



ASSISTANCE DOGS (UK)

is the umbrella organisation  
working on behalf of its  
members to improve:

**ACCESS**

**MOBILITY**

**INDEPENDENCE**

**QUALITY OF LIFE**

# **IDENTIFICATION BOOK**

# Guide Dogs

Owner

**Sarah Clarke**

Client No.

**123456**

Guide Dog name

**Fred**

Microchip No.

**923451234512345**

Dog No.

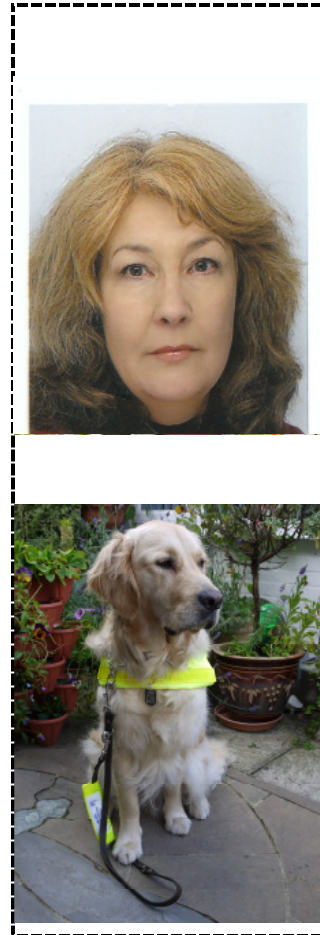
**345678**

Approx weight (in Kg)

**29**

Escalator trained

(Check for yes)



## Registered Assistance Dog Identification

This identification book identifies the bearer and their dog as a Registered Assistance Dog Partnership.

The identification book includes photo ID of the assistance dog and its owner-handler, who has a disability. The back cover gives details of the member organisation responsible for training and aftercare of the partnership. All registered assistance dogs wear jackets showing clear identification, including the Assistance Dogs (UK) logo, or in the case of guide dogs, a clearly identifiable harness and tag on their collar. In the event of the conduct of the partnership falling below the standard required by AD (UK), the member organisation will remove all such identification, or carry out remedial training to re-establish the required standards.

Assistance Dogs (UK) members are committed to providing professionally selected and highly trained assistance dogs. In the event of a disabled person requiring access for an assistance dog not trained by an AD(UK) member organisation and therefore not carrying the AD(UK) logo, it is recommended that evidence of training standards and details of the training organisation is made available for inspection.

## Registered Assistance Dogs

- have been trained to behave appropriately
- have safe and reliable temperaments
- are healthy and do not constitute a hygiene risk
- are fully toilet-trained
- are regularly checked by a professional body
- are accompanied by a disabled handler who has been trained in how to work alongside their assistance dog.

**PLEASE DO NOT DISTRACT  
ASSISTANCE DOGS**

## Assistance Dogs and the Law

The Equality Act 2010 brings together most existing equality legislation and replaces The Disability Discrimination Act 1995 and updates and strengthens the law for disabled people. One of the purposes of the Act is to ensure that people with disabilities who rely on assistance dogs can access education, employment, housing, public transport and services. The Equality Act applies in England, Scotland and Wales. For Northern Ireland refer to the Equalities Commission for Northern Ireland.

The Act requires employers, managers of premises and those providing goods, services or facilities to make reasonable adjustments. The Equality Act makes it unlawful for a disabled person to be discriminated against, harassed or victimised or treated less favourably because of their disability or anything connected with their disability (their use of an assistance dog, for instance).

## Assistance Dogs and Allergy

Allergy to dogs is sometimes given as a reason for refusal of access to assistance dogs. While the prevalence of allergies generally is increasing worldwide and it is of course not an issue to be taken lightly, the incidence of allergies to dogs may be less than perhaps commonly thought. In the UK approximately 8% of adults are sensitive to dog allergens, while it is estimated that up to four times as many people are allergic to pollen and house-dust mites. Where a clear allergy risk to a specific individual can be objectively identified, steps should be taken to reduce this risk with reasonable adjustment (for example avoiding close physical contact with the dog), but refusal of access for assistance dogs based on the possibility that other people may be allergic is unlikely to be classed as a reasonable or proportionate response. Service providers must strike a careful balance between the negative impact of an action on a disabled person and any lawful reasons for it. Compromise should be achieved in a fair, balanced and reasonable way.

# Assistance Dogs Public Health & Safety

Assistance Dogs (UK) acknowledges that it may be unreasonable for pet dogs to be allowed access to places where food is served or there is identifiable risk to anybody's health or safety. For this reason all our registered assistance dogs receive special training and health checks from professionally qualified trainers and vets. They are assessed and tested on a regular basis to maintain high standards and minimise risk to public health. All assistance dogs trained by AD(UK) member organisations work to high standards and behave in an unobtrusive way. They lie quietly out of the way and should not interfere with people, food or objects around them, unless they are undertaking specific tasks associated with their working role. On this basis, the **Chartered Institute of Environmental Health** has determined that they are unlikely to be a risk to hygiene and should be allowed access into shops, restaurants, cafes, hotel dining rooms and other places where food is served or sold. The Equality Act 2010 states that service providers cannot refuse to provide their service to a disabled person or treat a disabled person less favourably because of something connected with their disability (an assistance dog for example).



## Taxi Law

It is an offence for the operator of a Hackney Carriage or Private Hire Vehicle (PHV) (Private Hire Car [PHC] in Scotland) to fail to or refuse to accept a booking or fare requested by or on behalf of a disabled person, or a person who wishes a disabled person to accompany them, and the reason for the failure or refusal is that the disabled person will be accompanied by their assistance dog. It is also an offence for a Hackney Carriage or PHV-PHC owner to charge more for a fare to a passenger because they are accompanied by their assistance dog.

## Drivers Exemption

Drivers of Hackney Carriages or PHV-PHCs who can produce medical evidence (with a doctor's letter) to their local licensing authority that they have a medical condition which is aggravated by contact with dogs can be issued with an 'Exemption Certificate', which must be displayed on the windscreen or some other prominent place in their vehicle.



## UK, European and International travel

Assistance Dogs (UK) have worked closely with UK government departments and agencies and the travel and transport industry to ensure that assistance dogs are permitted on transport in line with European and UK regulations.

European and national bus and coach, taxi and private hire, rail, maritime and air travel, plus access to ports, stations, terminuses and their facilities and services are covered by a regulation which protects the rights of disabled people accompanied by registered assistance dogs.

UK providers of transport or their associated facilities and services who need to ensure that a dog accompanying its owner is a legitimate registered assistance dog should accept this ID Book as proof of the person's right to travel with their dog in the prescribed or agreed way.

## Assistance Dogs (UK)

Assistance Dogs (UK) aims to improve access for disabled people who depend on their fully trained and accredited assistance dogs in employment, public places such as shops, supermarkets, restaurants and while travelling on public transport. The Equality Act 2010 supports the efforts of Assistance Dogs (UK).

### Registered Assistance Dogs

A logo for Assistance Dogs (UK) has been developed for easy recognition of these trained and accredited dogs. The logo is available as a window sticker which can be displayed in shops, facilities and other areas of service provision.

[www.assistedogs.org.uk](http://www.assistedogs.org.uk)



Guide Dogs ✓

Hearing Dogs ✓

Assistance Dogs ✓



## Dual purpose dog trained in partnership with Guide Dogs

A dual purpose dog is one that has been trained collaboratively by two recognised assistance dog organisations. The dog is trained to perform a combination of roles that meet the needs of a person with additional disabilities.

# Guide Dogs

Mobility Team

**Shrewsbury**

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Mobility Team telephone

**0845 372 7431**

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Mobility Team email

**Shrewsbury@guidedogs.org.uk**

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Out of hours emergency number

**0870 609 2219**

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[www.guidedogs.org.uk](http://www.guidedogs.org.uk)

Registered charity in England and Wales  
(209617) and Scotland (SC038979). 3873

05/13

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