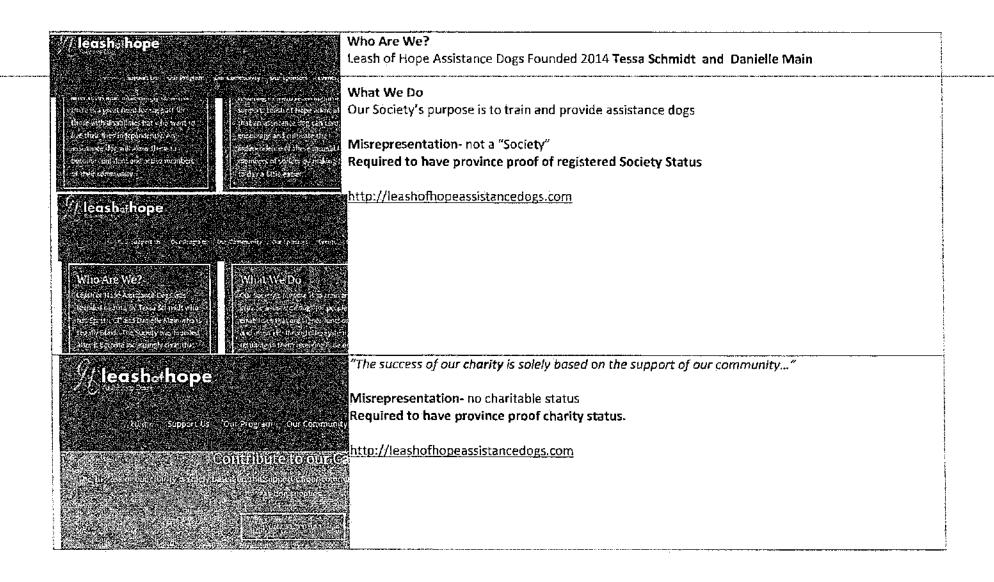
See attached documents: Leash of Hope (pp 1-5)

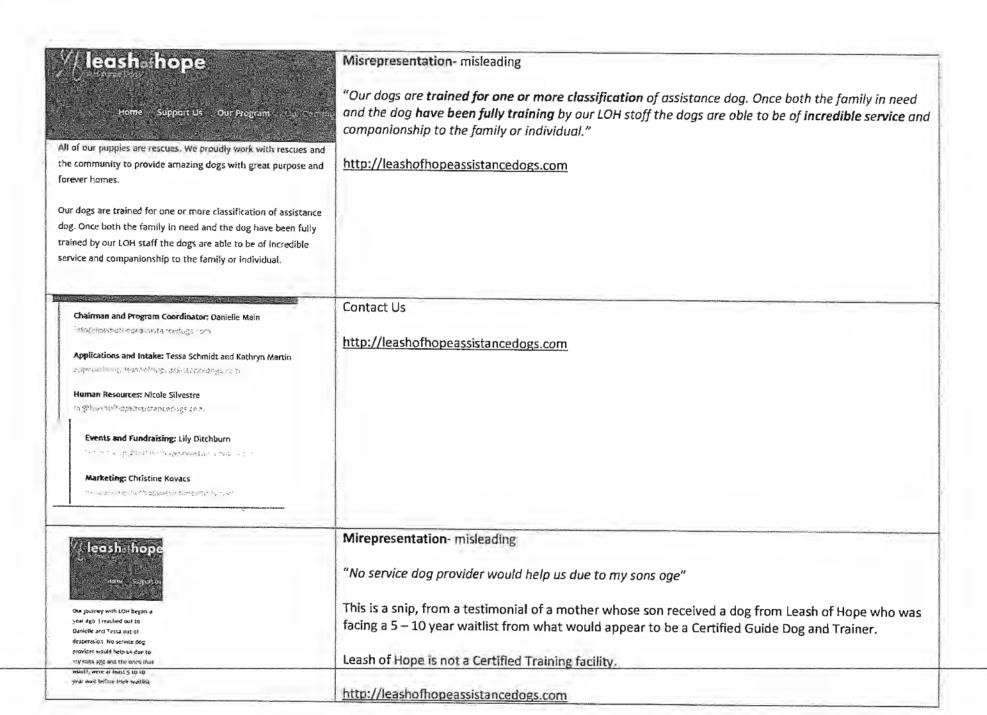
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Email from Danielle LOH info@leashofhopeassistancedogs.com Danielle Main

Our Pet Friendly Buildings' Pet Etiquette

¹ RESOURCE ID 9-107-5848 COPYRIGHT © THOMSON REUTERS CANADA LIMITED OR ITS LICENSORS. ALL RIGHTS RESERVED. https://ca.practicallaw.thomsonreuters.com/9-107-6848?transitionType=Default@contextData=[sc.Default]&firstPape=true&bhcp=1





	Misrepresentation
Leash of Hope with Stoke with the Stoke Assistance Dogs	"Fleet of 24 dogsstarting their training to fully certified graduated teams"
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	http://leashofhopeassistancedogs.com
	Leash of Hope is not a certified Society or Charity.

Unauthorized use of community facility rented (free) under misrepresented pretense. (see below)

Community Room Agreement and Community Room Use Form including initialed

- 8. No pets are allowed in the Community Room except approved Certified Service Animals.
- 9. Any Commercial intentions must be reviewed by and approved of by the Landlord.

Use of Premises¹

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.

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

-		Evidence of operating a business out of home and community room
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Page 040

Withheld pursuant to/removed as

s.22

Jody M. Salerno

From:

Danielle LOH <info@leashofhopeassistancedogs.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 infarct 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

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

s.22

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



Expires: 2017-JAN-01

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

- Animal Contral 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
- Backyord 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 set 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.

<u>5. Pets</u>

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 ar 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 faur 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, Staffardshire 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 accupants, authorized visitors and invitees or the staff of the landlord or its respective authorized representatives, ogents or contractors. The acceptability of any pet is at the sale 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 ane-half (½) month's rent. Pet deposits will be managed by the landlord in accordance with its Pet Palicy.
- (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 # \$.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

olic Safety Website: eneral www.pssg.

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

Mailing Address:

P.O. 80x 9217 Sin 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,

Heather Stewart

Deputy Registrar, Guide Dogs and Service Dogs Act

Security Programs Division

H. Stewart

Ministry of Public Safety and Solicitor General



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.

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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 911

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

Page 1 of 1

I directed my dog forward. We were in the interpretion when I heard a pus. My guide dog + 1 stopped. The pus passed in front of us. The sound was very close. The bus continued + I was so shocked and terrified that I yelled + Scrore, At \$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 Transitional the Ministry of Justice is crucial to the safety of guide dogs and owners, BC Transit contacted me on see They applied to said there would be courselling 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. \$22 were almost struck by a moving BC Transit Vehicle at the crosswalk of \$.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, Iam 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

H Stewart

Ministry of Public Safety and Solicitor General

Ministry of Public Safety and Solicitor General

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



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.

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



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, 8C 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 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,

Héather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division

H. Stewart



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 931. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

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Particulars of	of the inc	ident. Ple	ase descri	be the incid	lent as comp	letely as po	ossible. Provide Infor	rmation such a	s addre	ess, phone
number, na Attach anot				ısiness, nan	ne of strata p	roperty, gu	ide dog or service d	og certificate i	# (as ap	plicable).
s.22	is cla						ven though it is ille			
s.22	so with -		med this	via messer	iger. [have	screen sh	ots of the dog in th	ie vest and of	the me	essenger
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2018	4	17	8:00		() aı	m 🕑 pm	s.22 b.c.			
I certify that	the infor	mation p	rovided is	true to my	knowledge.					
s.22								May 1, 2		
		ited Nam				Signa			Date Sig	
							<i>mation and Protection</i> : 1-855-587-0185 or th			e questions

Form # 5PD 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 VBW 9J1

PO Box 9217 Stn Prov Govt, Victoria BC V8W 911
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



July 5, 2018 SID # \$.22

s.22

Sent via to email: \$.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 \$.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 inquires, we have insufficient information to determine \$.2 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 \$.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

H Stewart

Ministry of Public Safety and Solicitor General

Ministry of Public Safety and Solicitor General 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 2504774437->250-387-4454 MONK OFFICE TUBCANY HAGE 01/02

2504774437 04/13/2018 12:37

COMPLAINT FORM

Guide Dog and Service Dog Act

To make a complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complaint, complete this form and email it to SPDCOMP@gov.bc.ca complete. 9217 Stn Prov Govt Victoria, OC VBW 911. If you mail the form, please write "Atter Fion: Compliance and Enforcement" on the

PART1: COMPLAINANT CONTAC	TINFORMATION		Proposition and solve
Komplationes Name Surpams Surpams S.22	Logal Glyon Namo	Malddle Nam	
If you have been asked to complete this f	orm on behalf of the complainant name	l above, what is your relation	iship to the
○ Friend ○ Relative ○	Other (describe):		
Your Name			
Surname	Legal Given Name	Middle Nam	e
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Residential Address S.22	City	Province	Postbl Code
_ 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 Opm	
if we have trouble reaching you, may we	leave a message at a particular number?		
Yes, at phone number: \$.22	5 Estremen herritage		.
I understand this complaint may be ca	incultact if we are unable to contact your	es hin 30 days of Allinothic ec	mplaint
PART 2: COMPLAINT DETAILS	incenses if we are unable to contact your	s. tall 30 days of filing this co	Allphania
Please select what your complaint is in re	gards to:		
1	gards to: matters <u>(false repr</u> esentation, public acce	9) - rights iscupe tenancy tigh	ite issues
Complaint about Dog & Handler T		o inginia dades, terrancy figr	
Complaint about Discriminatory 5			
	of the Prevention of Cruelty to Animal Act	(Lum or interference of a Se	rvice animal)
Other:			- [,
Particulars of the incident. Please describe number, name of individual, name of bus Attach another page if necessary.			
s.22		Wi	doice.
BC Capital Ryton Hor her dry for the h	edente Has been of	I sly nother	ding
			chess (over)
Date: YYYY MM DD Time Incide	Vam W pm	01 balue on Frods Though	Capital Regi
certify that the information provided is to e. 22	ue to my knowledge.	149 / 1	10010
s.22		- 18/6	te Signed
Collection Notice: The use of this information egarding the collection or use of this informal	will comply with the Freedom of Information o ion, please contact a Policy Analyst at 1-855-	on: Protection of Privacy Act. If yo 587-3185 or the address below.	ou have questions
From # 5013 0006 Guir-120, 17, 2016		Ministry of Public Safety	and Solicitor General

I licing and Security Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 911
Phone: tail-free 1-055-587-0165 Fa 250 387-4454 Email: guideandservicedogsegov.bc.ca
Website: http://www2.gov.bc.ca/gov/c=-(tent/)ustice/human-rights/guide-and-service-dog

Page 1 of 1

\$ 10 C

MONK DEFICE TUSCANY

with denice Doy on to & also have fallow cortification. She dakes her often under n doy into Some on foods at University Hu Hots shopping mall 3958 Shelbourner Ato, Uictoria BC. Thirthe Foods Juscany Village 1626 McKengie due The dog has opened 2 hags of dog food in Thrifty foods is untrained and not under Control. public places for the sparts \$22 has been causing problers. She also has the cog in Capatal Regional Housing in a building where no dogs are allowed, There has been complaints made about this dog before by a employee to Thrifty Foods and no thing was fdone idbout its.

Cuide & Service Dog certificate * 5.22 Passed notes \$ 5.22 s.22

Page 58 of 150 PSS-2019-93568



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 \$.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 \$.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 \$.22 in regards to the application process under the Guide Dog and Service Dog Act.

Since it is my determination that education of \$.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,

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division

H Stewart



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 INI	FORMATION			
Complainant's Name				
Surname s.22	Legal Given Name	N	Aiddle Name	
If you have been asked to complete this form o complainant?	n behalf of the complainant	named above, what is y	our relationship	to the
Friend Relative Othe	er (describe):			
Your Name				
Surname	Legal Given Name	N	Aiddle Name	
Your Telephone Number Area Code & Phone	e No.			
Complainant's Residential Address				
Residential Address s.22	City	Pro	vince P	ostal Code
Complainant's Telephone Number Area Code & Phone No. S.22	Email	•	-1	
If we need to speak with you, what is the best ti	ime to call you? (Time)).am) pm	
If we have trouble reaching you, may we leave	a message at a particular nur	nber?		
X Yes, at phone number:				
I understand this complaint may be cancelle	ed if we are unable to contac	t you within 30 days of f	filing this compl	aint
PART 2: COMPLAINT DETAILS				
Please select what your complaint is in regards	to:			
		lic access rights issues, t	enancy rights is:	sues)
Complaint about Dog & Handler Teams			3.4.7.4, 1.3.1.3.1.3	
Complaint about Discriminatory Strata				
Complaint related to section 23.1 of the	•	oal Act (harm or interfere	ance of a Service	animal)
Other:				
Particulars of the incident. Please describe the inumber, name of individual, name of business, Attach another page if necessary.				
DENIED ACCESS TO EMPERIAL SUITES H LEFT VM DENIYING ACCE AND I WAS ALS EXPLAINED ACEESS RIGHTS AND SHOW RESERVATION	SO NOT PERMITTED ON	THE PROPERTY UPO	ON ARRIVIAL I	
Date: YYYY MM DD Time Incident Oct s.22	urred	Location 305 Beaver Rd, North	Vancouver, B	C V7N 3H5
I certify that the information provided is true to	my knowlec S. 22			
s.22	•		APRIL 3RD 2)18
Printed Name			Date Si	gned
Collection Notice: The use of this information will co regarding the collection or use of this information, place				ve questions

Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Solicitor General

Policing and Security Branch, Security Programs Division

ADDITIONAL DOCS AND VM TRANSCRIPT WILL BE ATTACHED 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



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 Emperial Suites hotel at 305 Beaver Rd, North Vancouver, on the basis of your certified guide/service dog \$.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

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

Security Programs
Division

Page 2.

Dos 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

H. Stewart



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: C	OMPL#	INANI	CONT	ACT INFO	RMAT	ION				
Complainan	's Name				MANW.					
Surname s.22	•				Legal	Given Name		Middle	Name	
		ed to cor	mplete th	is form on b	ehalf of	f the complainant na	med above, what	is your re	elationship	to the
C Friend	(Relativ	ve	Other	(descri	be): Concerned cit	izen, would like t	to remair	anonymo	us
Your Name.										
Surname s.22			·		Legal	Gîven Name	·	Middle	Name	
Your Teleph	one Nun	nber <i>A</i>	\rea Code	& Phone N	o. s.22	2				
Complainan	's Resid	ential Ac	dress							
Residential A s.22	ddress					City		Province	Po	stal Code
Complainant	's Telep	hone Nu	mber			Email				
Area Code &	Phone N	lo, S.22								
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Yes, at ph	ione nur	nber:								
			nt mav be	cancelled i	if we are	unable to contact y	ou within 30 days	of filing t	this compl	aint
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	plaint re					n of Cruelty to Animal	Act (harm or inter	rference c	of a Service	animal)
	në of inc	lividual,	name of b			completely as possil trata property, guide				
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	Prin	ted Narr	ie						Date Si	gned
Collection Not regarding the c									ct. If you ha elow.	ve questions

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



SID #s.22 July 5, 2018

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

H. Strwart

Ministry of Public Safety and Solicitor General

Website:

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

Mailing Address:

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

Security Programs

Division



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: CO	OMPL	AINANT CO	NTACT INFO	RMATION			
Complainan	t's Nam	e				Name of Street	
Surname s.22				Legal Given Name		Middle Na	me
If you have b complainant		ked to comple	te this form on be	ehalf of the complainant	named above, wh	nat is your relati	onship to the
O Friend)	O Relative	Other	(describe): Aquatence			
Your Name							
Surname s.22				Legal Given Name		Middle Na	me
Your Teleph	one Nu	mber Area	Code & Phone No	h.			
Complainan	t's Resid	dential Addres	2			2 - 1	100
Residential A S.22	Address	5.		City		Province	Postal Code
Complainan	t's Tele	phone Numbe	t	Email			
Area Code &	Phone	No. s.22					
If we need to	speak	with you, wha	t is the best time	to call you? (Time) Noo	n O	am opm	
If we have to	ouble n	eaching you, n	nav we leave a m	essage at a particular nu	mber?		
				and a man barrenary			
Yes, at pl	none nu	ımber:					
□ underst	and thi	s complaint m	ay be cancelled it	we are unable to conta	ct you within 30 da	ays of filing this	complaint
PART 2: CO	OMPL	AINT DETA	ILS				
Please selec	twhat	your complain	t is in regards to:				
Com	plaint a	bout offence-	related matters (f	alse representation, pul	olic access rights is	sues, tenancy ri	ghts issues)
⊠ Com	plaint a	bout Dog & H	andler Teams				
Com	plaint a	bout Discrimi	natory Strata Cou	incil Bylaws			
Com	plaint r	elated to secti	on 23.1 of the Pre	evention of Cruelty to Ani	mal Act (harm or in	terference of a	Service animal)
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program to	which s			to one of her dogs, whe			
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I certify that i	the info	rmation provi	ded is true to r S.	22		03/20/2	018
-	Pr	inted Name		Signa	ature	Mr. 9 - 700 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5 -	Date Signed
				ly with the Freedom of Info			

Page 1 of 1

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



May 10, 2018 SID # s.22

s.22

Sent via to email: \$.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 \$.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 inquires 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 \$.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

H Stewart

Ministry of Public Safety and Solicitor General



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: C	OMPL/	INANI	CONT	ACT INFO	DRMA	TION						
Complainar	it's Name											
Surname S.22					Lega	al Given Name	2			Middle Ni N/A	ame	
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O Friend	(Relativ	re	• Other	(desci	ribe): Certifie	ed by	the Provin	nce of Bri	tish Columi	bia	
Your Name							Ned.					
Surname s.22						al Given N ame	2			Middle Na N/A	ame	
Your Teleph	one Nun	nber A	rea Code	& Phone N	10. s.2	2						
Complainar	t's Resid	ential Ad	dress	ynder Jakel	, realistable at the epither Albertan							
Residential . s.22	Address					City				Province	P	ostal Code
Complainar Area Code 8			mber			Email				7.1.1.		
If we need t	o speak v	vith you,	what is t	he best tim	e to cal	l you? (Time)			(am	pm		
If we have t	ouble re	aching v	ou. mav v	ve leave a i	messaa:	e at a particula	ar nu	mber?				
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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: guideandservidedogs@gov.bc:ca



August 14, 2018

SID # s.22

s.22

Sent via email to: \$.22

Dears.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 8.22

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

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,

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division

H. Stewart



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.

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s.22						February 6	5, 2018

Form # \$PD 0806 February 17, 2016

Ministry of Public Safety and Solicitor General Policing and Security Branch, Security Programs Division PO 80x 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 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 !!!! 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 \$.22 I headed to my physio appointment at \$.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 \$.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 occured. 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 replied to that, after speaking with me, and pointed out their claims were false, the on s.22 clinic then replied to 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 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: \$.22

Dear s.22

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

H. Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Ministry of Public Safety and Solicitor General Website: www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

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





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.

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∏'Ÿes, at phone number: S.22 ☐ I understand this complaint may be cancelle PART 2: COMPLAINT DETAILS	ed if we are unable to contact you with	in 30 days of filing this complaint									
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Complaint about Discriminatory Strata (
Complaint related to section 23.1 of the	<u>-</u>	rm or interference of a Service ani	mal)								
Particulars of the incident. Please describe the in number, name of individual, name of business, Attach another page if necessary.	ncident as completely as possible. Pro- name of strata property, guide dog or	vide Information such as address, service dog certificate # (as appli	phone cable).								
Tonant:		- 22									
		Q 521 a. s.22	02								
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Date: YYYY MM DD Time Incident Ocu	urred Ls.22	Amore 522									
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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 911

PO Box 9217 Stn Prov Govt, Victoria BC, VBW 911
Phone: toll-free 1-855-587-0185 Pax: 250 387-4454 Email: guideandservicedogs@gov.bc.ca
Website: http://www/2.gov/bc.ca/gov/content/justice/human-rights/guide-and-service-dog

Page 1 of 1

Nomed tenant on \$22 new rented my suite. at that time she informed one she was builted at that time she informed one she was hardler of a Service Dog. I allowed the dog under those circumstances only as required by bufor one to do DD. No damage deposit 1900s Charged.

We do not allow pets, we ... \$22

I was also expected her dog if an acutual Valid gervice dog as to be on leash set all times. This is not the case. I have been I have for proof that what she says is in fact true. asking her for proof that what she says is in fact true. When series and by \$.22 No certificate has been when to me as of this date Dec 27/17. Friends of her say they have seeme it, but I have not her say they have seeme it, but I have not gleet she has missepresented this dog as a Service Day which it is not.

8.22 \$.22

Jam writing this complaint in hopes you can gende 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 pet.

Can your department provide me copy of lervia Da Certificate.

Jun attention to their matter much appreciated.

Your attention to their matter much appreciated.



April 30, 2018 SID # \$.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 \$.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 \$.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.

Ministry of Public Safety and Solicitor General 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,

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 VBW 931. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

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			we are unable to cont	act you within 30 da	rys of filing this co	mplaiht.
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Page 1 of 1

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: toil-free 1-855-587-0185 Fax: 250 387-4454 Email: guideandservicedpgs@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 s.22 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 \$.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

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

s.22 Signed December 30th 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: \$.22

Dears.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 \$.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 \$.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 \$.22 is not exhibiting sufficient behavioural issues to warrant intervention at this time.

Since it is my determination that \$5.22 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

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

Mailing Address:

P:Ö. Box 9217 Stn Prov Govt 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,

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division

H. Stewart



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

PART 1:	COMP	LAINAN	T CONTACT INFO	RMATION					
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certify that s.22	the info	rmation p	rovided is true to my	knowledge.			_		
3.22	D	ntod NI						2019-01-02	
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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

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

Particulars of incident – Refusal of access for service dog – \$.22 \$.22

Lama s.22 resident, \$.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 \$.22 I left and took a photo of the shop as I stepped outside.

My dog's name is $\frac{8.22}{100}$ He was trained by the $\frac{8.22}{100}$ A copy of the letter attesting that I attended a 3 weeks course and am authorized to use $\frac{8.22}{100}$ as a service dog is available -8.22



January 9, 2019

SID #s.22

s.22

Sent via email to: \$.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, \$.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, s.22 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.bclurt.bc.ca/
 Phone: 604-775-2000
 Toll Free (within BC) 1-888-440-8844

BC Human Rights Coalition: <u>www.bchrcoalition.org</u>

Phone: 604-622-1100 Toll Free: 1-855-685-6222

Ministry of Public Safety and Solicitor General

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

Security Programs Division s.22

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

H. Stewart

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 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.

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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): Pacific Assistance Dogs Society - provider of service dog Your Name Legal Given Name Laura Middle Name Watamanuk Laura Watamanuk Laura Province Province Province Province Postal Code Service and Service dog All Service Market Province Pro	Complainant'	's Name									
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Surname Watamanuk Laura Legal Given Name Laura Middle Name Vour Telephone Number Area Code & Phone No. 604-813-1725 Complainant's Residential Address Residential Address S.22 Complainant's Telephone Number Area Code & Phone No. S.22 If we need to speak with you, what is the best time to call you? (Time) 9 to 5pm	Friend	(⊃ Relativ	ve	Other	(describe)): Pacific As	ssistance Do	gs Society	/ - provider of	service dog
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Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Solicitor General Policing and Security Branch, Security Programs Division PO 80x 9217 5tn Prov Govt, Victoria 8C 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/guideand-service-dog

CHANGING LIVES.

ONE DOG AT A TIME.



Date: February 5th, 2019

Support materials for \$.22 — Guide & Service Dog Complaint Form

s.22

is a \$.22 dog client of Pacific Assistance Dogs Society.

In s.22 I, 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 \$.22 the manager of her apartment residence provided \$.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 \$22 of \$22 was abusive in nature. He publicly yelled at her at length in front of other residences causing \$2 incredible upset. Today's interaction and past communications are harassment.

On behalf of \$.22 matter.

I wish to lodge a formal complaint and request that the Ministry assist in this

Thank you.
Laura Watamanuk
Executive Director
604-813-1724
laura@pads.ca

HEAD OFFICE

RCAB STORMONT AV. NUT BURNAIM, BC VON 4G6 ALBERTA

PO BOX 451, STN M CALGARY, AB, T2P 922 OKANAGAN BOX 77 ENDERBY, BC, VOL 1VO

1.877.292:1765 (TOLL FREE)

BLOSTERLO CHÁRITY M 8922 - ŽS47 REDXM





Page 099 to/à Page 101

Withheld pursuant to/removed as

s.22

Dear s.22

Re: Dog in Apartment \$.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.



Date: s.22

To: \$.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 6.2 with her 6.22 disability.

2) What tasks will the dog perform for you?

The dog has been trained to alert on to \$.22 \$.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.assistancedogsinternational.org.

HEAD OFFICE

GUAS STORMONT AVENUE BURNAEM BO VON 406 ALBERTA PO ROX 454, SENJA CALGARY, AB, 128,929 OKANAGAN BOX 77 ENDEBBY, BU, VOE 1340

1.877.292.1765 (TOLL FREE)

REGISTERIO CHARITY #: 89225 2347 RROCCO





CHANGING LIVES.

@NE DOG AT A TIME.



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

Once o 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 <u>ron@pads.ca</u> should you have further questions. Also, more information on our school is available on our website at <u>www.pads.ca</u>.

Thank you for your attention in this matter.

Sincerely,

Ron Tymrick Client Services Manager

HEAD OFFICE MOVES STOCKMONT AVENUE SERVAPPOLIFIC VON 454

ALBERTA PO BOX 451, STN M CALGARY, AR, 727 929 OKANAGAN BOX 77 ENDERBY, BC, VOF 1VO

1.877.292.1765 (TOLL FREE)

\$ELECTREFFO CHARITY #: \$922 1 2547 98(80)1





Dear s.22

Re: Dog in Apartment s.22

We are in receipt of your letter of $^{\rm s.22}$, 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 $^{\rm s.}$ residents of $^{\rm s.22}$

- 1. The dog will enter and leave the building via one of the three basement exit/entrance doorways. 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

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: \$.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 e 22 apartments has defied 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 \$.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

H. Stewart

Ministry of Public Safety and Solicitor General 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 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 \$.22 I called Bluebird Taxi from my house at \$.22 and requested a cab. Immediately after ordering the cab via the automated service I called again and learned that cab \$\simple\$ will be approximately 4 minutes. At approximately \$\simple\$ 22 received an alert call from the taxi notifying me that my taxi had arrived and is outside. \$\simple\$ 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 and 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 which finally arrived at approximately 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-asteam. 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 e 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: \$.22

Dear s.22

I am writing in response to your complaint, dated \$.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

Phone: 604-622-1100 Toll Free: 1-855-685-6222

Ministry of Public Safety and Solicitor General

Website:

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

Mailing Address:

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

Security Programs Division 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

H Stewart

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: COMP	LAINANT CO	NTACT INFO	RMATION				
Complainant's Nat	n e : 5000000000000000000000000000000000000						
Surname S.22			Legal Given Nan			iddle Name	
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Friend	Relative	Other	(describe):				
Your Name		7.4					
Surname S.22		·	Legal Given Nan	ne	M	iddie Name	
Your Telephone N	umber Area (Code & Phone N	o. s.22				
Complainant's Res	idential Addres:						
Residential Addres S.22	is		City		Prov	ince	Postal Code
Complainant's Tele	ephone Number	ř	Email				
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Complaint	related to section	on 23.1 of the Pi	evention of Cruelty	to Animal Act (harm	or Interfere	nce of a Servi	ce animal)
Other:							
Particulars of the i number, name of Attach another pa	individual, name	describe the inc e of business, na	ident as complete tme of strata prope	ly as possible. Provi erty, guide dog or so	de Informatie ervice dog ce	on such as ad ertificate # (as	dress, phone applicable).
Please see attacl	ned sheet						
Date: YYYY MM s.22	DD Time	e Incident Ocuri	red Oam (Location Depth School Dis	strict e		
I certify that the inf	ormation provid	ded is true to my	^{y kı} s.22				
s.22						February 7,	
-	rinted Name		aprile	nature واد			Signed
Collection Notice: T	he use of this info ion or use of this i	rmation will comp information, pleas	ply with the <i>Freedom</i> se contact a Policy Ar	of Information and Pr nalyst at 1-855-587-0	otection of Priv 185 or the add	ress below.	have questions

Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Splicitor General Policing and Security Branch, Security Programs Division PO Box 9217 Stn Prov Govt, Victoria BC V8W 911

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

Part 2 Complaint Details

was certified s22 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.

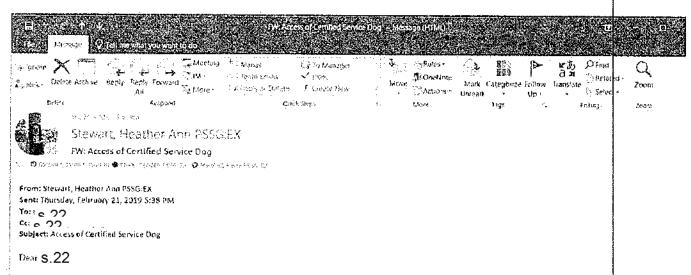
However, the school, although willing to work with us, said they could not let the dog in the school with \$.22 without the school district's permission. The school district (School District \$.22) said that they need to make sure the dog is allowed and that there may be rules in place that supersede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



On \$ 22 we received your complaint to the effect that School District is is denying school access to the service dog team comparised of \$.22 his certified service dog \$ 2

and

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 Deg and Service Deg 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 Coffe.

Complaints under the CDSDA are reviewed on a case-by-case basis. Section 4.2 of the Gaide Dog and Service Dog Prógram Policies and Processes ("Policies") establishes the complaint process regarding offence-tellated 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 unit Soliritor General (250) 356-1312



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 VBW 9J1. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

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s.22									2/22/2019	,	
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Form # 5PD 0806 February 17.

Ministry of Public Safety and Solicitor General

Policing and Security Branch, Security Programs Division

PO Box 9217 5tn Prov Govt, Victoria 8C 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



March 14, 2019

SID # s.22

s.22

Sent via email to: s.22

Dear s.2:

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 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 Facsimite: (250) 387-4454

Security Programs Division Page 116 to/à Page 119

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 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: C	OMPL	AINANT	CONT	ACT INFOR	MAT	ION						
Complainar	ı s Nam	e.										
Surname s.22					Legal	Given Name			—·	Middle Na	me	:
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Your Teleph	one Nu	mber A	rea Code	& Phone No.								· · · ·
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Residential , s.22	Address					City			P	rovince	Pos	tal Code
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Area Code 8	Phone	No. ^{s.22}			'	ı						
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Page 1 of 1

Form 4 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 9.11 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-ard-service-dog

Complaint: 1 am an employee of s.22 . I am also part of a service dog handler team. My concerns are as follows: 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 \$.22 , as well as all carpeted rooms. The reason cited for this is \$.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 \$22 handler teams \$22 and we are being severely limited in our participation in

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 that forbids certain areas from access by service dogs might not be compliance with the *Guide Dog and Service Dog Act* (GDSDA).

Upon review of the information you provided I have determined that \$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 self 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

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

Security Programs Division

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rag	te z	,

Thank you for bringing this complaint to my attention.

Yours truly,

Heather Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Security Programs Division

H. Stewart

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 911. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

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Area Code & Phone No. 250	-414-0233	yas	s@shaw.ca			
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Form # SPD 0806 February 17, 2016

Ministry of Public Safety and Solicitor General Policing and Security Branch, Security Programs Division PO Box 9217 5th Prov Govt, Victoria, BC VSVV 931

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

From: <u>Victoria Animal Control</u>

To: JAG Security Services Complaints JAG:EX

Cc: "Victoria Animal Control"

Subject: Complaint - False Representation of a Service Dog

Date: \$.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: \$.22

s.22

Find attached a completed SPD 0806 Form.

Our File Number: 18.22

Victoria Police File Number: \$.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 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 CONTA	ACT INFORMATION	
Complainant's Name		
Surname s.22	Legal Given Name	Middle Name
If you have been asked to complete thi complainant?	s form on behalf of the complainant named	above, what is your relationship to the
Friend Relative	(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 Pastal Code
Complainant's Telephone Number	Email	- <u> </u>
Area Code & Phone No. ^{8,22}	·	
If we need to speak with you, what is th	e best time to call you? (Time)	● am
If we have trouble reaching you, may w	e leave a message at a particular number?	
X Yes, at phone number:		
{ understand this complaint may be	cancelled if we are unable to contact you wi	thin 30 days of filing this complaint
PART 2: COMPLAINT DETAILS		
Please select what your complaint is in	regards to:	
	d matters (false representation, public acces	s rights issues tenangy rights issues)
		s ng na 1330ca) teriuncy rights 133bca)
Complaint about Discriminatory		ļ
	1 of the Prevention of Cruelty to Animal Act (h	larm or interference of a Service animal)
Other:		and a printer of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the
Particulars of the incident. Please describ number, name of individual, name of bu Attach another page if necessary.	be the incident as completely as possible. Prosiness, name of strata property, guide dog o	rovide Information such as address, phone or service dog certificate # (as applicable).
My complaint is regarding a dog that ranimal control because of this incident want this incident to be on record to be	ecently bit s.22 and the owner was iss t. I understand the owner intends to apply e considered when/if this application occu	sued with a dangerous dog warning by of for service dog certification for this dog. I ars. See attached note for details.
Date: YYYY MM DD Time Incid s.22	ent Ocurred Location \$ 22	
certify that the information provided is t	true to my know ^{s.22}	
5.22		. March 27, 2019
Printed Name		Date Signed
.onection Notice: The use of this information egarding the collection or use of this informa	n will comply with the <i>Freedom of Information and</i> tion, please contact a Policy Analyst at 1-855-58;	d Protection of Privacy Act. If you have questions 7-0185 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 9.11

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

Page 130 of 150 PSS 2010 93 668

At approximately \$.2 pm on \$.22 our \$.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. \$.22 was very frightened, and so \$.22 went out to investigate.

One of our neighbour's children from unit $\#_{22}^s$ 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

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

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 landford, \$22

The s.22 Tenant Relations staff s.22 Co-ordinator, phone: s.22 contacted me on s.22 to say that they had also been in touch with Arimal Control and were coordinating with them regarding the incident. They indicated that they were aware that the dog in unit s.2 was unauthorized and said they had already ordered the tenant in unit s.2 to remove the dog by s.22

On s.22 I noticed the dog was still in unit s.2. 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.2 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 $\frac{s.2}{s}$. He said they were still considering whether to rule that the dog 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 $\frac{s.2}{s}$ told him she was going to apply for service dog certification for the dog.

Given our landlord s22 rules clearly do not allow dogs (except certified service dogs), and the landlord was not made aware of the s22 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.

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.2

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^{s.22}

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

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

Mailing Address:

P.O. Box 9217 Sin 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,

H. Stewart

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 or mail it to: **Security Programs Division**, PO Box 9217 Stn Prov Govt Victoria, BC V8W 911. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

PART 1:	COMPL	AINAN	II CON	TACT INFO	MATION					
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Surname s.22					Legal Given	Name			Middle Name	
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Friend		O Rela	tive	Other	(describe): F	Helping he	r with the fo	orm		
Your Name										
Surname Ashmead					Legal Given Barbara	Name			Middle Name s.22	
Your Telep	hone Nu	mber	Area Coc	le & Phone No	250-954-5!	552				
Complaina	nt's Resid	dential A	ddress							
Residential s.22	Address	<u></u>			Clt	у		Pi	rovince	Postal Code
Complaina	nt's Tele	ohone N	umber		Email	-				<u> </u>
Area Code					, =					į
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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 Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guideand-service-dog

Page 1 of 1

	Gr	nail Bart	Ashmead <vicompassiondogs@gmail.com></vicompassiondogs@gmail.com>
Fwd: ⁵			
s.22 T o: Barb	Ashn	nead <vicompassiondogs@gmail.com></vicompassiondogs@gmail.com>	Sun, Feb 10, 2019 at 3:28 PM
Barb s.22 Seems So in s	s how some	and I would like to go to this ^{s.22} ever, no matter how much conversation s.22 has had with the polite way could you please sort this? I would ask you co both	m they don't get it. s.22 and myself please.
s 22			
Sent f	rom m	y iPhone	
Begin	forwa	rded message:	
	To: s.	February 10, 2019 at 07:37:35 PST	
	From To: ^{s.2} Cc.	forwarded Message s.22 :2	
	Sent Sent Subje	Sat, 09 Feb 2019 18:37:05 -0700 (MST) oct:s-22	
	a guit	ave received your registration form for ^{s.22} but note that de dog. Our guidelines for the event include the following with ct to dogs:	you have
	"Can	bring my dog?	
	leash	refer that you do not. If you must, all dogs must be tied up or on at all times. Dogs must remain in your camp during community orkshops."	
	Would	this present a problem for you?	
\$	s.22		



Barb Ashmead <vicompassiondobs@gmail.com>

Fwd: s.22 4 messages

s.22

Sun, Feb 24, 2019 at 9:08 AM

To: Barb Ashmead <vicompassiondogs@gmail.com>

Barb

This is the latest email stream from \$.22 person has taken this on herself. The other two ladies have no problem with \$.22 lis furious with \$.2 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.2 person. Shape it well and co 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: \$.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> Sun, Feb 24, 2019 at 9:13 AM To: s.22 Can you send me a phone number for her. Better to tack it over the phone. [Quoted text higher] Barb Ashmead B.Sc M.Sc. VICD Co-Founder Event Coordinator and Community Education For Vancouver Island BC Vancouver (sland 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 [Cooled lext hidden] VICD <vicombassiondogs@gmail.com> Sun, Feb 24, 2019 at 9:40 AM To: s.22 Thanks [Quoted text hilden]



Barb Ashmead <vicompassiondogs@gmail.com>

BC Guide Dog and Service Dog Act of BC

1 message

VICD <vicompassiondogs@gmail.com>

Mon, Feb 25, 2019 at 2:31 PM

To: s.22 Bcc: s.22

Hello s2

Barb Ashmead here f 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

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

Since s.22 has a Certified Service dog she can not be denied assess 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

Im Gr	nail	Barb Ashmead <vicompassiondogs@gmail.com></vicompassiondogs@gmail.com>				
s.22	<u> </u>					
3 messages						
s.22 To ^{s.22}		Tue Mar 5, 2019 at 6:52 PM				
s.22	Vicd Barb Ashmead <vicompassiondogs@gmail< td=""><td>il.com></td></vicompassiondogs@gmail<>	il.com>				
This notice is s.22 Thank you, s.22	s s release that allows. Barb Ashmead of Vancouver Island behalf for any reason involving her BC Guide dog s.22	d Compassionate Dogs, permission to speak on				
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Here is the r [Quoted text hid	please. Please send me a email about what you would like	e to do.				
VICD Co-Fo Event Coord For Vancouv Vancouver I 250-909-009	inator and Community Education or Island BC sland Compassion Dogs (VICD)					
Until one ha	s loved an animal a part of one's soul remains tinawakened	d.				
Anatole Fr	ance					
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Hello s.2						
	ease send us your answer to ^{s.22} bring her a cert nterested in a face to face meeting. Please send an answe	tified service dog for your course. If you would like er or a time for a face to face meeting.				
Thank you Onoten lext hide	វទក)					



June 20, 2019

SID # \$.22

s.22

Sent via email to: s.22

Dear s.22

On April 9, 2019, we received your complaint that the second by the second 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 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

H Stewart

Deputy Registrar, Guide Dog and Service Dog Act

Ministry of Public Safety and Solicitor General

Website:

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

Mailing Address:

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

Security Programs Division

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 or mail it to: **Security Programs Division**, PO Box 92 17 Stn Prov Govt Victoria, BC V8W 931. If you mail the form, please write "Attention: Compliance and Enforcement" on the envelope.

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Form # SPD 0806 February 17, 2015

Ministry of Public Safety and Solicitor General Policing and Security Branch, Security Programs Division FO Box 9217 Stn Prov Lovit, Victoria IIC V8W 911 5 Fax: 250 307-4454 Email; guideandservicedog; possbacea

Phone: toll-free 1-855-587-0185 Fax: 250 387-4454 Email: guideandservicedoga@gov.bc.ca Website: http://www2.gov.bc.ca/gov/content/Justice/human-rights/guide-and-survice-dog Page 1 of 1 has a BC certified service dog. We visited the Greater Vancouver Zon 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.



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: <u>www.bchrcoalition.org</u>

Phone; 604-622-1100 Toll Free: 1-855-685-6222

Ministry of Public Safety and Solicitor General

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 s.22

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

H. Stewart

Mihistry 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

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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: guideandserv[cedogs@gov.bc.ca Website: http://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog



June 24, 2019

SID #8.22

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

H Stewart

Ministry of Public Safety and Solicitor General

Website www.ps

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

Division

Security Programs

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