

APPROVED

Order No.119 of the Ministry of
Internal
Affairs
from "30" March 2026

ORDER

**support (assistance) for persons with disabilities
and other less mobile population groups in
National Technical University
"Kharkiv Polytechnic Institute"**

1. Procedure for accompanying (providing assistance) to persons with disabilities and others of low-mobility population groups (hereinafter referred to as the Procedure) at the National Technical University "Kharkiv Polytechnic Institute" (hereinafter referred to as the University) was developed in accordance with the Decree of the President of Ukraine dated December 2, 2017 No.401/2017 "On Amendments to Clause 3 of the Regulations on the National Institution (Institution) of Ukraine".

2. The purpose of this Procedure is to implement state policy regarding ensuring the rights and opportunities of persons with disabilities and other low-mobility population groups on an equal basis with other citizens to participate in public life and consists in creating an unobstructed living environment for these persons, ensuring the right and satisfaction of needs, including unobstructed access to University facilities, convenience and comfort of their stay on the territory of the University, obtaining information taking into account individual capabilities, abilities and interests - on education, work, culture, physical culture and sports.

3. This Procedure determines the support (provision of assistance) of persons with disabilities and other low-mobility population groups while staying on the territory (premises) of the University.

4. This Procedure is published on the University website.

5. In this Regulation, the following terms are used in the following way:
meaning:

- A person with a disability is a person with a persistent disorder of body functions,

exercise her rights on an equal basis with other citizens and ensure her social protection

(in accordance with Article 2 of the Law of Ukraine "On the Fundamentals of Social Protection of Persons with Disabilities in Ukraine").

- Low-mobility population groups (LMG) - individuals who experienced difficulties in moving around independently, obtaining services, necessary information, or orienting oneself in space. The following population groups are considered to be low-mobility: persons with disabilities, persons with temporary health impairments, pregnant women, senior citizens, and persons with baby strollers.

- The University territory is a complex of buildings, structures and adjacent land territory at the address: Kyrpichova Street, 2, Kharkiv city, Ukraine, 61002.

- Support – a set of measures aimed at ensuring the rights and meeting the needs of people with disabilities and other low-mobility population groups for unhindered access to University facilities, convenience and comfort of their stay and obtaining information.

- Accompanying Person (Responsible Person) – an employee of the University, who is responsible for organizing support on the territory of the University for people with disabilities and other low-mobility groups.

6. Responsible for organizing support on the territory of the University persons with disabilities and other low-mobility population groups are appointed as vice-rectors for scientific and pedagogical work MYGUSCHCHENKO Ruslan Pavlovych and GASANOV Magomedemin Isamagomedovych

7. Responsible for organizing support on the territory of the University persons with disabilities and other low-mobility population groups who study or will study at the University, the head of the relevant educational structural unit is appointed.

8. The person providing the escort must be familiar with the rules of communication with people with disabilities and other low-mobility population groups

- When talking to someone in a wheelchair, try to position yourself so that their eyes are at the same level as yours, as this will make it easier for you to carry on the conversation. You may also need to move to a more "calm zone" to help the person communicate with you.
- When talking to someone who has difficulty communicating, listen carefully. Be patient and wait for the person to finish their sentence. Do not correct them or try to explain something for them. If necessary, ask short questions that require short answers.
- When talking to someone who is deaf or hard of hearing, look them in the eye and speak clearly. Some people read lips. Try to stand so that you and your mouth are clearly visible and that nothing obstructs you.
- People who are deaf or hard of hearing may need to lip-read. If so, look directly at them and do not cover your face or mouth while speaking. Be aware that bright sunlight or shadows can interfere with perception and make lip-reading difficult. Speak clearly in your normal voice and at your normal speed, unless the person asks you to speak louder or slower. Use clear, short sentences. If the person with a disability does not understand you, do not be afraid to repeat what you just said or try to rephrase the sentence. Some people who are deaf or hard of hearing may find it easier to understand you if you also use hand gestures to explain directions; maps can also help guide people with disabilities. If you are not understood, offer to communicate using pen and paper. When communicating with a person with a learning disability, use positive and simple sentence structure, such as "Are you looking for your place?" instead of "What are you looking for?"

Ethics of communication and helping a person with a disability:

- Don't assume that a person with a disability needs help because they have a disability. What may seem like a "struggle" or obstacle to you may be a "challenge" to someone else.

a well-managed, normal process - at your own pace and in your own way. Always ask first, and if the person with a disability tells you that he/she does not need your help, simply accept that answer. Do not force your help or be offended if your offer is declined.

- Never touch a person with a disability or their mobility aids without their permission. This is impolite and can also affect their balance. If a person with a disability needs help getting into the spectator area or other area of the stadium and you are unable to leave your seat, you should call a colleague to provide the necessary assistance.
- If a wheelchair user needs your help, first ask the person where they want to go, and then inform them that you are going to take them there.
- If you are accompanying a person who is visually impaired or blind, you should allow them to take your elbow and walk alongside you. Always comment on the path and route you are taking. For example, "We will turn left in a few steps" or "We are approaching the stairs." When you have reached the desired location, let the person know where they are.
- If a person with a disability has a companion or a guide dog, he/she can walk next to you, but not hold on to you. Guide dogs are very well trained, so you should not touch them, pet them, feed them, or distract the dog – because it is working.

MOST IMPORTANTLY: Don't avoid people with disabilities. If you are willing to treat them with respect and understanding, they won't be offended if you make a mistake.

Recommendations for supporting and interacting with a person with a disability.

General provisions:

- Offer help, but wait until it is accepted, and provide it in the way the person asks you to. Don't be offended by a refusal.
- Don't draw conclusions based on observations: remember that anyone can have hidden "disorders" – for example, diabetes.
- If you are not sure what you need to do, ask.

A person with a visual impairment, or a blind person:

- Tell the person with a visual impairment who you are, introduce the other people present, and tell them where they are.
- Ask the person if they need your assistance.
- Do not grab the person to accompany them, let them take your hand; ask if they want to be warned about stairs, doors and other obstacles.
- Clearly tell her where her seat is, or place her hand on the back of her seat or on the armrest.
- Always tell the person when you are backing away or walking away from them.
- If a person is walking with a guide dog, ask permission to touch and interact with it.
- When you direct a person, make sure the person knows and understands every detail.

People who use a wheelchair:

- Try to get down to the wheelchair user's eye level, or move back a little.
- Do not lean or lean on a wheelchair or other personal assistive device.
- Ask the person if they need help moving around or opening doors, but remember that they can perform these functions themselves.

- Leave enough space for those who use walkers or other walking aids - do not try to take away or grab their aid or cane.
- Do not try to show sympathy to a person by touching their head or shoulder, as this is perceived as patronizing/guardianship.

Hearing impaired or deaf person:

- To get a deaf person's attention, wave or touch them.
- Look directly at the person (even if they are using a sign language interpreter) and speak in a normal voice without covering their face with their hands.
- Try not to use long, complex sentences.
- Be patient with people who have difficulty communicating; do not correct them; do not finish their sentences for them. If you do not understand, ask them to repeat what was said. When communicating with people who are hard of hearing or deaf, a pen and paper can sometimes be useful.

Individuals with mental retardation:

- Treat people as individuals, responsible adults, and don't jump to conclusions that they can't do anything. • Be patient and be prepared to explain information more than once.
- Try not to use complex sentences.
- Remember that some people with mental retardation prefer to follow certain rules or order.

9. Support is provided on working days in accordance with the Internal Rules regulations of NTU "KhPI".

10. To provide assistance to persons with disabilities and other persons with reduced mobility

• Main auditorium	707-62-01
• Department of Polymer Technology	707-61-82
• composite materials and coatings	707-64-66
• Electrical building	707-64-99
• Administrative building• Technical building•	707-60-08
Material composition	707-67-82
• Educational building U-4	704-16-23
• Educational building U-1	707-61-32
• Material and construction warehouses	707-60-46
• Chemical building	707-65-84
• Evening building	707-65-70
• Educational building U-2	707-68-08
• Educational laboratory No. 3	707-61-99
• Department of Internal Combustion Engines	707-63-31
• 5a Vesnina Street	707-66-79
• Educational building U-3	731-57-91
• 13 Bahaliya St.	707-63-90
• Dining room	707-68-43
• Educational building U-5	707-62-70
• Radio Corps	707-63-22
• Book Depository	707-68-90

Or inform the officer on duty at any checkpoint (hereinafter referred to as the checkpoint).

11. On duty at the checkpoint to the building in case of receiving information about the arrival of people with disabilities and other low-mobility population groups to the University territory:

- if people with disabilities and other low-mobility population groups are not are in employment relations with the University and are not students of the University and arrived for information, consultation, etc. - identify the purpose of the visit and inform the head of the unit who has the necessary information. The head of this unit must arrive in person or ensure the arrival of an employee of the unit who has the necessary information and can consult persons with disabilities and other groups of the population with reduced mobility.

- if people with disabilities and other low-mobility population groups intend to visit the University, accompany him to the designated unit (if necessary, involve an assistant on duty to provide assistance during movement).

12. After completing your University visit or admission The responsible person accompanies people with disabilities and other groups of people with reduced mobility outside the University territory.

13. Persons with disabilities and other low-mobility population groups should the right to receive support in a timely, high-quality manner and in compliance with all safety requirements.

14. Persons with disabilities and other low-mobility population groups are required to adhere to generally accepted rules of conduct and etiquette during escorting and the escort's safety requirements when moving around the University's academic buildings.

15. Persons with disabilities and other low-mobility population groups enjoy priority rights when contacting University departments.