



ACCESSIBILITY LEVEL FOR PEOPLE WITH DISABILITIES AND LOW-MOBILITY GROUPS IN KHMELNYTSKYI REGION



Analytical Note

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This analytical note explores the issue of accessibility for people with disabilities and low-mobility groups in **Khmelnytskyi Oblast**. The note is based on the results of research conducted by the **Khmelnytskyi Regional State Administration**, the **"Barrier-Free" NGO**, and the **"Rokada" Charitable Foundation** with the support of the **Khmelnytskyi Regional Branch Fund for Social Protection of Persons with Disabilities**.



Introduction

According to various studies, between **30%** and **50%** of people worldwide belong to low-mobility groups. These include the elderly, individuals whose health has deteriorated temporarily due to injury or illness, people with disabilities, pregnant women, and children under 7. According to WHO estimates, in **2022**, about **16%** of the world's population has a recognized disability.

According to data provided by the chief specialist of the **Department of Social Protection of the Population of the Khmelnytskyi Regional State Administration**, as of **April 2024**, the following are registered in the Khmelnytskyi Oblast:

- **151,700 people with disabilities;**
- **including 5,001 IDPs, including 232 children.**

Considering such a large percentage of people who have movement disorders, the local self-government bodies of the Khmelnytskyi Oblast are interested in creating a barrier-free space in which the infrastructure of settlements, transport, public places and basic services will be accessible and convenient for everyone.



The Problem of Barrier-Free Access in the Context of the Situation in Ukraine



The creation of a barrier-free environment is an important direction of development of the modern civilized world. Considering the current situation in Ukraine, while considering the current situation in Ukraine, the issue of creating barrier-free access remains one of the most pressing today, as because of russian aggression the number of people with disabilities is increasing both among military and civilian population. The issue of creating barrier-free access remains one of the most pressing today.

The article of the Institute of Mass Information states that according to the **Minister of Social Policy Oksana Zholnovich**, in **September 2023** there were already **3 million people** with disabilities in Ukraine. This indicates an increase in the number of people with disabilities by about **300,000** during the full-scale invasion. Referring to the German prosthesis manufacturer Ottobock, the publication The Wall Street Journal notes that in just **17 months** of the war, about **50,000** Ukrainians have lost limbs and need prosthetics. It is also important to ensure inclusiveness and accessibility for internally displaced persons, providing them with free access to basic social services, education and employment.

Considering that since **2022** Ukraine has been a candidate for EU membership, the level of inclusiveness and accessibility in the country must meet European and world requirements, including **Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019**.

On the requirements for the accessibility of certain goods and services, **Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018**.

On the introduction of the European Electronic Communications Code, which regulates communication networks and services within the Single Digital Market, **Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016**.

On the accessibility of websites and mobile applications of public sector bodies, **Directive (EU) 2011/24 of the European Parliament and of the Council of 9 March 2011**.

On the application of patients' rights to cross-border healthcare services, Council **Directive 2000/78/EC of 27 November 2000**.

On establishing a general framework for equal treatment in employment and occupation, **Directive (EU) 2019/1158 of the European Parliament and of the Council of 20 June 2019**.

On the work-life balance of parents and carers and the repeal of Council **Directive 2010/18/EU**.

This is a fairly broad issue, which, among other things, also includes the creation of a barrier-free environment for people with disabilities and low-mobility groups.



Analysis of research works of other organizations, regional state administrations, including those that advocate for the rights of people with disabilities

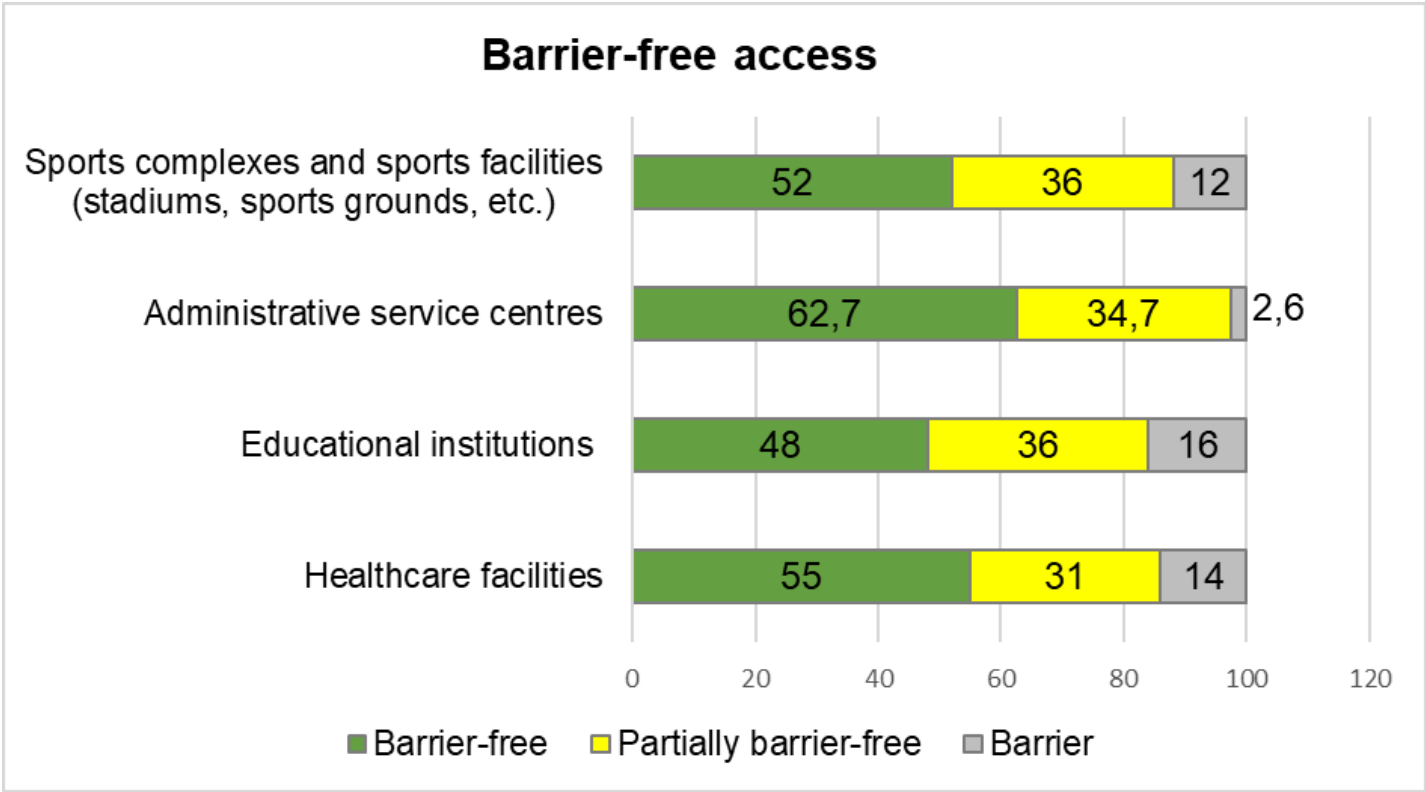
Monitoring of Accessibility by the Ministry of Reconstruction of Development of Communities and Territories of Ukraine

In **2023**, the Ministry of Reconstruction of Development of Communities and Territories of Ukraine conducted a monitoring of **53,855** objects to determine the level of accessibility of physical environment and services.

The report states that **all** surveyed buildings in the **Khmelnyskyi Oblast** that house internally displaced persons, namely dormitories and modular towns, are barrier-free. According to the results of the monitoring, all surveyed civil defense facilities, buildings of state authorities and buildings of social service providers were recognized as barrier-free. Railway and bus stations were also classified as barrier-free. All surveyed financial institutions, namely banks, post offices, insurance companies, non-state pension funds, investment funds were also recognized as barrier-free.

- Healthcare facilities: barrier-free — **55%**, partially barrier-free — **31%**;
- Educational institutions: barrier-free — **48%**, partially barrier-free — **36%**;
- Centres for the provision of administrative services: barrier-free — **62.7%**, partially barrier-free — **34.7%**;
- Sports complexes and sports facilities (stadiums, sports grounds, etc.): barrier-free — **52%**, partially barrier-free — **36%**.
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Monitoring of other public facilities in the **Khmelnyskyi Oblast** showed the following results of accessibility:



According to the rating published on the official website of the Ministry of Reconstruction of Development of Communities and Territories of Ukraine, the Khmelnytskyi Oblast is classified as a region with a **low** level of accessibility. The Khmelnytskyi Regional State Administration reacted to the results of the Ministry of Reconstruction's monitoring and conducted its own research on "Ensuring Barrier-Free Access for People with Disabilities".

Link to the study of the Ministry of Reconstruction of Development of Communities and Territories of Ukraine:

https://mtu.gov.ua/files/%D0%A0%D0%B5%D0%B9%D1%82%D0%B8%D0%BD%D0%B3%2012.02.24.pdf?fbclid=IwAR3yyMP1J3u8UY2_sdwsbl2bsgP8Ch3nCD6o_x-SFiGxICmm2pgM7aMR8uA

Research of the Khmelnytskyi Regional State (Military) Administration



On **January 9, 2024**, the Khmelnytskyi RSA published the results of a study on **“Ensuring Barrier-Free Access for People with Disabilities.”**

The report contains information on the accessibility of tourist infrastructure facilities, children's and youth sports schools, sports complexes, houses of culture, village clubs, district state administrations, social protection departments, village councils, pension fund departments, banks, post offices and other public facilities. During the study, the buildings were checked for the presence of parking spaces for people with disabilities, the accessibility of the entrance — the width of doors, the presence of a ramp, the presence of barrier-free and unobstructed passage, the presence of a reception or reception area, the equipment of toilets for people with disabilities, the presence of elevators, signs, etc.

Results of the survey of TSNAPs, hospitals, polyclinics, outpatient clinics of general practice - family medicine, pharmacies

As part of the study, **46 TSNAPs** were examined, and it was found that 10 of them meet the accessibility requirements by **80-100%**, **27** by **50-80%** and **9** by **20-50%**.

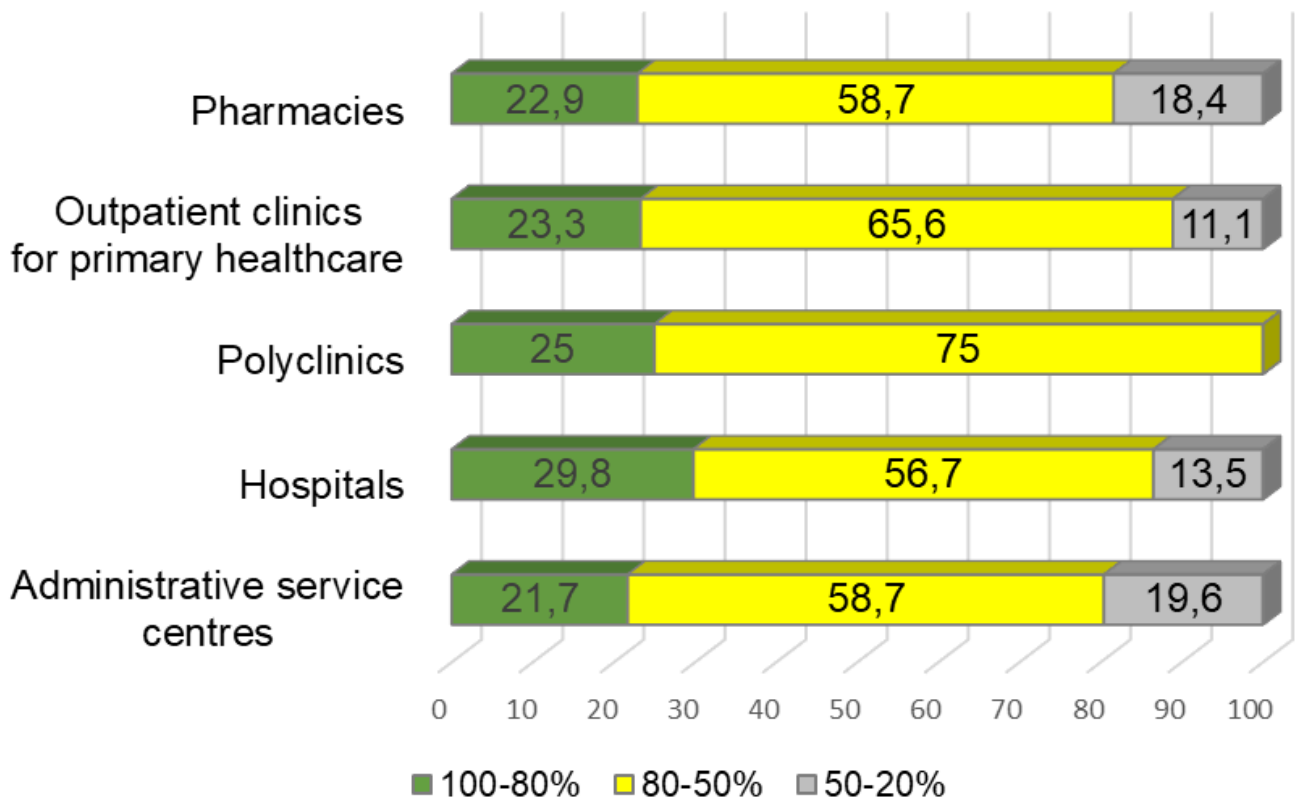
Of the **37** hospitals surveyed for accessibility for people with disabilities, **11** facilities met the accessibility requirements by **80-100%**, **21** hospitals by **50-80%**, and **5** hospitals by **20-50%**.

According to the results of the study, **3** out of **12** surveyed polyclinics were recognized as barrier-free (accessibility requirements were met by **80-100%**), and **9** as partially barrier-free (**50-80%**).

During the monitoring of accessibility, **189** outpatient clinics of general practice — family medicine were examined. In **44** of them, the accessibility requirements were met by **80-100%**, in **124** — by **50-80%**, and in **21** — by **20-50%**.

Of the **218** pharmacies surveyed during the monitoring, in **50** pharmacies the accessibility requirements were met by **80-100%**, in **128** — by **50-80%**, and in **40** — by **20-50%**.

Compliance with accessibility requirements



The report contains information on the measures taken in **2019** to ensure barrier-free access for people with disabilities to transport infrastructure, including the work of the committee on ensuring accessibility for people with disabilities to social and engineering and transport infrastructure facilities of the oblast.

According to the results of the **Khmelnyskyi RSA** study, the majority of the surveyed public facilities are partially or fully barrier-free, which is significantly different from the results of the Ministry of Reconstruction's monitoring.

Methodological recommendations for monitoring the accessibility of infrastructure facilities and websites of public authorities according to the needs of persons with disabilities and other low-mobility groups of the population
Discrepancies in research data

The data obtained during the research conducted by the Ministry of Communities and Territorial Development of Ukraine and the Khmelnytskyi Regional State (Military) Administration differ. Specialists of the Rocada Charitable Foundation, during their own research, found a significant discrepancy in the data, which may be explained by the incompleteness of the information that was processed during the first study. Currently, the regional administration has re-sent the information to the Ministry, and the updated rating will be published soon. Even now, we can talk about a significantly better level of accessibility than indicated in the published report, which fully confirms the Rocada Charitable Foundation's research.



Regulatory legal acts



Decree of the President of Ukraine “On ensuring the creation of a barrier-free space in Ukraine” <https://www.president.gov.ua/documents/5332020-35809>

Law of Ukraine “On Amendments to Certain Laws of Ukraine on Education Regarding the Organization of Inclusive Education” <https://zakon.rada.gov.ua/laws/show/1324-18#Text>

UN Convention on the Rights of Persons with Disabilities
https://zakon.rada.gov.ua/laws/show/995_g71#Text

Order of the Cabinet of Ministers “On approval of the composition of the interdepartmental working group on the development of a draft National Strategy for the creation of a barrier-free space in Ukraine” <https://www.kmu.gov.ua/npas/pro-zatverdzhennya-skladu-mizhvido-a134r>

Resolution of the Cabinet of Ministers of Ukraine “On approval of the Action Plan for the creation of a barrier-free living environment for persons with physical disabilities and other low-mobility groups of the population for 2009-2015” “Barrier-free Ukraine”
<https://www.kmu.gov.ua/npas/232167617>

Resolution of the Cabinet of Ministers of Ukraine "On approval of the accessibility criteria for persons with disabilities and other low-mobility groups of the population of premises provided to district election commissions of ordinary polling stations for organizing their work and voting” <https://zakon.rada.gov.ua/laws/show/962-2020-%D0%BF#Text>

The results of the Khmelnytskyi Regional State Administration's research are posted on the website: https://www.adm-km.gov.ua/?page_id=9845



In **2020**, the National Institute of Strategic Studies, within the framework of the initiative of the First Lady of Ukraine Olena Zelenska "**Without Barriers**", together with the NGO "**Barrier-Free**", compiled an analytical report "**Creating a Barrier-Free Environment and Social Inclusion: World Experience for Ukraine**".

The analytical report examines current national practices regarding accessibility and social inclusion in some foreign countries. It is noted that the traditional approach to social inclusion and the creation of a barrier-free environment in Ukraine within the framework of the policy only for people with disabilities and representatives of low-mobility groups is not characteristic of modern European and world practice. In developed countries, when working with inclusiveness and accessibility, in addition to people with functional disorders and disabilities, target groups include older people, women with children under 6, children deprived of parental care, as well as youth, including in the context of employment.

The analytical report describes Ukraine's actions to increase the level of inclusiveness of society. In particular, participation in 2020 in the international project "**Biarritz Partnership**", within the framework of which Ukraine made commitments in five areas:

- **accessibility of public space, favourable for families with children and low mobility groups of the population;**
- **education of children about the equality of rights of men and women;**
- **prevention of violence;**
- **ensuring pay equality;**
- **creating favourable conditions for increasing the role of men in childcare.**

Prioritized Areas of Barrier-Free Policy in European Countries and the World

The paper examines the prioritized areas of barrier-free policy in European countries and around the world, which are represented in such spheres as **transport, information and communication technologies, education, urban infrastructure, the labor market, and employment.**

The priority areas for attention include accessibility, inclusion, equality, employment, social protection, education and training, health, and external action.

The study notes that the strategic documents of European countries on inclusion and accessibility are comprehensive and integrated. According to the researchers, Ukraine is interested in foreign experience in the spheres of social, economic, civic, physical, and digital accessibility, as well as universal design.

The analytical report considers foreign experience in reducing social barriers. For example, the adoption of the Council of Europe Strategy and Action Plan for Social Cohesion, the adoption of an updated version of the key competences for lifelong learning, the launch of the European e-platform for adult education, the adoption of the Estonian Lifelong Learning Strategy - 2020, etc.

World practices in promoting the economic inclusion of vulnerable groups of the population are being studied: youth, women with children under 6 years of age, the elderly, and people with disabilities. Civil accessibility, improving opportunities for participation in public life, as well as physical and digital accessibility, universal infrastructure design are being considered.

The National Institute of Strategic Studies proposes recommendations for strengthening social inclusion in Ukraine. These include creating employment opportunities for people with disabilities, low-mobility groups, youth, women with children under 6 years of age, and the elderly; creating universal design in public spaces; implementing a lifelong education policy taking into account the rights and interests of vulnerable groups of the population; introducing online formats for providing services; digitizing services taking into account the interests of vulnerable groups of the population. The importance of developing legislation in the field of preventing discrimination and applying measures of enhanced support for different groups of citizens is also emphasized.^{15:34}



Survey Results of the Charitable Foundation “Rokada”

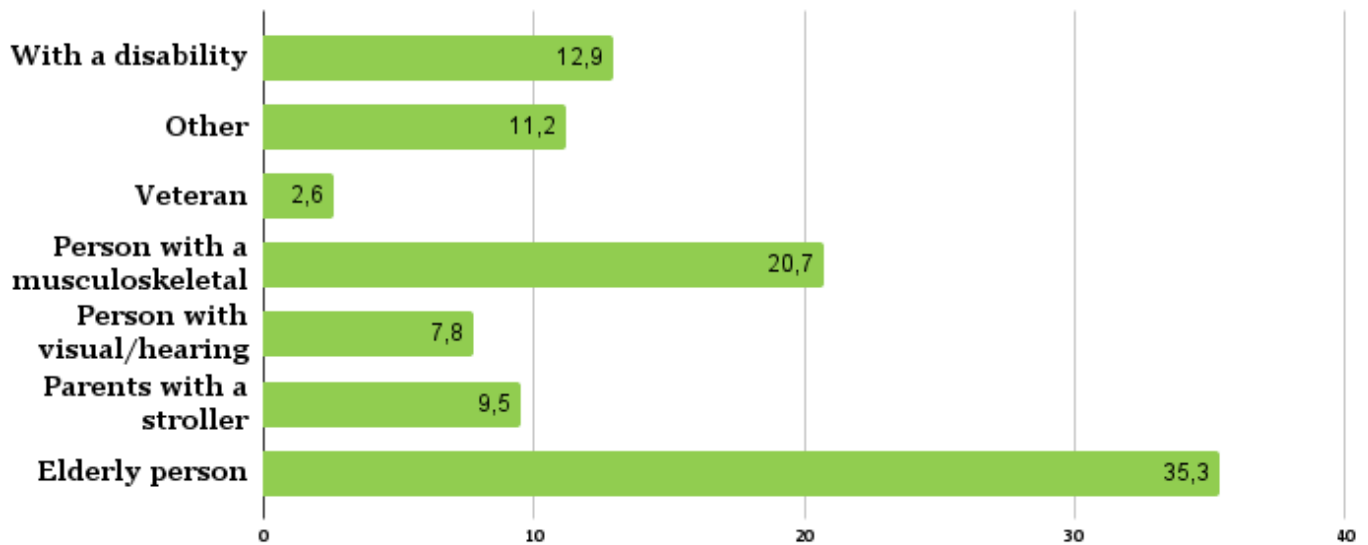


Individuals from **23** territorial communities of the Khmelnytskyi region were involved in the survey: Yarmolynetska, Teofipolska, Khmelnytska, Volochyska, Hrytsyvska, Solobkivetska, and others. The research was conducted from **April 9** to **April 25, 2024**.

CF “Rokada” in cooperation with the **Khmelnytskyi Regional Department of the Social Protection Fund for Persons with Disabilities** conducted a study of barrier-free access for persons with disabilities and low-mobility groups. **117** people took part in the survey, of which **89** were women and **28** were men, who shared the difficulties they face in accessing public places and expressed their opinions on this matter.

Among the respondents, **35.3%** were elderly people, **20.7%** were people with musculoskeletal disorders, **7.8%** were people with visual or hearing impairments, and **9.5%** were parents with strollers.

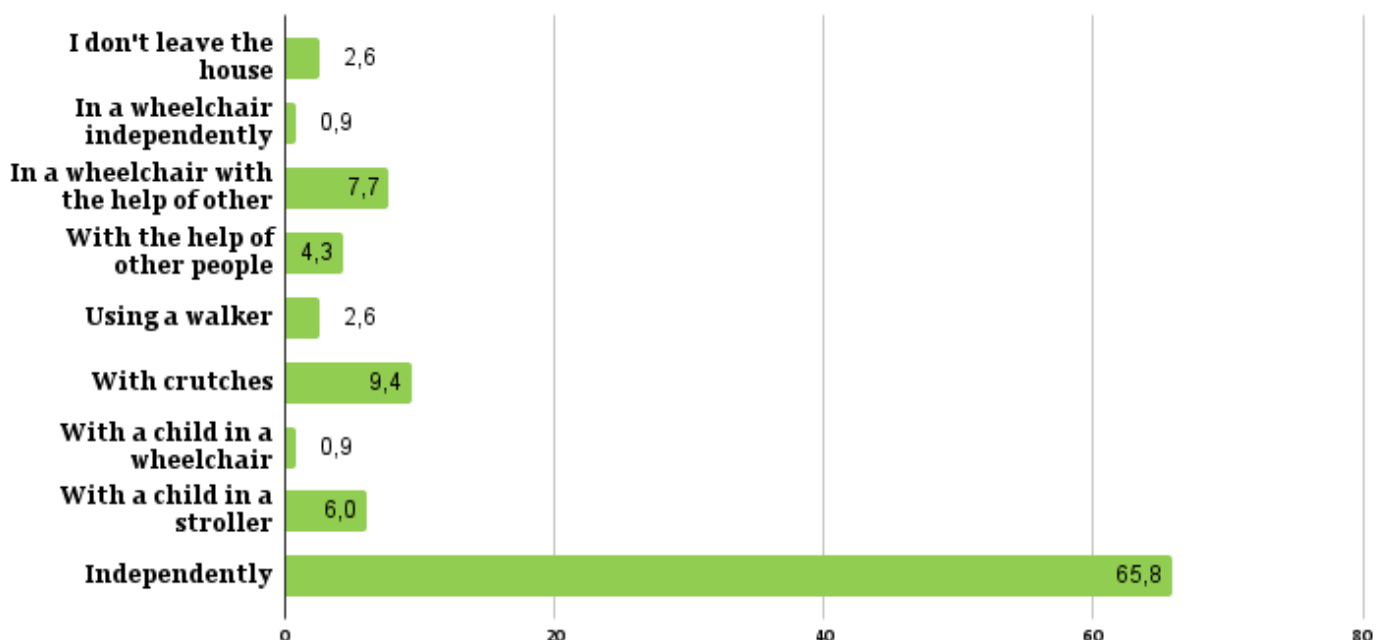
6. Please, tell us which category you or the person you are filling out the survey for belongs to?



Veterans, people with disabilities, and people with chronic illnesses also participated in the survey.

65.8% of respondents move independently outside their premises, **9.4%** with a cane, **7.7%** in a wheelchair with the help of others, **0.9%** in a wheelchair without outside assistance, **4.3%** with the help of others, **2.6%** on crutches, and **2.6%** do not leave home. **6%** of respondents move outside the home with a child in a pram, and another **0.9%** with a child in a wheelchair.

7. Please, tell us how do you move outside your home?



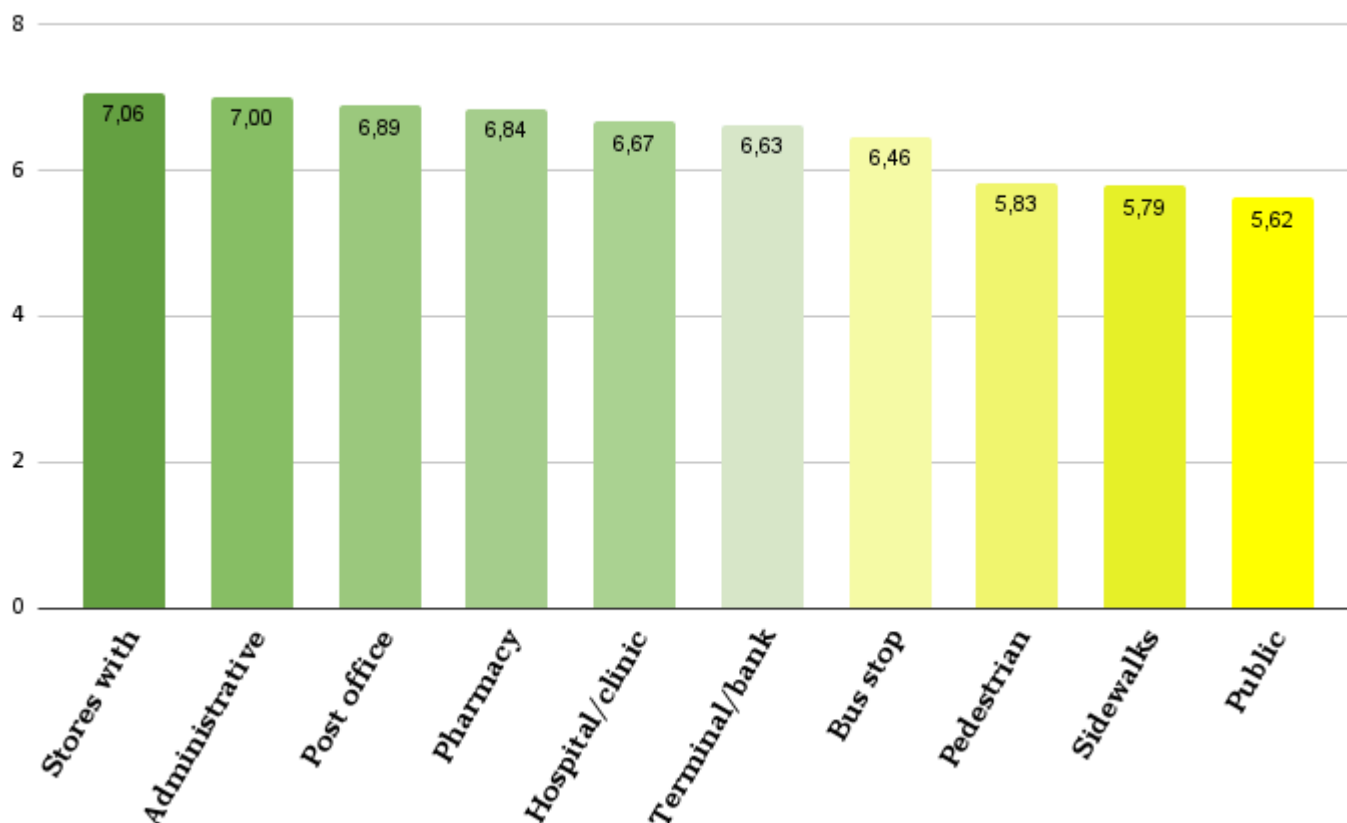
54.7% of respondents have a disability, of which **27.4%** are group **3**, **17.1%** are group 2, and **10.3%** are group 1. In response to the question of how accessible various institutions and facilities are to respondents, we received the following results.

How accessible/barrier-free are they for you?				
	Fully accessible	Somewhat accessible	Totally inaccessible	Difficult to answer
Hospitals/Polyclinics	64,1	26,5	6,0	3,4
Multi-storey residential buildings	32,5	33,3	18,8	15,4
Shops, shopping centres	58,1	29,9	6,0	6,0
Public transport	47,9	19,7	18,8	13,7
Pharmacies	62,4	24,8	7,7	5,1
Traffic lights, pedestrian crossings and sidewalks	50,4	22,2	11,1	16,2
Public toilets	36,8	24,8	23,9	14,5
Premises of housing and communal services, condominiums, and other municipal institutions	42,7	25,6	13,7	17,9
Administrative service centre	65,8	16,2	9,4	8,5
Administrative buildings of local authorities	63,2	17,1	12,8	6,8
Buildings of social protection bodies	57,3	21,4	14,5	6,8
Cultural institutions	51,3	26,5	12,0	10,3
Cafes, other places/recreation areas	43,6	26,5	17,1	12,8
Educational institutions	53,0	17,9	14,5	14,5
Sports facilities for sports activities	35,0	27,4	18,8	18,8
Bus/train stations	47,0	23,9	16,2	12,8
Post offices	63,2	19,7	12,0	5,1
Banks/Terminals	58,1	23,1	12,8	6,0
Petrol stations	46,2	23,1	10,3	20,5

56.4% of respondents indicated that they get to the necessary facilities on their own, **12%** use social taxi services, **22.2%** use public transport, **26.5%** of respondents replied that they are helped by acquaintances who have their own transport. Some respondents have their own transport, use taxis, ask for escort, or do not leave home at all.

During the survey, we asked our respondents to rank public facilities in the community where they live in order of increasing accessibility from **1** to **10**, where **1** is the least accessible facility and **10** is the most accessible. We calculated the average to get the following results.

10. Rating of public facilities in your community



We also asked about the availability of some means/constructions of barrier-free access.

To what extent are the following accessibility features/constructions accessible to you?				
	Fully accessible	Somewhat accessible	Totally inaccessible	Difficult to answer
Elevator	23,1	16,2	35,0	25,6
Stairs	47,9	29,1	17,1	6,0
Ramp	45,3	32,5	12,0	10,3
Kerbs/pedestrian crossings	38,5	41,9	12,0	7,7
Tactile tiles	29,9	17,9	23,9	28,2
Children's/sports grounds	41,9	27,4	10,3	20,5
Information boards/stands	48,7	25,6	14,5	11,1
Car parks	29,9	33,3	17,1	19,7
Traffic lights (with voice announcement)	25,6	15,4	28,2	30,8

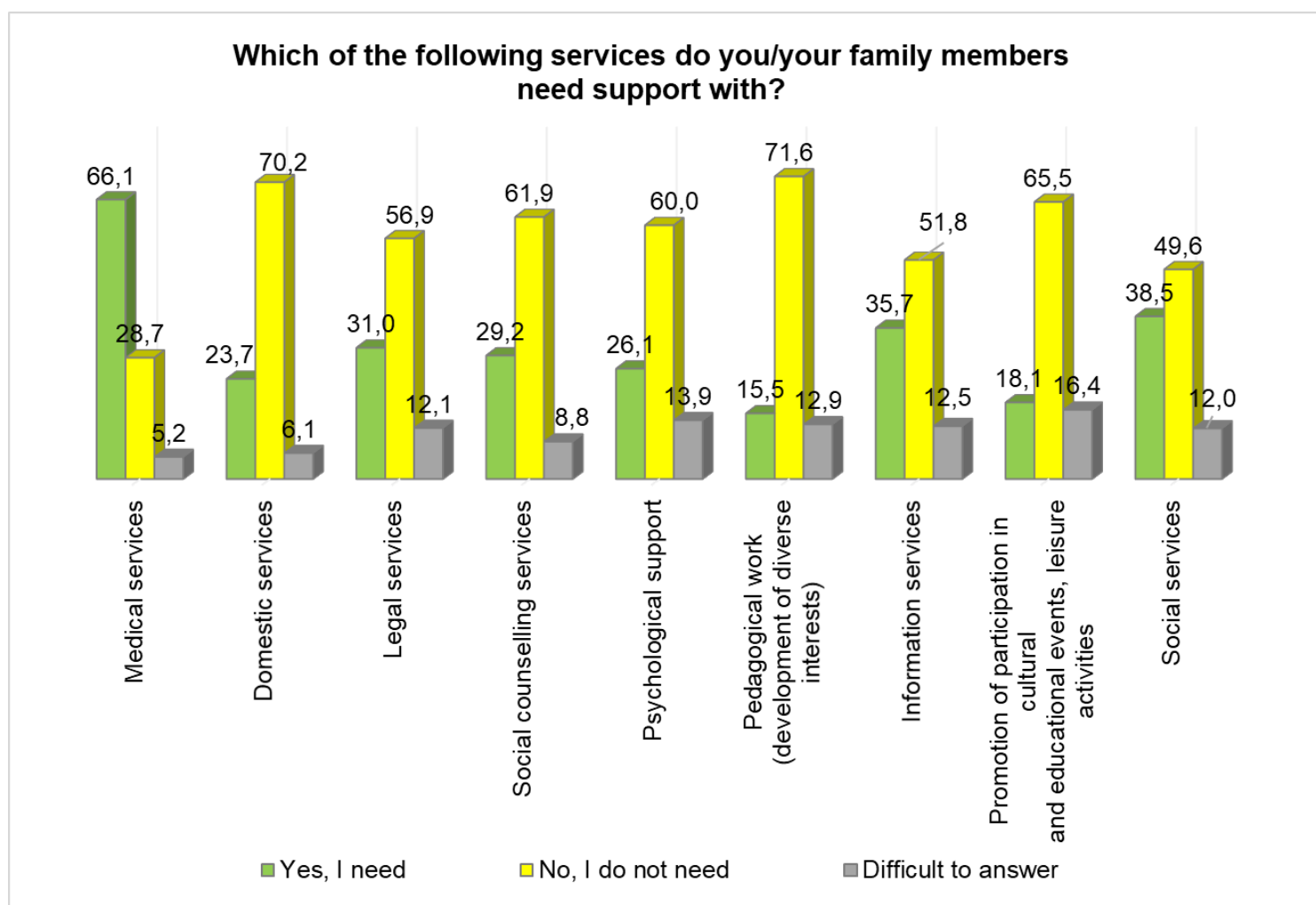
According to the survey results, it was found that **86.1%** of respondents have never reported any issues related to difficulties in accessing public spaces to anyone from local government/civic association. People most often do not turn to any authority due to problems related to difficulties in accessing public spaces for the following reasons:

- They believe that the authorities better understand what urgent needs are;
- They do not believe they will be listened to;
- They mention that this procedure is too difficult for them.

Less often, people do not know who to turn to, worry that their neighbours won't like it, or do not have time to deal with this issue.

Out of 16 cases where respondents reached out to representatives of local government/civic association with issues related to difficulties in accessing public spaces, the problem was resolved only in 3 cases.

According to the survey results, most respondents need support in medical, social, and legal services. Information about these types of services should be accessible to individuals with disabilities, including those with visual or hearing impairments, and so on. The least interest among the respondents is in educational work and participation in cultural-enlightenment events.



During the survey, **people with disabilities and representatives of small-mobility population groups** identified the following issues that should be addressed when working on accessibility:

- **In rural areas, insufficient access to public transport and lack of bus stops are noted;**
- **Poor quality of sidewalk pavement and curb height complicate crossing the street with a baby stroller or wheelchair;**
- **Not all stores, including children's stores, are suitable for visiting with baby strollers or wheelchairs;**
- **Public facilities lack ramps or they do not meet requirements (too steep);**
- **Lack of pedestrian crossings, traffic lights, ATMs, including those near schools.**

One of the respondents shared the idea of creating a **chatbot** where anyone interested could upload photos of buildings, parking lots, curbs, and other objects that do not meet accessibility requirements and require addressing accessibility issues.



Monitoring of territorial communities of Khmelnytskyi region



As part of the study, experts from the CF “Rokada” conducted monitoring in some communities of the Khmelnytskyi region regarding barrier-free access to public spaces, namely, in **Zakupnenska, Hukivska, Hvardiyska, Myroliubnenska**, and **Starokostiantynivska** territorial communities. **Zakupnenska, Hukivska, Hvardiyska, Myroliubnenska, Starokostiantynivska territorial communities:** representatives of rural and urban communities of the region where various people with disabilities reside.

During the monitoring, the following barriers for people with disabilities and small-mobility population groups were identified:

- **Administrative buildings in central estates are equipped with ramps, but they do not meet standards (steep ascent);**
- **Social transport is absent in the communities, which provides transportation for small-mobility individuals;**
- **Public transport is not adapted for small-mobility population groups;**
- **Pedestrian crossings are not equipped with tactile tiles;**
- **Call buttons in administrative buildings are either absent or inconveniently located;**
- **Sanitary facilities are not equipped for people with disabilities;**
- **Key inscriptions are not duplicated in Braille font.**

There are near **150 people** with disabilities residing in the Starokostiantynivska community. In Starokostiantyniv, there is free barrier-free access to local self-government bodies and medical facilities. There is a crisis centre in the city to support individuals who have suffered from domestic violence and/or gender-based violence. It is located on the **second floor** of a building without any lift, ramp only a call button.



Government decisions

Elena Zelenska's "Barrier-Free" Initiative



In 2020, Ukraine's First Lady, Olena Zelenska, founded the Barrier-Free initiative. It aims at creating a society without limitations, where every individual will have equal rights and opportunities for self-realization, employment, mobility, services, education, communication, leisure, development, regardless of age, gender, race, political, religious views, presence, or absence of disabilities, etc.

The executive partner of the **"Barrier-Free"** initiative is the **NGO "Accessibility"**. The public organization deals with the issues of convenience in cities, respectful communication with any person, regardless of their characteristics, mental health care, accessible education, and employment for individuals of different ages. The main idea of **"Accessibility"** is putting people at the centre of everything.

As part of the initiative, the National Strategy for Creating a Barrier-Free Environment in Ukraine by 2030 was approved by the Cabinet of Ministers' Resolution No. 366-r on April 14, 2021. The goal of the strategy is to create an obstacle-free environment for all population groups, ensuring equal opportunities for every individual to exercise their rights, receive services at the same level as others through the integration of physical, informational, digital, social, civic, economic, and educational barriers into all areas of the state.

The **Accessibility Guide** can be found at the link <https://bf.in.ua/> or on the "Дія" portal.

Research on urban space accessibility

As part of the initiative by Ukraine's First Lady, Olena Zelenska, "Barrier-Free," the creation of the "Album of Barrier-Free Solutions" is planned. As part of the research phase in its development, a report on "Research on Urban Space Accessibility" was created.

Developers of the **"Album of Barrier-Free Solutions"** - the company **Big City Lab** together with the **Ministry of Community and Territory Development of Ukraine**, the public organization **"Accessibility"** with the support of the project **"Integrated Urban Development in Ukraine II,"** implemented by the German government company **"Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH"** with funding from the Governments of Germany and Switzerland.

As part of the research on urban space accessibility for people with disabilities, entrances, and courtyards of residential buildings, streets, public spaces, and entrance groups of public buildings were checked. It was found that urban spaces are mostly **not accessible** and comfortable to use not only for people with reduced mobility but also for all residents in general. The report describes in detail the most common accessibility problems in spaces — incorrect handrails and ramps, lack of bicycle parking spaces, slippery surfaces and stairs, absence or inadequate lighting, narrow doorways, lack of tactile navigation, etc.

Experts noted that although there are numerous regulatory documents aimed at ensuring the accessibility of public spaces, in practice, this is not enough to create a comfortable city for everyone. Therefore, based on the research results, they plan to develop the **"Album of Barrier-Free Solutions,"** which will describe approaches to creating an accessible environment and provide typical examples.

Challenges



The situation regarding barrier-free access for people with disabilities and mobility-impaired groups in Khmelnytskyi region **requires improvement**.

Respondents noted the inaccessibility of **public transport, public toilets, elevators, stairs, traffic lights with audible signals, tactile tiles, parking spaces, and other public areas**. Considering the significant number of people with disabilities and members of mobility-impaired groups currently residing in Khmelnytskyi region, as well as the constant increase in individuals with functional disabilities and impairments due to the war in Ukraine. Create a barrier-free environment for them is a challenge for both this region and the entire country as a whole.

One of the challenges is to increase trust in local authorities. As seen from the survey, the majority of respondents do not reach out to local government representatives or community associations with issues related to difficulties accessing public areas. This is because they do not believe they will be listened to and consider that the authorities should understand the priority needs themselves. In cases when people do report issues related to access difficulties, only a small percentage of cases are resolved.

Conclusions and Recommendations

Barrier-free access for people with disabilities and mobility-impaired groups is a pressing issue for Khmelnytskyi region and Ukraine as a whole. Initial steps in this direction have been taken, including the initiative "Without Barriers" founded by the First Lady Olena Zelenska to create a society without limitations for all citizens, regardless of their individual characteristics.

However, many issues remain unresolved. Survey results in Khmelnytskyi region show that a large number of institutions, establishments, and public facilities are either completely or partially inaccessible to people with disabilities and mobility-impaired groups. Local self-government bodies in Khmelnytskyi region should pay attention to the identified problems and take measures to address them.

The research identified critically problematic areas:

- Equip them with uniform and sufficiently bright lighting to detect all potential obstacles in the surrounding environment;
- Install ramps and other elements of physical accessibility;
- Equip them with tactile strips, contrasting markings on the first and last steps (up to the third floor), and markings on entrance glass doors;
- Equip them with elevators in accordance with accessibility requirements.

Inaccessibility of multi-story buildings, administrative buildings of local government bodies, social welfare agencies, educational institutions. It is recommended to adapt all these buildings to the needs of mobility-impaired population groups:

Inaccessibility of public surface transport. It is recommended to:

- Purchase low-floor public surface transport;
- If not all transportation in the city is low-floor, evenly distribute it among all directions of movement;
- Raise the platforms of public transport stops to the level of the first steps of low-floor transport.

- Install a public toilet in each green area designated for people's recreation, with an optimal distance between toilets of **700 m**;
- Install public toilets at an optimal distance of **300 m** from each other in crowded places;
- Equip each public toilet with a changing table for babies;
- Provide access to drinking water in each public toilet;

Inaccessibility of public toilets. It is recommended to:

- Equip public toilets with handrails for disabled individuals, which should be installed at a height of **70-100 cm** from the floor, have a high level of strength to bear the weight of a person, and be securely fixed to the wall or floor;
- Equip public toilets with dressing rooms for visitors in wheelchairs, with a minimum width of **165 cm** and a minimum depth of **180 cm**.

Inaccessibility of railway and bus stations. It is recommended to:

- Equip station premises with elevators, ramps, call buttons, and other elements of physical accessibility;
- Arrange public toilets located at stations according to the needs of mobility-impaired population groups;
- Provide free assistance for unimpeded access to station premises, waiting rooms, passenger platforms, and when boarding trains.

Inaccessibility of sports facilities for physical education and sports activities.

It is recommended to:

- Install ramps, lifts, handrails, and tactile coverings in buildings and sports facilities to meet the needs of mobility-impaired population groups.

Inaccessibility of elevators. It is recommended to:

- Install elevators in all public buildings to meet the needs of individuals with disabilities.

Inaccessibility of audible traffic lights. It is recommended to

- install auditory alerts on all traffic lights located in the Khmelnytskyi region.

Inaccessibility of tactile paving. It is recommended to:

- Install tactile elements of accessibility, such as tactile strips and tactile informational signs (plates or markers) with Braille font, on the streets and in public buildings in the Khmelnytskyi region.

Low public trust in the authorities regarding inclusivity and barrier-free access. It is recommended to:

- Create feedback channels through which individuals, including people with disabilities and mobility-impaired groups, can share their experiences of encountering barriers and propose ways to create an accessible space;
- Ensure timely removal of barriers in response to such requests, which will help increase citizens' trust in local self-government authorities and encourage them to actively share their feedback and suggestions for creating a barrier-free environment;
- Involve organizations representing individuals with disabilities in making infrastructure decisions, as they can provide specialized support and expert recommendations.

It is worth noting that while accessibility issues for people with disabilities and mobility-impaired groups are familiar to both local authorities and the individuals themselves, addressing them requires **a comprehensive approach** and **collaboration** among various stakeholders.

The need for collaboration:

- **Government through:** Allocating funds from the national budget and government grants is a key factor in financing measures to overcome barriers and create an accessible environment.
- **Donors and partners through:** Additional funding from international organizations, funds, and private businesses can significantly accelerate the implementation of inclusive solutions.
- **Specialized organizations:** Organizations representing the interests of people with disabilities possess valuable knowledge and experience that can be utilized in developing and implementing effective inclusive policies. Their expert assessment and support of initiatives to overcome barriers are extremely important.

Collaborative efforts for success:

Only through the joint efforts of the **government, donors, partners, and specialized organizations** can significant progress be achieved in creating a barrier-free environment that is accessible to all members of society.