



SLOVENSKI STANDARD
oSIST prEN 17984-6:2023
01-julij-2023

Psi pomočniki - 6. del: Dostopnost in univerzalni dostop

Assistance Dogs - Part 6: Accessibility and Universal Access

Assistenzhunde - Barrierefreiheit und universeller Zugang

iTeh STANDARD PREVIEW
(standards.iteh.ai)

Ta slovenski standard je istoveten z: prEN 17984-6

<https://standards.iteh.ai/catalog/standards/sist/da68a031-a06c-402e-b803-8aa2810dc27a/osist-pren-17984-6-2023>

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

oSIST prEN 17984-6:2023

en

EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

DRAFT
prEN 17984-6

July 2023

ICS 11.180.99; 65.020.30

English Version

Assistance dogs - Part 6: Accessibility and Universal Access

Assistenzhunde - Barrierefreiheit und universeller
Zugang

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 452.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN 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.

CEN members are the national standards bodies of 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 United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

Warning : This document is not a European Standard. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a European Standard.



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

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Contents	Page
European foreword	3
Introduction	4
1 Scope	5
2 Normative references	5
3 Terms and definitions	5
4 General provisions for the accessibility for assistance dog teams	6
4.1 General	6
4.2 Barriers	6
4.3 Specific requirements of assistance dog teams	6
4.4 Responsibilities of the assistance dog teams	7
4.4.1 General	7
4.4.2 Further responsibilities	8
5 Guidance for specific services and areas to be accessed	8
5.1 Built environment	8
5.1.1 General	8
5.1.2 Transport and travel systems	8
5.2 Prohibited areas	10
6 Guidance for the implementation of accessibility measures	10
6.1 General	10
6.2 Leadership and commitment	10
6.3 Implementation	11
6.4 Accessible information	11
Annex A (informative) Best practice	12
A.1 Communication and interaction with assistance dog team	12
A.2 Transport and travel	12
A.3 Accommodation, restaurants, shops, cultural institutions and other indoor facilities	13
Bibliography	14

European foreword

This document (prEN 17984-6:2023) has been prepared by Technical Committee CEN/TC 452 “Assistance Dogs”, the secretariat of which is held by UNI.

This document is currently submitted to the CEN Enquiry.

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: 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*
- *Part 7: Conformity assessment*

iteh STANDARD PREVIEW
(standards.iteh.ai)

[oSIST prEN 17984-6:2023](https://standards.iteh.ai/catalog/standards/sist/da68a031-a06c-402e-b803-8aa2810dc27a/osist-pren-17984-6-2023)

<https://standards.iteh.ai/catalog/standards/sist/da68a031-a06c-402e-b803-8aa2810dc27a/osist-pren-17984-6-2023>

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*

prEN 17984-1:2023, *Assistance Dogs - Part 1: Vocabulary*

3 Terms and definitions

For the purpose of this document, the terms and definitions given in prEN 17984-1:2023 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- IEC Electropedia: available at <https://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>

3.1

responsible body

service or transport provider, or organization responsible for services and/or built environment and the implementation of the accessibility measures given in this standard

4 General provisions for the accessibility for assistance dog teams

4.1 General

Accessibility is a precondition for the full realization of the rights and inclusion of persons with disabilities in society. For the purpose of this document, accessibility can be understood as the provision of flexible facilities and environments, either virtual or physical, to accommodate each user's needs and preferences. For persons with disabilities this may be any place, space, item or service that is easily approached, reached, entered, exited from, interacted with, understood or otherwise used [1]. The rights of persons with disabilities to have full access and fully enjoy and participate in social, economic, cultural, civil and political life, on an equal basis with others are enshrined in the UN Convention on the Rights of Persons with Disabilities.

4.2 Barriers

Persons with disabilities face many barriers that hinder full and equal access to their enjoyment of human rights and full social inclusion. For the purpose of this document the categories of barriers that persons with disabilities encounter, include the following:

- a) Institutional barriers, which include legislation, practices, or processes that actively prohibit or fail to facilitate access for persons with disabilities.
- b) Physical barriers, which prevent access for persons with disabilities to physical environments such as buildings, roads, transportation, and various indoor and outdoor facilities such as schools, housing, medical facilities, sporting venues and workplaces.
- c) Informational barriers, which prevent access for persons with disabilities, particularly for those with visual or intellectual impairments, to both the form and content of information that may be provided on websites, brochures, among many other ways that information is presented in society.
- d) Communication barriers, which make it difficult to participate fully in society. Communication barriers for persons with disabilities can include the failure to provide sign language interpretation for deaf persons, inaccessible technology such as websites that are inaccessible to screen readers used by blind persons.
- e) Attitudinal barriers, including negative attitudes and lack of understanding about disability issues of people in society, which present some of the most pervasive barriers to equal access for persons with disabilities.
- f) Cultural and religious barriers, which may prevent persons with disabilities from participating fully and having access to community life. Cultural and religious barriers may include myths and stereotypes about disability that are rooted in culture and that generate fear and misunderstanding.

4.3 Specific requirements of assistance dog teams

In order to make public and private spaces more accessible to assistance dog teams and to achieve universal access, it is necessary to understand the specific requirements which are associated with their disability, including hidden disabilities:

- a) Access to appropriate and timely information shall be provided. Information shall be provided in a way that allows assistance dog teams to easily orientate themselves within the content and can be effectively perceived and understood by different perception channels.

EXAMPLE 1 Accessible website, e-mail, audio, video, large print, braille, text-to-speech.

NOTE 1 See 6.4 Accessible information.

- b) Effective communication and interaction provide a safeguard for people with disability and complex communication needs. Fair, considerate, supportive and respectful treatment shall be given to assistance dog teams in all communication and interaction.

EXAMPLE 2 Observing appropriate etiquette based on respect and courtesy. No personal questions about the assistance dog handler's disability or no invasion of privacy. Respect for a working assistance dog team. No touching, talking, feeding or otherwise distracting the assistance dog.

- c) The assistance dog team is a unit. Due to the purpose and dependency nature of the partnership, the assistance dog shall not be separated from the assistance dog handler except in valid extenuating circumstances.
- d) A person with disability may be equipped with an assistance dog as an assistive aid or a form of live assistance, and/or with any other assistive aids, devices and equipment. Nevertheless, additional assistive aids, devices and equipment for accessibility may be required. Responsible bodies shall take appropriate measures to provide adequate assistive solutions for assistance dog teams.

NOTE 2 See 4.4 Responsibilities of assistance dog teams.

NOTE 3 See EN 17210:2021, ISO 9999:2022, ISO/TS 20282-2:2013.

- e) Access to appropriate space for assistance dog teams shall be provided to ensure adequate space for manoeuvring and floor space for the assistance dog to lie down, sit or stand at the assistance dog handler's feet or next to the assistance dog handler in a way that safety and well-being of the assistance dog team are not compromised.
- f) Access to relief (toilet) facilities or alternative solutions shall be provided to meet the natural needs of assistance dogs in case of extended stay and/or journey.
- g) Assistance and support shall be provided to assistance dog teams on request with respect of point 4.3 a) to f).

EXAMPLE 3 Receiving services without waiting in line. Priority boarding. Dedicated help line. Personal assistance services at airports and railway stations. Help with locating the relief (toilet) areas. Support through animal health checks.

- h) Emergency plans shall adequately consider the specific requirements of assistance dog teams to safeguard their health and safety in emergency situations.

EXAMPLE 4 Fire safety and evacuation plans. Pandemic response plans.

NOTE 4 See EN 17210:2021.

NOTE 5 National laws and regulations related to emergency planning and management response systems can apply.

These specific requirements shall be taken into consideration when planning and implementing accessible measures and universal access as laid down in the following clauses.

Annex A provides best practice for this clause.

4.4 Responsibilities of the assistance dog teams

4.4.1 General

The assistance dog teams shall be identifiable to the public.

prEN 17984-6:2023 (E)

The assistance dog handler shall ensure that the assistance dog wears a harness or vest stating the status of the dog.

NOTE Each European country has its own regulations relating to identification of assistance dog teams and can require the assistance dog handler to abide by those regulations.

4.4.2 Further responsibilities

The assistance dog handler shall ensure the welfare of the assistance dog.

The assistance dog handler shall ensure that the assistance dog demonstrates the required social behaviour, appropriate and safe for the environment.

The assistance dog handler shall ensure that the assistance dog is in good health, clean and groomed prior to travel, to minimize the impact of the dog's condition on others.

The assistance dog handler shall ensure the dog toileting immediately before the journey starts.

If special arrangements are required to assist and/or accommodate assistance dog teams, the assistance dog handler shall inform the service or transport provider in advance.

Assistance dog handlers shall acquaint themselves with the laws and regulations related to assistance dogs of the countries they are preparing to visit.

5 Guidance for specific services and areas to be accessed**5.1 Built environment****5.1.1 General**

In order for the built environment to be accessible for assistance dog teams, EN 17210:2021 shall be considered for the design, construction, use, maintenance, refurbishment or adaptation.

NOTE The built environment encompasses places and spaces created or modified by people including buildings, parks and transportation systems and is distinguished from the natural environment.

5.1.2 Transport and travel systems**5.1.2.1 General**

Transport and travel providers shall have clear and transparent policies about transporting assistance dogs to ensure a safe and comfortable journey to the assistance dog teams.

Assistance dog teams shall have the same access to modes of transport as other passengers, with reasonably adequate accommodation provided for an assistance dog.

Transport and travel providers shall make every effort to accommodate assistance dogs at no additional cost to the assistance dog team and no detriment to the dog's wellbeing.

Where charges for blocking a seat apply, operators shall be clear in providing information about their charging policies and keep these charges to a minimum to avoid inhibiting assistance dog teams from travelling.

The assistance dog handler and assistance dog shall not be separated during travel.

Transport and travel providers shall be clear in their policies as to where assistance dogs are permitted to travel, e.g. where import and export controls are in place for cross border travel.

Transport hubs shall provide relief (toilet) facilities or alternative solutions for assistance dogs, especially where toileting for dogs is restricted by security and journey delays can occur.