

Assistance dogs - Part 6: Accessibility and Universal
Access

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

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ICS 65.020.30; 11.180.99

English Version

Assistance dogs - Part 6: Accessibility and universal access

Chiens d'assistance - Partie 6 : Accessibilité et accès
universel

Assistenzhunde - Teil 6: Barrierefreiheit und
universeller Zugang

This European Standard was approved by CEN on 30 September 2024.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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European foreword

This document (EN 17984-6:2024) has been prepared by Technical Committee CEN/TC 452 “Assistance Dogs”, the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by May 2025, and conflicting national standards shall be withdrawn at the latest by May 2025.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document is part of a series of European Standards under the general title *Assistance dogs*, which will comprise the following parts:

- *Part 1: Vocabulary;*
- *Part 2: Dog lifetime welfare;*
- *Part 3: Competencies for assistance dogs professionals;*
- *Part 4: Pre-training, training and tasks;*
- *Part 5: Client services;*
- *Part 6: Accessibility and universal access.*

This document will be read in conjunction with EN 17984-1, prEN 17984-2, prEN 17984-3 and prEN 17984-4 as the series is technically linked and to be read conjointly.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

Introduction

Although access to public transport or public institutions is guaranteed by national legislation in various European countries and by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), many assistance dog users still encounter significant problems due to the lack of consistent accessibility standards across Europe. This results in users being denied their rights to board public transport or enter public places, either as a result of common misconceptions or ignorance of existing regulations on assistance dogs, or because assistance dogs and their users are perceived as an inconvenience.

Assistance dogs play a vital role in the lives of many persons with disabilities. They increase independence, social participation and allow a greater level of safety for persons with disabilities.

Recognizing the importance of promoting accessibility for persons with disabilities in the context of built environment and transportation, and that accessibility is a means of achieving inclusive societies and development, this document specifies requirements and recommendations for the accessibility of public and private spaces and universal access for assistance dog teams in an active status.

For the purpose of this document, public space refers to a space or place either public or private property, where public is generally admitted.

The European Commission (EC) issued several mandates in the past addressed to CEN/CENELEC and ETSI to facilitate accessibility for persons with disabilities, e.g. Mandate 473 on accessibility following the Design for All approach, Mandate 420 on accessibility in the built environment, Mandate 376 in support of European accessibility requirements for public procurement of products and services in the ICT domain. And finally, the European Accessibility act (a directive) that aims to improve the functioning of the internal market for accessible products and services, by removing barriers created by divergent legislation in Member States. This facilitates the work of service and transport providers and organizations and brings benefits to persons with disabilities in the European Union.

Furthermore, the Strategy for the Rights of Persons with Disabilities 2021-2030 intends to tackle the diverse challenges that persons with disabilities face. It aims to progress on all areas of the United Nations Convention on the Rights of Persons with Disabilities, both at EU and Member State level.

This document contributes to the implementation of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in Europe. On the issue of accessibility (Article 9), the Convention requires countries to identify and eliminate obstacles and barriers and ensure that persons with disabilities can access their environment, transportation, public facilities and services, and information and communications technologies. Personal mobility and independence are to be fostered by facilitating affordable personal mobility, training in mobility skills and access to mobility aids, devices, assistive technologies and forms of live assistance (Article 20).

For the purposes of this document, an assistance dog team means a working combination of a beneficiary, an assistance dog and possibly a supervising handler. It is also referred to as an assistance dog team in an active status.

An assistance dog as an assistive aid or a form of live assistance performs tasks to increase independence and to mitigate limitations of a person with a disability. Since this can only be achieved through socialization and training, it is important that dogs and puppies being prepared for an assistance dog role are given access as assistance dog teams in an active status.

NOTE National legislation can determine access provisions for assistance dogs in training and puppies.

1 Scope

This document specifies requirements and recommendations for the accessibility of public and private spaces and universal access for assistance dog teams in an active status.

The accessibility requirements and recommendations for assistance dog teams in this document are applicable across the full spectrum of the built environment both indoor and outdoor (e.g. social service, medical and educational facilities, public institutions, cultural venues, sporting venues, hotel accommodation, public transport, parks, nature reserves).

The purpose of this document is to improve the accessibility for assistance dog teams ensuring their rights under the United Nations Convention on the Rights of Persons with Disabilities, so that they have the same opportunities as all citizens and can participate independently in all areas of life.

This document provides:

- specific requirements of assistance dog teams to support accessibility and to achieve universal access;
- responsibilities of assistance dog teams to enhance the public acceptance of assistance dogs;
- guidance for specific services and areas to be accessed;
- guidance for the implementation of accessibility measures at public and private bodies responsible for the built environment including transport and travel systems.

This document includes all private spaces where the public are generally admitted, or where the public can be accommodated (e.g. office buildings, waiting rooms, common areas of apartment buildings).

This document can be applied to improve accessibility of assistance dog teams in the workplace.

This document can be applied to assistance dogs in training and puppies preparing for an assistance dog role.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 17210:2021, *Accessibility and usability of the built environment — Functional requirements*

EN 17984-1:2024, *Assistance dogs — Part 1: Vocabulary*