

**PRIVATE HIGHER EDUCATIONAL ESTABLISHMENT
"KYIV MEDICAL UNIVERSITY"**



ORDER
accompanying (providing assistance) to persons with
disabilities and other groups of people with limited mobility
in premises
Private higher education establishment
"Kyiv Medical University"

Kyiv-2022

General provisions

1.1. The Procedure for accompanying (providing assistance) to persons with disabilities and other low-mobility population groups in the premises of the Private Higher Educational Establishment "Kyiv Medical University" (hereinafter referred to as the Procedure and the University, respectively) has been developed to ensure the implementation of state requirements for the creation of an unobstructed living environment for persons with disabilities and other low-mobility population groups (hereinafter, depending on the number, Low-mobility visitors) who require outside assistance when visiting the dormitory, administrative, educational and other premises of the University, ensuring the rights of such persons to unobstructed access to the University premises, convenience and comfort of their stay at the University.

1.2. This Procedure determines the actions of responsible persons to ensure the convenience, comfort, and accessibility of the stay at the University of visitors with reduced mobility, as well as the creation of conditions for their high-quality service by the University employees, including the provision of educational services.

1.3. Low-mobility visitors may be provided with the following types of assistance at the University: assistance in moving around the educational buildings, clinical facilities and the University dormitory; provision of requested information in a simplified manner; mediation between the Visitor with Reduced Mobility and University employees competent in providing relevant information or services. In agreement with the Visitor with Reduced Mobility, they may be provided with other types of assistance not expressly provided for in these Procedures.

1.4. Regarding the support of the University students with disabilities and chronic diseases, this Procedure applies insofar as it does not contradict the Regulation on the peculiarities of the organization of the educational process and support of students with disabilities and chronic diseases, put into effect by order N 165 of August 29, 2019.

1. Procedure for providing assistance to persons with disabilities and other Low-mobility population groups

2.1. Services in the form of escort are provided to visitors with reduced mobility in educational buildings, clinical facilities, and dormitories of the University on weekdays during working hours.

2.2. Upon entering the University's academic buildings, clinical facilities where the University's security posts are located, or the dormitory, the guard of the relevant security post meets such a Visitor.

2.3. At clinical bases where there are no University security posts, notices are placed in a prominent place stating that visitors with reduced mobility can seek assistance (assistance) when visiting the University premises by calling 044 567 24 24 or 050 435 20 38 (security post of the administrative and educational building at 2 Boryspilska Street , in Kyiv).

2.4. The guard of the security post, when approached by a visitor with reduced mobility (in person or by phone), finds out the surname and first name of the person concerned, the purpose of their visit, what assistance they require and whether they need support, as well as a contact phone number. If support is necessary, the guard informs the person responsible for ensuring support (providing assistance) for persons with disabilities and other groups with reduced mobility , appointed at the University in accordance with the established procedure (hereinafter referred to as the Person Responsible for Support).

2.5. The person responsible for the escort introduces himself to the Visitor with Reduced Mobility (gives his last name and first name and informs that he is responsible for providing assistance to persons with disabilities or other groups of the population with reduced mobility), clarifies with the Visitor with Reduced Mobility the purpose of his visit to the University and offers to either call a University employee who is competent to resolve the relevant issue, or to accompany the Visitor with Reduced Mobility to the relevant department or employee of the University.

2.6. If the Visitor with Reduced Mobility does not insist on being

accompanied to the appropriate department or employee, the Person Responsible for the Escort shall notify the relevant University employee of the Visitor with Reduced Mobility's visit, who shall be obliged to immediately (within 10 minutes) arrive at the Visitor with Reduced Mobility and consult with him, provide relevant information, accept documents, etc.

2.7. If a visitor with reduced mobility needs to be accompanied, the person responsible for the escort immediately determines the escort/escorts from among the guards, employees of the economic department, other employees of the University or, in agreement with the vice president, educational assistants or employees of other enterprises, the necessary means for the escort (wheelchair, etc.) and gives appropriate instructions to the escorts.

2.8. The instructions of the person responsible for escort regarding the service or escort of a visitor with reduced mobility are mandatory for the University employees.

2.9. If a visitor with reduced mobility refuses the offer to provide him with assistance, imposing appropriate assistance on him is prohibited.

2.10. To the guards of the posts, the person responsible for escorting and escorts:

- It is necessary to be patient in communicating with visitors with reduced mobility, not to correct them, not to finish sentences for them, and to use clear, short phrases.

- If a visitor with limited mobility does not understand what is said to him, he should repeat, try to rephrase the sentence, and use hand gestures to explain the direction of movement.

- When communicating with people who are hearing impaired or deaf, use gestures to suggest that they use writing aids and provide such aids ;

- When accompanying a visitor with reduced mobility in a wheelchair or using another mobility aid (crutches, walkers, etc.), before starting the journey, it is necessary to inform him about the appropriate route and the features of the journey, and if it is necessary to move in a wheelchair, obtain his verbal

permission to do so. In any case, it is prohibited to lean on the wheelchair or other mobility aid of the visitor with reduced mobility.

2.11. When accompanying a visitor with reduced mobility and visual impairment, he/she should be asked whether he/she needs to be warned about stairs, doors and other obstacles. If so, then when accompanying him/her, it is necessary to comment on the path and route along which movement, approach or distance from other people and obstacles are carried out. For example, “in two steps you need to turn left” or “we are approaching the stairs”. When the visitor with reduced mobility reaches the required place, he/she should be informed about this and warn the employee(s) of the University who will serve such a visitor about his/her special needs.

2.12. In the event that a visitor with reduced mobility submits an application to the University, an employee of the office administration department, at the request of such a person, accepts incoming correspondence directly at the place of his/her stay.

2.13. Low-mobility visitors with limited mobility have the right to submit documents to the University without waiting in line.

2.14. When accompanying a visitor with reduced mobility, the accompanying persons must provide him with appropriate assistance throughout the entire time such a visitor is on the University premises.

2.15. In the event of an air raid alert, the escorts ensure the movement of the visitor with reduced mobility to a shelter or, at his/her request, outside the University territory.

2.16. In the event of an emergency, the escorts ensure the movement of the visitor with reduced mobility outside the University.