



**SLOVENSKI STANDARD**  
**SIST EN 17984-6:2025**

**01-januar-2025**

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**Psi pomočniki - 6. del: Dostopnost in univerzalni dostop**

Assistance Dogs - Part 6: Accessibility and Universal Access

Assistenzhunde - Barrierefreiheit und universeller Zugang

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

**Ta slovenski standard je istoveten z: EN 17984-6:2024**

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**ICS:**

03.080.99	Druge storitve	Other services
11.180.99	Drugi standardi v zvezi s pripomočki za invalide	Other standards related to aids for disabled and handicapped people

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EUROPEAN STANDARD

EN 17984-6

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English Version

## Assistance dogs - Part 6: Accessibility and universal access

Chiens d'assistance - Partie 6 : Accessibilité et accès  
universelAssistenzhunde - Teil 6: Barrierefreiheit und  
universeller Zugang

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

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This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
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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of an identical text or by endorsement, at the latest by May 2025, and conflicting national standards shall be withdrawn at the latest by May 2025.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. <https://saa2810dc27a/sist-en-17984-6-2025>

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.

## EN 17984-6:2024 (E)

### 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.