

You are obliged to accept this by law.

Allowing People to be Accompanied by Assistance Dogs



NPO MAMIE

What is an assistance dog?

An assistance dog is a dog that has undergone officially recognized training required in accordance with the Act on Assistance Dogs for Physically Disabled Persons in order to support visually and hearing impaired people and people with disability in their limbs. Accompaniment by an assistance dog in facilities used by the general public is recognized by law.

Assistance dog is a generic term for guide dog, service dog, and hearing dog.

Guide dog

A dog that supports the safe and comfortable mobility of visually impaired people



- Alerts users to ramps
- Alerts users to corners
- Avoids obstacles, etc.



Service dog

A dog that assists the everyday lives of people with physical disabilities, such as in their limbs



- Picks up dropped items
- Searches for and fetches a mobile phone in times of emergency
- Opens and closes doors, etc.
(Roles differ according to individual needs)



Hearing dog

A dog that alerts people with hearing disabilities to various sounds that are important in their everyday lives



- Intercom
- Voice calling user's name
- Fire alarm, etc.



Can accompany users at places used by the general public

Restaurants



Rental housing/ condominiums



Medical institutions



Convenience stores/ supermarkets



Accommodation facilities



Workplace



Public transportation

Taxi



Bus



Train



Airplane



Allowing people to be accompanied by assistance dogs guarantees their rights

Allowing people to be accompanied by assistance dogs guarantees the basic rights of people who live with such dogs. People live with assistance dogs for support with disabilities such as having to wear glasses due to visual impairment or having to walk with a cane due to a fractured leg. These are ways of life selected on an individual basis. Let's create a society where everyone can enjoy a comfortable life irrespective of disability.



Request to you all

Just a few words like “Do you need any help?”

Even when accompanied by an assistance dog, there are situations when the users need help. If you see anyone in difficulty, reach out to them by saying or writing down something like “Do you need any help?”

Be kind by ignoring assistance dogs

Instructions from the user are very important to assistance dogs, so try to avoid any behavior that may distract the dog such as calling, staring at or petting it.

If you notice something

There may be certain situations that the user has not noticed such as the assistance dog blocking the road or the dog’s tail sticking out into a passageway. Please tell the user if you notice something.

If you see a facility refusing entry to someone with an assistance dog

Some people still do not know about assistance dogs and related laws. If you see a facility refusing entry to someone with an assistance dog, please tell them that this is recognized by law and that they can be admitted with peace of mind.

Safety and security of an assistance dog

◆ Both assistance dog and users are reviewed and certified

<Assistance dog>

Must have the ability to take the appropriate action without troubling others

<Assistance dog user>

Must control the assistance dog appropriately and not trouble others

Certification



Only pairs that have passed a review are certified to access facilities

◆ Assistance dog users manage the dog appropriately

Health management:
Regular health check-up by a veterinarian, vaccination, parasite extermination, etc.



Hygiene management:
Shampooing, brushing, wearing of a coat or large cape to prevent shedding of fur, etc.



Behavior management:
Excretions in the appropriate place, no barking and biting, and no indiscriminate licking, etc.



Act on Assistance Dogs for Physically Disabled Persons

This law aims to contribute to the independence and social inclusion of people by raising good-quality assistance dogs. Facilities are obliged to accept people accompanied by assistance dogs.

Definition: Assistance dog is a generic term for certified guide dogs, service dogs, and hearing dogs.

Training and certification: Recognized training professionals conduct training suited to the disabled person's situation, raise good-quality assistance dogs, and undertake certification by the designated body.

User: When using a facility with an assistance dog, the user shall display proof that the dog is an assistance dog. In addition, the user shall personally manage the behavior of the assistance dog and maintain the dog's hygiene.

Using a facility: Facilities used by the general public may not refuse entry to a person accompanied by an assistance dog.

Act for Eliminating Discrimination Against People with Disabilities

This law aims to create a harmonious society in which people respect each other's personalities and individuality without discrimination based on disability. It seeks to eliminate discrimination such as "unjust discriminatory treatment" or "not providing reasonable consideration".

Unjust discriminatory treatment: Unjustly refusing to provide or restricting a service or adding conditions to that service based solely on a person's disability

Reasonable consideration: Reasonable consideration required to remove social barriers within a range that is not too onerous when a person with a disability expresses a wish for consideration.

Inquiries / Additional information

- ◆ Ministry of Health, Labor and Welfare website
 - ▶ Assistance dog for people with physical disabilities (law and public relations, etc.)
 - ▶ Consultation and inquiries concerning assistance dogs

Disability and Welfare Section:
Ordinance-Designated City
Designated Mid-Level City
All Prefectures



- ◆ Accepting Assistance Dog Users (Companies) (Video)



- ◆ Pamphlet / Awareness-raising sticker

Assistance dog leaflets and awareness-raising stickers are distributed at the disability and welfare sections of ordinance-designated or designated mid-level cities in all prefectures. Please contact the nearest consultation counter.

