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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 44669-2024

**Service specification for service organizations of persons with
disabilities**

残疾人服务机构服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents. This document is issued by the Ministry of Civil Affairs of the People's Republic of China. This document is under the jurisdiction of the National Technical Committee for Standardization of Rehabilitation and Special Equipment for Persons with Disabilities (SAC/TC148). This document was drafted by: Beijing Municipal Civil Affairs Bureau, Beijing Institute of Standardization, China Electronics Engineering Design Institute Co., Ltd., Huzhou City Renyu Social Innovation and Development Center, China Rehabilitation Assistive Devices Association, Hangzhou Huier Hearing Technology Equipment Co., Ltd. The main drafters of this document are: Wang Ying, Guo Yue, Jiao Jialing, Yu Siyang, Li Wenjing, Jiao Na, Qian Jiefan, Dong Yin, Ma Ruitong, Han Han, Xue Rui, Zhang Pengcheng, Zang Peifeng, Tu Lei. Service Standards for Disability Service Agencies

1 Scope

GB/T 44669-2024 is the Chinese service specification for organisations serving people with disabilities. China has built a large network of such organisations, rehabilitation centres, sheltered employment and day services, vocational training and assistive device services, run by government, by charities and by private operators, and their quality has varied enormously because there was no common definition of what the service consists of. The standard sets the service principles, that the service be person-centred and equal, needs-oriented, professional and safe, and then the substance: the service content and its categories, the intake, assessment and individual service planning, the delivery and the records, the requirements on the personnel and their qualification and training, on the premises, facilities and accessibility, on the safety and emergency arrangements, on the protection of rights, dignity and personal information, and on the evaluation, complaint handling and continuous improvement of the service. It takes effect on 1 January 2025.

This document establishes the general principles of disability service agencies, and stipulates the service agencies, service methods, service content and requirements, service flow, Process, management requirements, evaluation and improvement and other related requirements. This document applies to disability service agencies that provide nursing care, rehabilitation and other services.

2 Normative references

The contents of the following documents constitute essential clauses of this document

through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB 2894 Safety signs and their use guidelines

GB/T 10001.1 Graphic symbols for public information Part

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 A person who has lost or has a certain tissue or function in terms of mental, physiological or human structure, and has completely or partially lost the ability to engage in certain activities. [Source: GB/T 26341-2010, 3.2]

9 Symbols for barrier-free facilities

GB 13495.1 Fire safety signs Part