

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 1 з 12

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE  
KHERSON STATE MARITIME ACADEMY

**AGREED**

First Vice-Rector of KSMA  
\_\_\_\_\_ Liliya KULIKOVA

« \_\_\_ » \_\_\_\_\_ 2021

**APPROVED**

Rector of KSMA  
\_\_\_\_\_ Vasyl CHERNIAVSKYI

« \_\_\_ » \_\_\_\_\_ 2021

**PROCEDURE  
ON ACCOMPANYING (PROVIDING ASSISTANCE) PERSONS WITH  
DISABILITIES AND OTHER LOW-MOBILITY GROUPS AT KHERSON  
STATE MARITIME ACADEMY AND ITS STRUCTURAL SUBDIVISIONS  
QMS 04-109-2019**

(Version No. 2)

**AGREED**

The Academic Council of KSMA  
protocol dated « \_\_\_ » \_\_\_\_\_ 2021 p  
№ \_\_\_\_\_  
Act. Scientific Secretary  
\_\_\_\_\_ Mariana BABYSHENA

Entered into force by Order of the  
Rector date « \_\_\_ » \_\_\_\_\_ 2021 № \_\_\_\_\_

**Kherson – 2021**

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
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## CONTENTS

FOREWORD.....	3
1. Field of application .....	3
2. Regulatory references.....	4
3. TERMS, definitions and abbreviations.....	4
4. The procedure for movement of low-mobility groups and people with disability on the territory of KSMA and its structural units	5
5. Final provisions.....	8
List of Sharing.....	9
Paper of Acknowledgment.....	10
List of Amendments.....	11
Paper of Periodic Inspections .....	12

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 3 з 12

## **FOREWORD**

1. The Procedure was developed by the Administrative and Economic Department of Kherson State Maritime Academy.
2. Approved by the Academic Council of Kherson State Maritime Academy.
3. Implemented by order of the Rector of Kherson State Maritime Academy.
4. Periodic review of the Procedure is carried out at the interval not exceeding 12 months.
5. Amendments are developed according to the results of practical application at Kherson State Maritime Academy or when changing the requirements of regulatory documents on the basis of which the Procedure was developed.

### **1. FIELD OF APPLICATION**

1.1. This Procedure is a component of the internal academic regulatory framework of the quality management system of Kherson State Maritime Academy (KSMA) and it was developed to ensure the rights and opportunities of persons with disabilities and other low-mobility groups on an equal basis with others, and to define the actions of the staff of KSMA and its structural units regarding the provision of convenience and comfort to stay on the territory of KSMA and its structural units for those requiring assistance, creating conditions for their quality service.

1.2. The requirements of this Procedure are mandatory for the application by the duty and watchkeeping services and other units responsible for providing assistance.

### **2. REGULATORY REFERENCES**

This Procedure was developed taking into account the requirements of the following regulatory documents:

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 4 з 12

- Directive of the Cabinet of Ministers of Ukraine from 09.04.2019 No. 48987/3/1-17 "On Ensuring Accessibility for Persons with Disabilities";
- Resolution of the Cabinet of Ministers of Ukraine "On Approval of Licensing Conditions for the Educational Activities of Educational Institutions" dated 30.12.2015 No. 1187 (as amended);
- Law of Ukraine "On the Fundamentals of Social Protection of Persons with Disabilities in Ukraine" dated 21.03.1991 No. 875-XII (as amended);
- DP 02-01-2021 "Documentation Management";
- QMS 04-96-2019 "Instruction on the development of Regulations, regulating the activity of KSMA".

### **3. TERMS, DEFINITIONS AND ABBREVIATIONS**

3.1 The terms used in the text of this Procedure:

**Person with disability** – an individual with a permanent functional disorder which, when interacting with the external environment, may be led to limitations in life activities. Consequently, the state is obliged to create conditions for the realization of their rights on an equal basis with other citizens and to ensure their social protection (according to Article 2 of Law of Ukraine "On the Fundamentals of Social Protection of Persons with Disabilities in Ukraine").

**Low-mobility groups** – people who experience difficulties in moving independently, accessing services, necessary information, or in orienting themselves in space. This category includes individuals with disabilities, people with temporary health impairments, pregnant women, elderly people, and other individuals who cannot move independently if they do not have family members (single) or other persons nearby.

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 5 з 12

#### **4. THE PROCEDURE FOR MOVEMENT OF LOW-MOBILITY GROUPS AND PEOPLE WITH DISABILITIES ON THE TERRITORY OF KSMA AND ITS STRUCTURAL SUBDIVISIONS**

4.1 The provision of support for people with disabilities and other low-mobility groups at KSMA and its structural subdivisions is entrusted to the duty and watchkeeping service of KSMA and its structural subdivisions to provide assistance to such individuals along agreed adapted routes.

4.2 In case of emergency the duty and watchkeeping service of KSMA and its structural subdivisions is responsible for evacuation of persons with disabilities and other low-mobility groups.

4.3 If individuals with disabilities or other low-mobility groups need to visit KSMA buildings and its structural subdivisions, they have an option to use the means of calling the duty and watchkeeping service of KSMA and its structural subdivisions, located near the central entrance of the buildings at the following addresses:

20 Ushakov Avenue (Academic Building No. 1), 14/1 Ushakov Avenue (Academic Building No. 2), 19/2 Ushakov Avenue (Academic Building No. 3), 25 Nebesnoyi Sotni Street (40th Anniversary of October, Dormitory), 42 Ushakov Avenue (Academic Building No. 6). Upon receiving a call, the duty and watchkeeping service promptly responds to individuals in need of assistance and assesses the necessity for accompaniment. If assistance is required, the duty and watchkeeping service ensures the individual is accompanied and, if necessary, involves additional personnel of KSMA and its structural subdivisions to provide assistance.

4.4 Access for persons with disabilities and other low-mobility groups to the territory of KSMA and its structural subdivisions is facilitated through the central security post of KSMA and its structural subdivisions or through agreed adapted

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 6 з 12

routes. If such individuals require assistance, the duty and watchkeeping service promptly responds, assesses the necessity for accompaniment, and if necessary, involves additional personnel of KSMA and its structural subdivisions to provide assistance via adapted routes. The duty and watchkeeping service informs about the specific features of KSMA buildings and its structural subdivisions, such as the number of floors, possible obstacles along the way, etc. They also provide information about which office to visit and which staff member to approach for addressing any issues that may arise.

4.5 If individuals in need of assistance anticipate their visit to the buildings or territory of KSMA and its structural subdivisions, they can inform the duty and watchkeeping service of KSMA and its structural subdivisions in advance by calling the following numbers: 0552-26-35-80 (Academic Building No.1), 0552-49-43-66 (Academic Building No.2), 0552-22-58-73 (Academic Building No.3), 0552-49-30-64 (Dormitory), 0552-26-35-61 (Academic Building No.6)

They should specify the required level of assistance for organizing access to the buildings and/or territory of KSMA and its structural subdivisions, along with the date and time of arrival.

4.6. During the initial meeting with the duty and watchkeeping service of KSMA and its structural subdivisions, the priority is to ascertain the type of assistance needed by the individual with mobility issues or disability, the purpose of their visit to KSMA and its structural subdivisions, and whether accompaniment is necessary. If the individual declines assistance and does not require it, it is prohibited to impose assistance upon them. Touching individuals with disabilities or their mobility aids without their consent is also prohibited. The duty service provides necessary information to the individual to fully address the issue that brought them to KSMA and its structural subdivisions.

4.6.1 It's important to be patient with people who have communication difficulties: refrain from correcting them or finishing their sentences for them. When

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 7 з 12

communicating with individuals who are deaf or hard of hearing, tools like pen and paper can be helpful for communication.

4.6.2 Clear and concise sentences are necessary. If a person with a disability doesn't understand the duty and watchkeeping service personnel, it's important to repeat or paraphrase the sentences. Some individuals who are deaf or hard of hearing may find it easier to understand if the duty and watchkeeping service personnel also use hand gestures to indicate directions.

4.6.3 If a wheelchair user requires assistance from the duty and watchkeeping service personnel, it's important to ask the individual where he would like to go and then transport the wheelchair user to the necessary destination with his confirmation. It is prohibited to lean on or rest on the wheelchair or any other mobility aid of the individual.

4.6.4 If a person with a visual impairment requires assistance from the duty and watchkeeping service personnel, it is important to introduce yourself by stating your full name, and if applicable, introduce other present individuals, and inform the person of their current location. During their accompaniment, it is necessary to inquire whether they wish to be informed about stairs, doors, and other obstacles. If so, it is important to provide commentary on the path and route being taken. Once the destination is reached, inform the person that they have arrived at the specified location. Additionally, it is important to communicate to such individuals about your proximity or distance.

4.7 If there is a need to deliver incoming correspondence to KSMA and its structural subdivisions, the duty and watchkeeping service personnel accept the incoming correspondence from such individuals and forwards it for registration to the Records Management and Control Department in the established procedure. Alternatively, if requested by a person with disability or other low-mobility groups, the duty and watchkeeping service personnel accompany them to the Records Management and Control Department. They introduce the representative

KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 8 з 12

of the department responsible for receiving incoming correspondence by stating their full name.

4.8 After visiting KSMA and its structural subdivisions, the personnel of the duty and watchkeeping service accompany individuals who require assistance to exit the buildings and/or territory of KSMA and its structural subdivisions.

4.9 By agreement with individuals requiring assistance, the personnel of the duty and watchkeeping service may provide additional types of assistance not specified in the Procedure during the accompaniment.

## 5. FINAL PROVISIONS

5.1. The Administrative and Economic Unit is responsible for the issuance, updating, and cancellation of the Regulation.

5.2. Compliance with the requirements of the Regulation is monitored by officials in accordance with their functional duties.

### COMPILERS:

Acting Vice-Rector in Administrative  
and Economic Work

« \_\_\_ » \_\_\_\_\_ 2021 p.

\_\_\_\_\_ Dmytro Borotiuk

### AGREED:

Head of Legal Department

« \_\_\_ » \_\_\_\_\_ 2021 p.

\_\_\_\_\_ Oleksandr SLIEPCHENKO

Head of Education Quality  
Management Department

« \_\_\_ » \_\_\_\_\_ 2021 p.

\_\_\_\_\_ Oksana USTYMENKO



KHERSON STATE MARITIME ACADEMY		Quality Management System	04-109-2021
AMENDMENT: 0	ISSUED: 22.11.2021	<b>Procedure for Accompanying (Providing Assistance) to Persons with Disabilities and Other Low-Mobility Groups at Kherson State Maritime Academy and Its Structural Units QMS 04-109-2019 (Version No. 2)</b>	Page. 9 з 12

### LIST OF SHARING

No.	Department Name	Copy Number
1.	Education Quality Management Department	Control
2.	Administrative and Economic Unit	Recorded No. 1
3.	Vice-Rector on Extracurricular Work	Recorded No. 2
4.	Drills Department	Recorded No. 3
5.	Duty and Watchkeeping Service	
6.		
7.		
8.		
9.		





