



English

It is the Law!

Acceptance of Accompaniment by Assistance Dogs

一人ひとりと生きるまち。
東京都



Do you know about Assistance Dogs for the physically disabled?

Assistance dogs for the physically disabled support the daily lives of people with disabilities.

There are three types of dogs: **guide dogs**, **mobility service dogs**, and **hearing dogs**.



Guide Dog

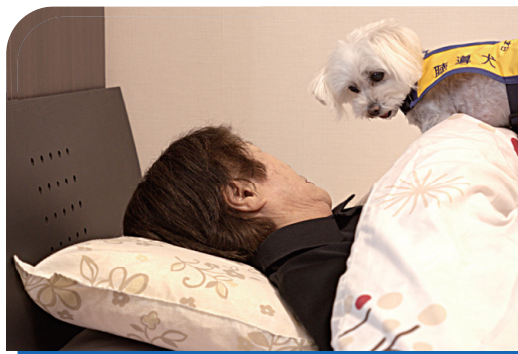
Guide dogs walk alongside visually impaired individuals, stopping at intersections and steps, and alerting them to obstacles to ensure safe walking.

Guide dogs wear harnesses, and their handlers hold a white or yellow handle. This harness is an important identifier that identifies the dog as a "Guide dog."

Mobility Service Dog

Mobility service dogs act as extensions of people with disabilities, supporting them with daily activities such as picking up dropped items and opening and closing doors.

When going out, they wear a vest marked "Mobility service Dog."



Hearing Dog

Hearing dogs help people with hearing impairments by alerting them to essential sounds in their daily lives, such as doorbells and telephone ringtones, and assisting them in their activities.

When going out, they wear a vest marked "Hearing Dog."

The Act on Assistance Dogs for Persons with Physical Disabilities

The Act on Assistance Dogs for Persons with Physical Disabilities aims to promote independence and social participation for persons with disabilities by fostering assistance dogs of good quality.

Three Major Initiatives in the Act on Assistance Dogs for Persons with Physical Disabilities

1

Obligation for training providers to train and instruct assistance dogs of good quality

2

Management of appropriate behavior, health and hygiene of assistance dogs for assistance dog users

3

Obligation to society to accept persons accompanied by assistance dogs



Interviews with training providers



Eye Mate Foundation
Takao Shioya
Representative Director

People receiving persons with assistance dogs may have concerns about whether they are able to support the user and their dog. The user is entirely responsible for the behavior of the assistance dog.

For example, if an assistance dog is blocking an aisle, please inform the user directly. We cannot refuse a person's participation in society based on use of an assistance dog.

The user has an obligation to provide appropriate behavior, hygiene, and health care for the assistance dog, and the receiving facility has an obligation to accept the dog. The important point is that we fulfill our obligations to each other.

Assistance dogs are trained to socialize by interacting with children and the elderly from the time they are puppies, and when they become adults, they are trained to ride trains and buses, go to the supermarket, etc.

For short uses such as supermarkets, do not worry because the user will enter the store after ensuring the dog has completed defecation.

For accommodations, please confirm with the user how the dog defecates. There are people for whom assistance dogs enable independent participation in society.

While not everyone is comfortable with dogs, we ask for understanding that assistance dog users have rights to access as well.



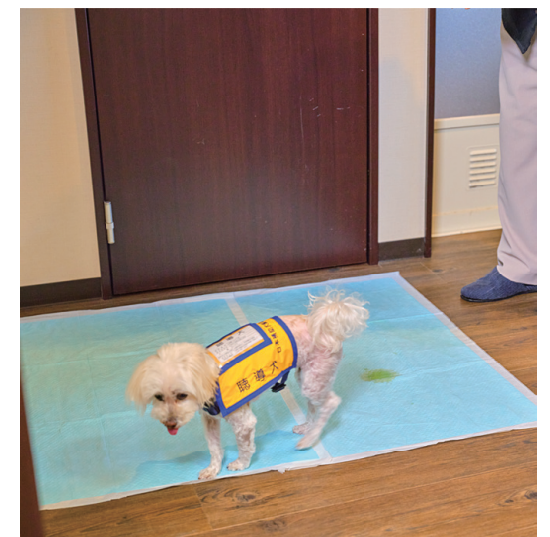
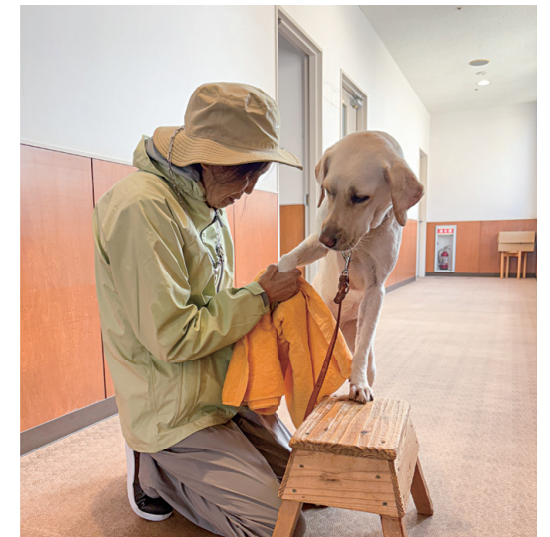
The Japan Assistance Dog Association
Yoshiko Park
Representative Director

Proper management of assistance dogs

Proper management of behavior, hygiene and health care of assistance dogs by users

Users properly manage hygiene, health, and behavior of assistance dogs. The dogs are kept clean and healthy with daily brushing, regular shampooing, vaccinations, and health checkups.

They are also trained to behave with good manners, such as eating and drinking water in controlled quantities and at controlled times, and defecating in a place directed by the user.



Acceptance of assistance dogs

On Public Transportation

On public transportation, assistance dogs lie quietly down at the feet of the user and do not sit on the seat. If the tail protrudes into the aisle, inform the user and ask them to move it.

Even when riding in a taxi, the dog sits at the feet of the user and does not sit on the seat.

If the driver is uncomfortable with dogs, they can inform the user and make arrangements for another taxi.



In Restaurants



In restaurants, assistance dogs lay down and stay quiet under users' tables and chairs. In a low-tabled dining area, the user wipes the feet of the assistance dog and it waits on a mat brought by the user. Please explain the acceptance of assistance dogs when there are prior guests.

If there are people uncomfortable with dogs, please assist in using seats separated from each other, or remove one chair if the restaurant is small. To promote acceptance, we should make sure that users are heard and included in relevant conversations.

In Commercial Facilities

In station buildings and shopping malls with multiple tenants, even if the facility itself allows access, tenants may decide to deny access. Both the facility management company and tenants must correctly understand assistance dogs and enable enjoyment of the shopping experience.

When these locations are busy, users should be made aware of the situation so they can make an informed decision for themselves. When aisles are so narrow that the assistance dog will come in contact with merchandise, please speak to the user and offer support as needed.



At Medical Institutions

Medical facilities are requested to accept assistance dogs where they are available to other patients and visitors.

If it is difficult to accept an assistance dog due to congestion in the hospital or patient visitations, please consider situational acceptance, for example, by providing a waiting area for the assistance dog.



By Accommodation Facilities

In accommodations, assistance dogs do not sleep on beds or bedding or run around the room.

In tatami rooms, the user wipes the dog's feet with a towel brought by the user, and the dog waits on a mat brought by the user to avoid damaging the tatami mats.

Defecation is done where the user directs it, so it does not contaminate the room.

No special preparation is required for the accommodation of assistance dogs, as the users themselves provide the necessary food, water containers, dishes, excretion sheets, mats, etc.



Assistance dogs are
important partners
for people with eye, ear,
and mobility disabilities.

Please accept use of assistance dogs
at your facilities
so that together we can create
a society where everyone,
regardless of disability status,
can coexist,
supporting each other
as part of one community.



■ Inquiries about Assistance Dogs

Tokyo Metropolitan Government Assistance Dog Complaint and Consultation
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