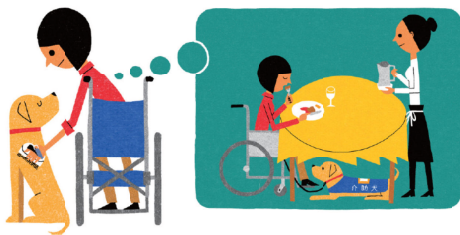


## Assistance Dogs have been trained well, and are very healthy.

Users of assistance dogs take great responsibility in managing their assistance dogs' activities and make efforts to maintain the assistance dogs' health and cleanliness.

- Assistance dogs are trained to relieve themselves when and where their users instruct them to.
- Assistance dogs are trained to wait patiently under the charge of their users.
  - At restaurants or eating facilities...Assistance dogs wait in areas such as under the table until the meal is over.
  - At accommodations such as hotels and inns...Assistance dogs wait in places such as the corners of rooms or near the entrance way.
  - In public transportation such as trains, buses, taxis, etc... Assistance dogs avoid soiling the seats by staying by their users' feet.
- Users of assistance dogs make efforts to keep their dog clean by brushing and shampooing them, and also vaccinate and take their dogs for check-ups.



## When an assistance dog is wearing a harness or vest with its user, the dog is "working".

- Make sure not to talk to, stare, touch without permission, or try to grab the attention of a working assistance dog.
- Make sure not to offer water or food to an assistance dog. Users of assistance dogs manage the amount and time the dog eats and drinks, along with the dog's health and toilet timing.



### Inquiries

- Inquiries/complaints towards accompanying and usage of assistance dogs  
Forward inquiries to the division in charge of welfare for persons with disabilities at each prefecture, or each designated or core city
- The Assistance Dog Homepage and related laws of "The Act on Assistance Dogs for Physically Disabled Persons"  
<http://www.mhlw.go.jp/bunya/shougaihoken/hojoken/index.html>

Ministry of Health, Labour and Welfare Homepage "Welfare for the Disabled" within the "Information by Administrative Category". "Assistance Dogs for Physically Disabled Persons" within "Policy Information by Field"

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## To facilities accepting assistance dogs



- Assistance dogs are able to wait under their users' instruction, so there is no special equipment or furnishings needed to accommodate them.
- If there are complaints from other customers about accepting the assistance dog along with its user, please ask for understanding by explaining the obligation to accept these dogs under "The Act on Assistance Dogs for Physically Disabled Persons", and also that the users are highly responsible for their dog's actions and health maintenance.
- If the assistance dog blocks passageways, sniffs around or makes any other trouble, please communicate it clearly to the dog's user.
- There are occasions where the assistance dog's user needs help, even when accompanied by his/her dog. If you see an assistance dog user in trouble, please try communicating with them by speaking to him/her or through writing (in case of hearing dog users).

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## Summary of "The Act on Assistance Dogs for Physically Disabled Persons"

- The purpose of "The Act on Assistance Dogs for Physically Disabled Persons" is to contribute to the promotion of independence and social participation of persons with physical disabilities (Article 1 of the Act).
- "Assistance dogs for physically disabled persons" is the generic term for certified guide dogs, service dogs and hearing dogs (Article 2 of the Act).
- Assistance dogs under "The Act on Assistance Dogs for Physically Disabled Persons" wear a sign stating information such as their breed, certification number and date. Additionally, users should carry documents stating information such as the assistance dog's health care record and proof of being an assistance dog such as the dog's Assistance Dog Certificate when using or visiting facilities. These documents should be displayed at the request of related parties (Article 12 of the Act).
- The following facilities may not refuse assistance dogs and their users, except under unavoidable circumstances that may lead to substantial harm to the facilities, related areas, and to the users of the facilities (Article 7, 8, 9, 10 of the Act):
  - Public facilities that are managed by the country or local public organizations and public transportation (such as trains, buses and taxis)
  - Public facilities such as commercial facilities, restaurants, and hospitals which are used by the general public
  - Private businesses with 50 or more employees (work places)

\* The "Act" within the parenthesis indicates "The Act on Assistance Dogs for Physically Disabled Persons"