

Research on Legal Safeguards for Guide Dogs Entering Public Places

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Abstract

The most convenient and efficient way to travel for the visually impaired is still with a guide dog. At present, my country's legislation on the accessibility of guide dogs in public places is small in number, low in level, and unclear in legal responsibilities. There is still a gap between legislation and practice. In terms of safeguarding measures to enhance the accessibility of guide dogs to public places, we should first improve legislation, improve the qualification certification and marking system for guide dogs, and clarify the participants in disputes and their rights and obligations; second, we should strengthen judicial and supervision in the process of law enforcement, and promote the improvement of special procedures for the disabled and the community legal aid system. Once again, law enforcement should be improved, and cases should be handled flexibly; finally, the popularization of guide dogs should be strengthened for the society, and online information should be established online. Feedback platform to establish social service work points offline.

Keywords: guide dogs, visual impairment, right to travel, public places

1. Accessibility Status of Guide Dogs in Public Spaces

1.1 The Need to Allow Guide Dogs in Public Places

1.1.1 The Importance of Guide Dogs for the Human Rights Protection of Visually Impaired Persons

Guide dogs not only play a role in guiding the visually impaired to travel safely, but also play an important role in providing spiritual support to the visually impaired. First, guide dogs can guide the visually impaired, effectively reducing the occurrence of dangerous situations. The professionally trained guide dog can correctly and effectively judge the road conditions, and remind the visually impaired when there is an accident on the road, and guide the visually impaired to walk on the barrier-free road correctly. Secondly, guide dogs can protect the visually impaired from other dangers in life. Some criminals take advantage of the invisible weaknesses of the visually impaired to snatch their property, or even harm their lives. In this case, guide dogs have played a very important role in protection. Finally, in addition to helping the visually impaired to a large extent, guide dogs can also provide companionship. As Cheng Kai, vice chairman and vice chairman of the China Disabled Persons' Federation, said: "As long as you close your eyes, you can feel the support of blind friends. Barriers to travel. How to achieve barrier-free travel? Not only must there be blind roads, but also means to enable blind friends to identify directions and dangers. Guide dogs are one of the options. In addition to guiding directions, guide dogs also serve as companions."

With the development of the era of big data, intelligent vision aids for the blind have begun to appear on the market. However, at present, the technical threshold for the production of smart visual aids in my country is relatively high, and there are few companies that develop smart visual aids, and most products are less intelligent, less assistive for the blind, and expensive. Therefore, smart devices are widely used for visually impaired persons and assisting visually impaired persons to travel with long and obstructed roads. However, even with the development of science and technology, intelligent blind guide devices can be widely used to help visually impaired people travel, but guide dogs still have important companionship for certain groups, which cannot be replaced by cold machines. Even if only one blind person is using a guide dog, it is necessary to provide for

access to public spaces.

1.1.2 Guide Dogs Do Not Pose Obvious Danger to People in Public Places

In order to avoid the danger of guide dogs to people in public places, the process of guide dog training is extremely cumbersome and complicated. First of all, whether a dog can be a guide dog is decided from birth. There are many different dog breeds in the world, they have different personalities, some are very aggressive, some are gentle and affectionate, and guide dogs will be selected from intelligent, affectionate and non-aggressive dogs, among which the most common The Golden Retriever and Labrador Retriever are of moderate size, high IQ, mild personality, and require no record of attacking the same kind and human beings within seven generations, and the probability of attacking human beings is basically zero before they are candidates for becoming guide dogs. qualifications. After the breed is selected, the puppies will be sent to a temporary home two months after birth to learn how to interact and socialize with humans, and will be trained accordingly. If the puppies show low obedience. If they are easily distracted, have aggressive behavior, etc., they will not be able to enter the next stage of training. A small number of puppies meet strict requirements and will be sent to professional bases for training. During the training process, these dogs will learn further skills, such as the basic passwords of navigation, how to deal with steps and obstacles, and judge the surrounding environment and provide feedback to people. At this time, if they show the characteristics of aggressiveness and low obedience, they will be eliminated. Only after six to ten months of screening with a elimination rate of up to 70% can they become a real leader. A blind dog can then be trained with his prospective owner, a qualified visually impaired person. At this time, the guide dog needs to adapt to the owner's living environment and its work content. The guide dog base is responsible for training its trainers will monitor from time to time, according to their feedback to decide whether it needs to be strengthened and replaced.(Li Chonghan,2018)

To sum up, the guide dogs trained by humans to accompany the visually impaired have abandoned the instinct of chasing and playing (Cheng Jing, 2021), has become the "second pair of eyes" for the visually impaired, and so far, there has been no incident of wounding by a guide dog in the world.

China has a large population, and even if only a small fraction are visually impaired, the number has reached 17.7 million. With the advancement of the construction of "the rule of law in China", China's human rights protection cause has been greatly developed. The protection of human rights of persons with disabilities has attracted the attention of the whole society. However, the living environment of the visually impaired, especially the travel problem, needs more attention and solutions. At present, in the real life situation in China, the most convenient and effective way to travel for the visually impaired is still with the help of guide dogs. Due to the attention of the state, as well as the care and support of social enterprises, social organizations, charities and caring people from all walks of life, the number of guide dogs in China has approached 200, and it is still increasing. However, compared with the 1% guide dog usage standard of the International Guide Dog Federation, there is still a lot of room for growth in the number of guide dogs in China. The cause of cultivating and training guide dogs to better serve the visually impaired still requires our continued attention and resolution.

1.2 The Survey of the Accessibility of Guide Dogs in Public Places

Due to the strong concern about the entry of guide dogs into public places, the research group conducted a 6-month comprehensive field survey and questionnaire interviews on the attitudes of various groups of guide dogs entering public places, and concluded that the entry of guide dogs into public places may be difficult and sexuality.

1.2.1 The Importance of Guide Dogs for the Human Rights Protection of Visually Impaired Persons

Survey respondents included the general public, public place workers and guide dog owners.

The research group started with the contact objects of guide dogs entering public places to get the public's acceptance of guide dogs entering public places. According to the characteristics of the broadness and mobility of the public, the research group decided to use a combination of online and offline questionnaires to collect data on the acceptance of guide dogs entering public places. After analyzing the questionnaires, the public exposed to guide dogs were divided into the general public and staff in public places.

In the analysis process with the general public as the research object, the results were obtained through a random sampling survey of the whole network: 63.94% of the public said that they accept guide dogs for transportation, especially taxis.73.8% of the people said that they would accept guide dogs into commercial stores, tourist attractions and other public places with little interaction with guide dogs. 34.35% of the population indicated that they do not agree with guide dogs to ride or enter public places with strong interaction with them, such as medical places and airplanes. 56.32% of these people are worried about being attacked by guide dogs, believing

that guide dogs are inefficient in guiding the blind and seriously disrupting the order in public places.

Table 1. Acceptance of guide dogs entering public places

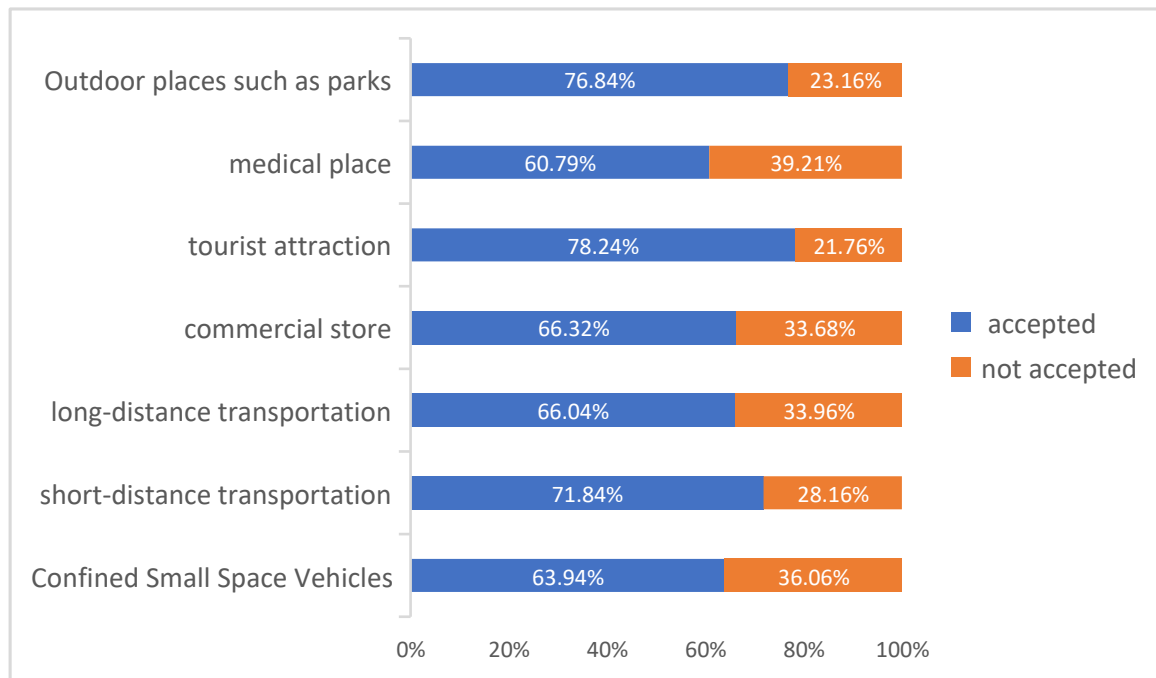
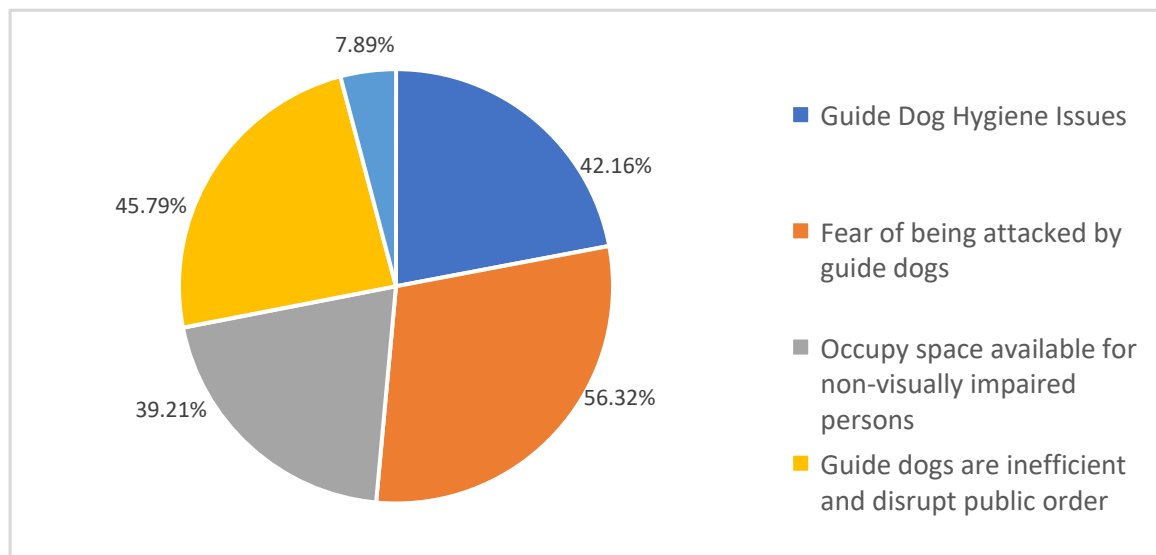


Table 2. Reasons for the difficulty in accepting the entry of guide dogs



In a survey with public place staff as the research object, more than 70% of public place staff accepted guide dogs into their management areas. More than 90% of staff in public places have a good attitude towards guide dogs, will not deliberately evict guide dogs, and are willing to provide special services for guide dog owners. Twenty percent of staff in public places, most of them in pharmacies and bookstores, refuse access to guide dogs.

1.2.2 Orientation Interviews on the Acceptance of Guide Dogs in Public Places

In order to ensure that the research group analyzes and records the real situation of guide dogs entering public places from different perspectives, the research group conducted on-the-spot investigation and interviews on the

actual situation of guide dog owners entering public places with guide dogs, and the conclusions are as follows:

In daily life, guide dog owners usually travel mainly on foot and subway, and can bring guide dogs to buy daily necessities in supermarkets around their residences. Generally speaking, guide dog owners and their pet dogs are rarely denied entry in commercial public places, and people around them rarely interfere with the guide dog's guiding task. Guide dog owners can get a good life experience in these areas. However, many taxis and buses refuse to carry guide dogs, mostly due to lack of company training.

1.3 Evaluation and Analysis of the Current Situation That Guide Dogs Are Out of Reach in Public Places

1.3.1 Social Supervision Is Not in Place, and the Refusal of Guide Dogs to Enter Public Places Cannot Be Corrected in Time

At present, some local governments and relevant departments do not have a clear and unified management method for the travel management of guide dogs, and lack correct policy guidance, active support, effective services and strict supervision for the development of the travel security cause for the visually impaired. Warning and guidance only after the problem occurs. At the same time, the lack of high-quality managers who can adapt to management tasks is also a prominent problem that hinders the travel of guide dogs, among which the weak grassroots management force is a common problem.

Secondly, the management and security personnel in some public places lack corresponding education and training, and do not have a basic understanding of guide dogs. They routinely keep all dogs out and even put a "No Pets" sign on the door in some places. The staff included the guide dogs for the reason of course, which caused the guide dogs to be unable to enter from the root.

1.3.2 It Is Difficult for People With Visual Impairment to Solve the Problem of Accessibility of Guide Dogs in Public Places Through Legal Channels

First, from the perspective of the visually impaired, their ability to litigate is insufficient. Due to physical reasons, people with disabilities are more or less deficient in mobility, discrimination and language skills. While most of them are fully capable persons by the legal definition, once they are involved in the actual legal process, it will have a huge impact, requiring the assistance of close relatives of the disabled. Therefore, due to their own defects, visually impaired people try to avoid using lawsuits to solve the problem and avoid causing unnecessary trouble to their relatives. Second, they are significantly less able to use the law. Evidence plays an important role in litigation, but the visually impaired themselves cannot collect evidence very well, and even the investigative agencies have difficulty collecting evidence from the visually impaired. Due to the high professionalism of the law, most visually impaired people have low education and lack of legal knowledge, which determines that the visually impaired people's ability to use the law to protect their rights and interests is relatively weak compared to normal people. As a result, they rarely choose to sue through legal channels after being denied access to public places and other establishments.

At the same time, China's current legal system has no special laws to protect the visually impaired. The specific provisions on judicial protection of persons with disabilities are scattered in various laws and regulations, which are not conducive to the comprehensive and systematic protection of the litigation rights of persons with disabilities. Therefore, implementation and monitoring efforts are not comprehensive. Although Chinese laws have relatively complete regulations on the legal aid system for persons with disabilities, there are still many problems in practice. For example, due to unpaid and other factors, aid lawyers lack enthusiasm in the aid process and cannot try their best to help visually impaired persons in litigation. ; The number of judicial aid lawyers is too small to meet the needs of litigation; the social atmosphere is not conducive to visually impaired people using legal weapons to protect their rights and interests. Despite the vigorous development of human rights protection in China, the public's attitude towards the visually impaired is still generally negative. To some extent, it also makes visually impaired people more afraid of participating in litigation.

2. Legal Guarantees for the Accessibility of Guide Dogs in Public Places

With regard to the protection of the rights of persons with disabilities, China has formulated basic laws and regulations, and the government has also introduced a series of effective measures. Among them, the special issue of bringing guide dogs into public places is also protected by laws and policies. However, in real life, there are still difficulties that cannot be ignored in the travel of visually impaired people, and the system and mechanism need to be further improved.

2.1 Status of Legislation to Ensure Accessibility of Guide Dogs in Public Places

The purpose of the legal guarantee system for guide dogs to enter public places is to effectively protect the travel

rights of the visually impaired and better safeguard their dignity and equal rights. At present, China has issued relevant laws and regulations at the national level. For example, Article 58 of “Law of the People's Republic of China on the Protection of Disabled Persons” and Article 16 of “Regulation on the Construction of Barrier-Free Environments” stipulate the legitimacy of visually impaired persons carrying guide dogs to enter and exit public places and that public place staff should assist Visually impaired persons enter and exit public places together with guide dogs and provide corresponding services. However, none of these clauses put forward specific policies to implement legal provisions, and cannot effectively guarantee the safety and smoothness of travel for visually impaired persons with guide dogs.

2.1.1 Local Level Legislation

Some local people's congresses have enacted local legislation that involves blind people bringing guide dogs into public places or using public transportation. For example, Article 2 of “Regulations of Tianjin on the Protection of Persons with Disabilities”, Article 33 of “Regulations of Shenzhen on the Construction of Barrier-free Environment”, and Article 47 of “Regulations of Qinghai on the Protection of Disabled Persons”, etc.

The characteristics can be summarized as follows:

First, local regulations recognize the right of the visually impaired to own a guide dog, ensuring that the visually impaired can freely choose the travel mode of the guide dog.

Secondly, in order to facilitate the travel of the visually impaired and reduce the burden on the visually impaired, it is stipulated that visually impaired persons are allowed to bring guide dogs in and out of public places, and the provisions also include auxiliary convenience and preferential price treatment for visually impaired persons.

Finally, the standard for guide dogs is determined through the national standard document (GB/T 36186-2018), which helps to standardize the training and training of guide dogs and protect the rights of the visually impaired.

2.2 Evaluation of the Current Situation of Legal Guarantee for the Accessibility of Guide Dogs to Public Places

2.2.1 The Existing Norms Are Low-Level and Often Only Stay at the Level of What They Should Be

Currently, there are few legal provisions for people with visual impairments to bring guide dogs into public places. The relevant provisions on guide dogs in “Law of the People's Republic of China on the Protection of Disabled Persons” promulgated by the State Council are too broad. The protection of visually impaired people who bring guide dogs into and out of public places depends more on the autonomous regulations of each region, and the relevant regulations in each region are different in details. The degree also varies, and there is an urgent need to achieve uniform national standards.

Even if there are a few local legislation or regulations, the stipulations that allow guide dogs to enter public places have not really been implemented, the legislation and the judiciary have not been well integrated, and the existing research results and policies are difficult to implement. This has led to the fact that in real life, it is not uncommon for people with visual impairments to bring guide dogs into public transportation to be refused boarding, which has been exposed to the media. But when the hot spots faded, these problems were not effectively solved. Based on this, it is particularly important to improve the legal protection system for guide dogs to enter public places.

2.2.2 Lack of Penalties for Advocacy Norms Leads to Weak Implementation

If a law lacks "penalty rules", the system has no legal responsibility protection, and it is often difficult to implement. There are currently not many penalties for violating the rights of visually impaired persons. According to Article 67 of “Law of the People's Republic of China on the Protection of Disabled Persons”, those who infringe upon the legitimate rights and interests of disabled persons and cause property loss or other damage shall bear civil liability according to law; and if a crime is constituted, criminal responsibility shall be pursued according to law. In fact, refusing guide dogs to enter public places or take public transportation, although infringing upon the legitimate rights and interests of disabled persons, may not necessarily cause property damage, and it is incompatible with the inclusion of what should originally belong to the fundamental rights of the constitution in civil liability. In practice, the behavior of refusing visually impaired people to bring guide dogs into public places is often regarded as "minor circumstances", which neither involves criminal violations, nor is it difficult to resort to administrative penalties. For the behavior of obstructing blind people to bring guide dogs into public places or take public transportation, place managers or operators often knowingly commit crimes and do not correct them after repeated admonitions. The law needs to be amended to strengthen deterrence.

3. Measures to Improve Accessibility of Guide Dogs in Public Spaces

3.1 Legal Protection Level

3.1.1 Legislation Clarifies the Qualification Certification of Guide Dogs and the Rights and Obligations of Relevant Subjects

First, make legal provisions on the qualification certification and labeling system of guide dogs (Ren Tongtong & Xue Xudong, 2015).

Identify the basic attributes of guide dogs as "working dogs" and differentiate them from regular dogs. In terms of qualification certification of guide dogs, in China, puppies who receive guide training generally belong to two dog breeds - golden retrievers and Labrador retrievers. According to reports, "these two kinds of dogs are moderate in size and easy to lead; they are gentle and calm, not easily affected by external stimuli, and will not leave their owners casually." In terms of legislation, the training methods and stages of guide dogs should be clarified in all aspects, and the puppies will go to foster families two months after birth to learn "social life": fixed-point defecation, when going to restaurants, and when taking transportation. Need to lie down quietly under the seat, and learn to adapt to various environments, especially learn to be familiar with people's living environment. Until about one year old to one and a half years old, the dog's character has been stabilized, and the ability to accept and respond is the best. It will be taken back to the training center, and the trainer will take over and start the training of guide dogs. To train the puppy to freely complete all the basic techniques and train the reaction to encounter obstacles, in fact, let the puppy form a conditioned reflex. For example, in order to train a guide dog to respond to a stairwell, the trainer will take the puppy to the stairwell, pat the stairs or something with his hand, make the puppy stop and lean over to the trainer, and so on. Again, get the puppy into the habit of automatically stopping as soon as it sees the stairs, turning sideways to block the person, until the success rate is 99%. After about 6 to 10 months, you can start pairing with blind cells and train together. The owner learns how to work with a guide dog, how to command, how to feed and more. The puppy needs to know the living and working environment of the new owner. If the two sides cooperate tacitly, the guide dog will be taken home by the blind person, and the "job" will officially begin.

Standardize the identification system for guide dogs entering and leaving public places to ensure the maximum smoothness of guide dogs' travel and the attribution of responsibilities in disputes. First of all, regular guide dogs have work permits, and electronic chips will be implanted in their bodies. In terms of legislation, it is required that all public places be equipped with corresponding electronic detectors to facilitate the detection of the identity of guide dogs. Secondly, it is to legally regulate the issuance of guide dog work permits, to specify and clarify the requirements for issuing work permits, and the information required by the work permit, such as the number of the guide dog, training institutions, training officer contact information and other related information; Basic information for visually impaired persons, etc. Thirdly, in terms of public transportation, the identification and inspection of the identity information of guide dogs should be carried out carefully, especially on long-distance public transportation. In addition to the guide dog work card and the disabled card, the staff will also check the ID card of the visually impaired. And the health immunization certificate of the guide dog. Finally, guide dogs need to wear a guide saddle when they work. Guide saddles are standard equipment for guide dogs when they are working. Only with guide saddles can the guide dogs be in working condition. The identity of the guide dog can be more intuitively identified through the guide saddle, and it is also the most obvious sign for us to judge whether the dog is a real guide dog.

Second, clarify the rights and obligations of all parties in practice.

Staff in public places, especially those engaged in public transportation, are obliged to provide corresponding services for visually impaired persons in accordance with the law, and ensure that guide dogs are "unobstructed" on the transportation. At the same time, as staff in public places, they also have the right to check the relevant documents and identify the authenticity of the guide dog when the visually impaired person brings a guide dog into the public place.

Visually impaired persons must also fulfill their obligations when entering public transport with a guide dog. (Zhang Xin, 2014) That is, people with visual impairment should actively and promptly identify the identity of the guide dog, must wear professional tools for the lead of the guide dog, and pay attention to the guide dog's health, so as not to hinder the normal passage of others; at the same time, as long as the law stipulates, in compliance with relevant requirements, visually impaired persons also have the right to bring guide dogs into public places.

3.1.2 Increased Judicial Oversight, Expedited Litigation and Community Assistance

First, strengthen supervision in the process of judicial law enforcement, and implement the convenience of handling guide dog cases. Since guide dog-related disputes rarely rise to the judicial level, strengthening supervision in the process of judicial law enforcement can not only monitor the favorable factors in the process of law enforcement in a timely manner, but also expand the scope of influence and facilitate the solution of problems for the visually impaired. In terms of supervision, the most important thing is to be able to monitor the occurrence of problems in real time, that is to say, the supervision before and during the event is extremely important, which means that the departments that can perform the supervision duties need to conduct daily supervision in the whole process. In each link, an actual test checkpoint is set, that is, the problems that occur in the process of judicial law enforcement can be completely exhausted, and the supervision process has evolved into a transparent combination of internal and external integration through joint coordination, tracking, supervision and error correction through multiple departments and channels in a timely manner. Supervision.

Second, basic-level people's courts should set up special procedures to facilitate litigation for persons with disabilities. That is, the green channel for visually impaired people to litigate. Through the integrated service model of filing, trial, and execution, a standardized "trial court for disabled persons" has been established. Among them, the procedures for guide dog cases are due to the small number of cases and related cases. Generally, it also meets the requirements of the simple program, so you can refer to the simple program to make the consumption of the program much lower than that of the ordinary program. During the judicial process, it should be ensured that the courts in which the judicial participation of persons with disabilities participates are equipped with barrier-free passages for persons with disabilities, passages for persons with visual impairments, and barrier-free guide signs, so as to protect the rights of persons with visual impairments to participate in litigation activities. At present, apart from some humanitarian assistance in the judicial process, there is no other avenue to facilitate the lawsuit of the visually impaired. At this time, the green channel for lawsuits against persons with disabilities can more effectively help judicial participants in guide dog cases and improve judicial efficiency.

Third, from the point to the face, improve the legal aid system through the community, and help guide dog owners to obtain the corresponding litigation rights in a timely manner. Because the attention to the disabled is often not as fast as the speed of the malignant events, it is very important to provide the disabled (such as guide dog owners) with problem-solving facilities and effective systems in their daily lives. Every community is usually this important node: the community has registered the relevant information of the owner of the guide dog during the check-in process, and it is more efficient to continue to improve the legal aid system from the community. The community can conduct regular condolences and return visits when they learn that the owner of the guide dog is inconvenient. At the same time, the community can actively contact the legal aid lawyers in the courts, arbitration committees, law firms and other organizations so that the disputes related to guide dogs can be dealt with and successfully mediated in a timely manner. The owner injected a tranquilizer.

3.1.3 In Law Enforcement, Clarify the Management Requirements of Each Region and the Scope of Participating Subjects, and Handle Cases Flexibly

First, connect the public places of various departments and clarify management requirements. For example, in the "Several Regulations for Powerful Disabled Passengers Bringing Guide Dogs to Stations and Rides" formulated by the Railway Corporation, it only clarifies that all parties should actively carry out publicity and guidance work, and does not give specific punishment measures, which makes the regulation very difficult. The restraint on staff and the favorable protection for the visually impaired are largely lost. Therefore, on the one hand, the traffic management department should clearly refuse the administrative punishment and punishment authority for guide dogs to enter public places. On the other hand, relevant departments need to clarify the management and education intensity of employees in transportation companies and other public places. On the premise of taking into account the specific conditions of various places, the supervision work should be done well, and there are unified and clear management requirements, so as to implement them in place, and try to provide convenience for the visually impaired to travel with guide dogs.

Second, clarify the participants in the guide dog dispute case. If it is the owner of the guide dog himself, ensure that the dispute and appeal channels are open and connect with the law enforcement department through the community. At this point, Hainan Province has launched a series of measures to facilitate the participation of blind people in litigation, built barrier-free infrastructure, carried out public welfare projects for the disabled, and opened green litigation channels. The litigation rights and interests of the parties are fully protected. If it is represented by the China Disabled Persons' Federation, it is necessary to increase the connection between its

departments. For this, the Wenzhou Municipal Disabled Persons' Federation, the Municipal Bureau of Justice, and the Wenzhou Lawyers Association jointly studied and formulated the "On Strengthening Legal Services for Persons with Disabilities". "Implementation Opinions" to seek the feasibility of connecting law enforcement agencies with disabled persons' federations through documents, which is worthy of reference to ensure that law enforcement is in place and effective.

Third, law enforcement agencies should handle cases appropriately and flexibly in the process of law enforcement. If there is a lack of relevant auxiliary measures for visually impaired people to enter public places, it should be corrected and improved in time, and the relevant responsible personnel should be required to solve it within a time limit, not one size fits all. At the same time, the trial cases should not only protect the visually impaired at the material level, but also consider the mental state of the visually impaired, promptly eliminate the negative emotions caused by the mental impairment of the visually impaired, and explain them patiently to provide a more convenient communication channel. , consider the public's psychological state in public places, make judicial procedures full of humanistic care, and minimize the risk and negative impact of visually impaired people carrying guide dogs.

3.2 Social Dimension

Analysis of data and the reporting of the results of those analyses are fundamental aspects of the conduct of research. Accurate, unbiased, complete, and insightful reporting of the analytic treatment of data (be it quantitative or qualitative) must be a component of all research reports. Researchers in the field of psychology use numerous approaches to the analysis of data, and no one approach is uniformly preferred as long as the method is appropriate to the research questions being asked and the nature of the data collected. The methods used must support their analytic burdens, including robustness to violations of the assumptions that underlie them, and they must provide clear, unequivocal insights into the data.

3.3 Ancillary Analyses

3.3.1 Strengthen the Popularization of Guide Dogs at the Social Level

(a)Online

First, use online platforms such as short video platforms or official accounts to promote popular science. With the rapid development of the short video industry and fragmented reading industry, rational use of the dissemination effects of these platforms can maximize the publicity effect. The biggest feature and advantage of video and short text in various communication modes is directness and efficiency. At the same time, it can intuitively reflect emotions. For example, by shooting the confessions of the visually impaired and the videos of the visually impaired and the guide dog hitting the wall everywhere, it can arouse the inner resonance of the audience, so as to achieve the effect of people not rejecting the guide dog from entering public places.

Second, form an online information feedback platform. In order to facilitate legislators and social workers to understand information in a timely manner, and to conduct effective interventions after guide dogs are refused to be brought into public places, an information feedback platform should be established mainly online and supplemented by offline. Each district government has added a reporting section for guide dog refusal through public platforms such as WeChat public accounts or government websites, so that social workers can receive real-time feedback from the public and the visually impaired in all aspects from the background.

(b)offline

In each community, the Social Workers Union Committee and the government set up social service work points. In addition to monitoring information networks in the background, social workers can gain insight into how visually impaired people actually travel within their jurisdiction through regular visits. Carry out publicity activities, carry out education and promotion related to guide dogs, provide offline communication assistance for the visually impaired, and promptly report the refusal of service by staff in public places to relevant departments. Secondly, social workers should also pay attention to popular science propaganda and the investigation of the intervention effect of relevant departments, continue to follow up the follow-up work to solve the problem of refusing guide dogs to enter public places, etc., to ensure that the policy is fully implemented.

3.3.2 Strengthen the Auxiliary Management of Guide Dogs

(a)Guide Dog Owner

First, enhance the legal awareness and self-discipline awareness of guide dog owners, and enhance the sense of social responsibility (Deng Ting, Zhou Xiaohua, Wang Yue, Ba Yinggui & Zhang Lu, 2020). At the same time, the government and the Disabled Persons' Federation can jointly hold a guide dog management popularization

training class, and hold regular lectures to guide dog owners, help them develop good hygiene habits, and raise dogs in a civilized and hygienic manner.

Second, while exercising relevant rights, visually impaired persons should also actively explain the identity of accompanying guide dogs to the outside world, so that people around them can understand and cooperate.

Third, visually impaired people should pay attention to the safety of others and objects when using guide dogs and professional coaches to train guide dogs to enter and exit public places, public buildings, commercial places, public transportation and other public facilities (Pei Ting, 2016). For example, guide dogs have the right to use public transport, but they should try to avoid occupying passengers' seats and not obstruct the normal passage of others.

(b)Public Place Staff

First, the staff need to check whether the guide dogs they carry have legal documents, and assist the visually impaired customers to jointly manage and restrain the guide dogs.

Second, staff need to strengthen their studies and actively implement relevant normative documents. Provide guide dog services for the visually impaired in strict accordance with the requirements and monitor the compliance of their guide dogs.

4. Summarize

China's guide dog career has a long way to go. The function of guide dogs is unmatched by other equipment such as machinery. Guide dogs are not only life assistants, but also emotional nurses. In the hustle and bustle of real life, who doesn't want to have a pair of clearer and brighter eyes to illuminate the future and guide the future? From a practical point of view, the issue of guide dogs has gradually attracted people's attention. The living conditions for guide dogs will only get better in the years to come.

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