



END OF PROJECT REPORT

Introduction

The Joint Programme “Promoting Mainstream Policies and Services for People with Disabilities in Ukraine” promoted the application of accessibility and universal design¹ standards as enablers of social and economic inclusion and participation. It addressed existing barriers that prevent or limit equal access for persons with disabilities to services and facilities intended for the public.

The Joint Programme was funded by the UN Partnership to Promote the Rights of Persons with Disabilities and co-funded by UNDP and UNICEF. In-kind co-financing was provided by the National Assembly of People with Disabilities (NAPD) and sub-national authorities in pilot region. The national implementing partner was the Ministry of Social Policy of Ukraine, supported by UNDP, UNICEF, ILO and WHO. The senior beneficiary of the Programme was the National Assembly of People with Disabilities.

Operating at sub-national (Kharkiv region) and national levels, the Programme approach was two-fold. On the one hand, it developed capacities at sub-national level to apply the accessibility and universal design principles. On the other hand, it raised awareness on disability, accessibility and universal design principles at the national level.

The key impact of the programme is raised awareness of the universal design among key stakeholders at national level as well as improved accessibility for persons with disabilities to services, by enabling their equal participation in any activity and receiving services intended for the general public, such as employment, health care as well as targeted early intervention services.

¹ "Universal design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

1. Variations in impact and outcome indicators

Table 1. Variation in impact indicators

Impact		
Improved access to and utilization of quality health, education and social services		
Impact indicators		
Indicator	Start level	End level
Number of persons with disabilities directly benefiting from improved accessibility and services at the sub-national level Target: 2,500 people	0	Estimated at 2,652 persons with disabilities
Number of representatives from national and sub-national authorities with capacity to design and implement strategies/action plans and regulations on accessibility and universal design Target: 30 national and sub-national authorities representatives	0	66 (46 national + 20 sub-national)

Table 2. Variation in outcome indicators (add a table for each outcome in the approved project document)

Outcome 1		
The sub-national authorities, organisations of persons with disabilities and wider public in two selected raions of Kharkiv Oblast apply accessibility and universal design principles		
Outcome indicators		
Indicator	Start level	End level
Assessments of existing capacity and barriers in environment, processes, products and services for persons with disabilities in selected two raions Target: 2 assessments	0	2
Local strategies and action plans to address the accessibility issues in service delivery Target: 2 strategies/action plans	0	2

Community initiatives in key areas (employment, health care and social services) Target: min 4 community initiatives	0	3 (fourth one, employment related, moved to national level)
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Outcome 2		
Awareness among national authorities, civil society organisations of persons with disabilities and wider public on disability, accessibility and universal design principles raised at the national level		
Outcome indicators		
Indicator	Start level	End level
Number of national authorities with developed capacities Target: 50 national stakeholders	0	220 representatives from 56 national stakeholders
Number of public education and awareness raising activities/events/products Target: 20 activities/events/products	0	47
Accessibility and universal design sectoral regulations and/or training programmes developed and adopted Target: 3 sectoral regulations and/or training curricula programmes	0	3

2. Overall progress

During 2013- 2015, the Joint Programme completed a number of important activities at both national and sub-national levels. As it was envisaged, the Programme focused on two important goals: improvement of the accessibility and quality of services for persons with disabilities at the sub-national level; and raising awareness on the Universal Design and Accessibility at the national level.

Improvement of the accessibility of the services was ensured in participatory manner with involvement of various stakeholders. The identification of the targeted services was conducted by the communities and therefore reflects the most urgent needs, such as access to quality medical services for female wheel-chair users, access to educational services for children of school age and early habilitation for children aged 0-4.

The broad information campaign at the national level targeted representatives of the national authorities, architects, business associations, educators, activists and the general public. Multiple awareness raising tools were created, such as 11 video lessons on universal design on UNDP YouTube Channel (with an international qualified lecturer), animation video (explaining in pictures universal design principles), multiple presentations (explaining how universal design works in different spheres), brochure on universal design and a website that is fully devoted to universal design (showcasing best practices in Ukraine and worldwide). All these, together with television lectures and news spots, articles in online and print media, raised awareness of the universal design concept and accessibility requirements of estimated 4 million people in Ukraine.

1,276 people developed their capacity in implementation of universal design while participating in the events organized by the Joint Programme, such as discussions, seminars, trainings, media clubs, and 2,600 more people gained knowledge about universal design at the events organised by the newly established partners of the Programme. Online publications on universal design reached over 20,000 people, printed – 400,000 people, videos posted on YouTube had 3,500 views, presentations uploaded on Slideshare.net collected 2,500 views, and posts in social media (Facebook, V Kontakte, Flickr) had almost 18,000 views. The animation video reached over 3.5 million people as the video was broadcasted at cinemas, restaurants, supermarkets, central squares of major cities and regional and national TV channels.

The Joint Programme together with its partners managed to facilitate change on the policy level through capacity development of representatives of Ministries and national agencies involved into policymaking. As a result of the adoption of 9 legislative acts, developed/amended in 2014, the access to education, infrastructure, information and employment services for persons with disabilities has increased, as compared to previous years. Rapid development and adoption of the state policy documents that include such terms as “non-discrimination on the grounds of disability”, “accessibility” and “universal design” provides better protection for persons with disabilities from any acts of discrimination. National Strategy on Human Rights that was adopted in 2015 includes various provisions that ensure the equal participation of persons with disabilities in all spheres of life: the need to create system of on job support and coaching of persons with disabilities, requirement to ensure that provision of information to all persons including those with disabilities is done in the most accessible format, responsibility for failure to ensure the reasonable accommodation of physical spaces is reinforced.

With the aim of facilitating long-term results, the Joint Programme provided expert support to the national partner - National Assembly of People with Disabilities that managed to effectively draw

attention to the rights of persons with disabilities and lobby for creation of the position of Ombudsperson for the rights of persons with disabilities. The appointment of the Head of the National Assembly of People with Disabilities as an Ombudsperson will definitely contribute to efforts for promotion of the CRPD and protection of the rights of persons with disabilities in Ukraine. Moreover, support of the Joint Programme made it possible for Ukrainian NGOs of Persons with Disabilities to present Alternative report before the CRPD Committee and contribute to the preparation of the evaluation of the country report on CRPD implementation.

3. Progress towards specific outcomes

There are two outcomes of the Joint Programme

OUTCOME 1: The sub-national authorities, organisations of persons with disabilities and wider public in two selected raions of Kharkiv Oblast apply accessibility and universal design principles

OUTCOME 2: Awareness among national authorities, civil society organisations of persons with disabilities and wider public on disability, accessibility and universal design principles raised at the national level

OUTCOME 1 The sub-national authorities, organisations of persons with disabilities and wider public in two selected raions of Kharkiv Oblast apply accessibility and universal design principles
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At the sub-national level during 2013-2015 extensive work was carried out that set the goal of facilitating participation of persons with disabilities in the policy making at the local level and inclusion of the Universal Design and Accessibility approach into local policy.

First and foremost, the Assessment of existing capacities and barriers in environment, processes, products and services for persons with disabilities in two pilot regions of Kharkiv Oblast of Ukraine disabilities was carried out. The assessment was conducted between August and September 2013 among 200 people with disabilities, service providers, representatives of local authorities, social and medical departments in Valky Raion and Chuhuyiv town. In addition to the survey, accessibility audit of the social and medical infrastructure was conducted. The Accessibility Audit demonstrated that none of the infrastructure of the pilot regions is fully accessible for people with disabilities. Access to medical and social services is hindered by lack of physical accessibility to hospitals, poor transport accessibility, lack of access to specific equipment. Survey also revealed that some of the procedures are not designed in a way that would make them accessible for all people without regard to their functional limitations. Although most of the people with disabilities did not express their concern over a total unavailability of basic medical and social services, they did voice their opinions about the lack of certain medical specialists, long queues and lack of information. As the medical sphere was, at the time of the assessment and still is undergoing reforms all over Ukraine, the situation was quite representative of the general trends. Parents of children with disability voiced their concerns over lack of day care groups where children would be getting habilitation and rehabilitation services. Healthcare and social services professionals also named a few problematic areas in access to medicine and social services. Employment of people with disabilities was also assessed and although most of the people with disabilities who were questioned did not voice it as a major problem, some of the employers expressed their unwillingness to hire people with severe visual impairment as well as mental disability.

With that in mind intensive capacity development component was implemented in pilot regions of Chuhuyiv town and Valky raion training over 186 representatives of the local administrations, NGOs of persons with disabilities, employment centers employees and representatives of social services and educational facilities on the issue of Universal Design, Accessibility, Employment, inclusive education etc.

Parallel to this, the communities were supported in development of Strategies and Action Plans for the creation of an Accessible Environment for Valky raion and Chuhuyiv town. As a result of the number of strategy development sessions, the documents were finalised, presented to the public and discussed by community members during the public hearings. As the communities initially lacked knowledge and understanding of the existing innovative approaches to the provision of medical and social services, the Joint Programme organized a study visit of local social protection and healthcare specialists to Komsomolsk town (Poltava oblast), - a town, which established itself as a pioneer in these spheres. Consequently, the Chuhuyiv community applied the acquired knowledge while designing pilot initiatives as a part of the Action plan. Based on the Strategies and developed Action plans the communities prioritized following initiatives for implementation:

“School for Everyone” (Chuhuyiv town)

- Pilot initiative “School for everyone” in the Chuhuyiv town has been implemented. During 2014, the accessibility audit for school #8 was conducted and engineering design for improvement of accessibility has been developed. The construction works in the school have been completed in March 2015.
- Manual for schoolteachers on how to work with children with different disabilities or functional limitations has been developed and distributed among pedagogical staff in Chuhuyiv.
- A two-day workshop “Inclusive Education: Theory and Practice” was held in the town of Chuhuyiv and gathered over 25 schoolteachers and psychologists ([see photos](#)).
- Study visit to educational and social institutions in Lviv was organised on 12-13 of March 2015 where participants learned about inclusive education and accessibility of rehabilitation services for children

It is expected that at least **116 children (49 girls and 67 boys)** with disabilities aged 5-18 who live in Chuhuyiv will have better access to educational services.

Early Intervention Service (Chuhuyiv town and Valky raion)

- UNICEF and local authorities have implemented pilot initiatives on early intervention service (habilitation services for children 0-4 based on multidisciplinary and family-centred approach) in Chuhuyiv town and Valky raion.
- In November 2014 - January 2015, UNICEF in cooperation with local partners - the Institute of Early Intervention and Kharkiv Oblast Specialized Baby Home #1 - conducted a series of training sessions for the new early intervention teams from Valky and Chuhuyiv on the early intervention and its best practices.
- Repair works at the premises where the new services will be provided in both Chuhuyiv and Valky have been completed. The service provision started in September 2015 with first five families receiving constant support and habilitation services during the first month of the service provision.

- UNICEF have documented and assessed the services provided by Kharkiv Specialised Baby Home #1.

Documentation and assessment of the baby home's transformed services provides the evidence basis for advocacy with Ministry of Health specialists and baby home directors/staff to transform baby home residential care to community-based services for children with their families.

- Seven publications printed on early intervention, early child development and various disabilities:
 - Standard development of small children - 60 pages, 1,000 copies.
 - Brochure for parents on autism - 16 pages - 1,000 copies.
 - Stages of emotional experience of grief - 28 pages – 1,000 copies
 - A bookmark on early intervention – 1,000 copies.
 - Games not for the pastime - 96 pages– 1,000 copies.
 - Brochure on Down syndrome - 2 sheets (4 pages) – 1,000 copies
 - Positioning and approaches for relaxation of children with motor impairments - 20 pages– 1,000 copies.

Half of the circulation is used in Kharkiv and Kharkiv Oblast, the other half – in the core early intervention centers around Ukraine – Lviv, Dnipropetrovsk, Odesa, Poltava, and Uzhhorod.

It is expected that up to **1,500** children aged 0-4 living in Chuhuyiv and Valky have access to the new early intervention service in two pilot regions. Many more families will benefit from the publications.

“Access to quality medical services for all women” (Chuhuyiv town)

- WHO in cooperation with the local authorities and medical specialists of Chuhuyiv town has worked on the improvement of the access to gynaecological services for all women, including female wheel-chair users, women with excessive weight and elderly women.
- In March 2015 an accessible gynaecological chair was purchased and delivered to Chuhuyiv town (see [photos here](#))
- Study session on provision of medical services to patients with disability for the students of the Kharkiv National Medical University and medical staff from Chuhuyiv town were held educating over 50 current and future medical workers.

Apart from Kharkiv oblast the issue of Universal Access to medical services was also raised at various meetings and seminars at the national level and spread to other regions of Ukraine. In May 2015 seminars devoted to Universal Design in Medicine were conducted for Lviv oblast healthcare professionals and medical students and lecturers at National Lviv Medical University.

It is expected that about 7,000 women (wheel-chair users, elderly and women with excessive weight) from Chuhuyiv town and Chuhuyiv raion will benefit from the implementation of the service.

The implementation mode for all the initiatives that were developed and prioritized by the communities is very much centred on universal design and inclusion principles aiming to mainstream services that are available for persons with disabilities. The “School for everyone”

initiative created accessibility in the mainstream school with the aim to promote inclusive education for all children. Access to medical services initiative improved the quality of gynaecological services in a way to make them accessible for all women, including wheelchair users, elderly, women with excessive weight. All children at risk of developing a disability have access to early intervention team of practitioners, as the service is established in the mainstream clinic in Valky raion and at an inclusive kindergarten in Chuhuyiv. Such approach ensures that the Joint Programme is not developing separate services only for persons with disabilities, but rather integrating the needs of persons with disabilities into services available for public and therefore facilitating inclusion.

8,916 community members in Chuhuyiv and Valky, with 2,652 persons (predominantly women and children) with disabilities in both pilot regions will have access to newly established services.

Following consultations with stakeholders and the analysis of existing situation with employment of persons with disabilities in Ukraine, the decision was made to implement employment-related component at the national level by supporting the national government in designing a Model for introducing job support and coaching for persons with disabilities. The lack of such service has been voiced numerously during the meetings with NGOs of persons with disabilities at the national level, particularly those involved into promotion of the rights of persons with intellectual and psychosocial disabilities. The State Employment Centre also expressed interest in raising its awareness about the service, as many persons with disabilities quit the job within the first months of employment due to the lack of support and coaching, which would help to significantly accelerate integration at the workplace.

OUTCOME 2 Awareness among national authorities, civil society organisations of persons with disabilities and wider public on disability, accessibility and universal design principles raised at the national level

At the national level wide awareness raising campaign was conducted during 2013- 2015 that targeted national authorities, NGOs, general public, activists, architects, providers of transportation services, retailers, developers and university teachers.

The key activities that significantly contributed to enhanced awareness of universal design among the variety of stakeholders are the following:

- Over 70 representatives of 31 State bodies (including the Ministry of Education, Ministry of Social Policy, Ministry of Infrastructure, Ministry of Health, Ministry of Regional Development, and Ministry of Justice) took part in the seminars on Accessibility and Universal Design and gained a better understanding of the issues of disability, accessibility and universal design. Among the trainers of the seminars were people with disabilities.
- Presentation titled “Universal Design: 7 Principles for Comfortable Urban Living” was delivered to over 80 architects, urban designers and civic activists, during a round table discussion “Community. User Generated Kyiv” Pictures are available [here](#).
- Video interview of the UNDP expert Olena Ivanova devoted to universal design was posted on UNDP Facebook page, resulting in 1,168 views and 13 shares.

- 2-Day capacity development training “Universal Design: international experience and best practices” was held for 45 representatives of 26 state bodies, municipalities and representatives from NGOs on 13-14 May 2014.
- 2-Day capacity development training was held on 15-16 May 2014 for 26 representatives of 20 regional and national universities on the topic of universal design and inclusive education.
- Press Lunch was held for 16 journalists on the issue of international experience of introducing universal design. The press-lunch resulted in 24 publications in on-line and print media and 2 TV stories ([link here](#))
- Representatives of the Joint Programme took part in the Urban Civic Forum organized by Henrich Boll Stiftung, where the topic of universal design was raised and included into the final presentation of the working group. The organizers of the Forum prepared recommendations for the recently elected Kyiv Mayor’s office ([Photos from the event](#)).
- The topic of universal design was presented at Platfor.ma Public Talk “Kyiv – How to Create a City Comfortable for All?” within a marathon of public discussions titled “Re: Invent Ukraine”. The public talk gathered three speakers – Project Manager Kristina Bagramian, conceptual urban architect Vlodco Zotov and informational designer Igor Skliarevsky. The event gathered 50 people ([Photos from the event](#)). The link to the follow-up publication can be found [here](#).
- Universal design concept was presented to 180 people (mainly top-management), who participated at the II Forbes Forum “Success in Retail” (June 05, 2014). Project Manager made a presentation “Universal Design as a tool for managing customer’s loyalty and attracting new clients”. A partner of the speech – IDNT commercial design agency – supported the presentation with a case on newly designed bank outlets of Oschadbank in compliance with universal design (3D tour).
- Multiple presentations were prepared and published on Slideshare.net with the maximum reach of 1,278 views per presentation:
 - [“Universal Design in Services”](#)
 - [“Universal Design: 7 Principles of Comfortable City”](#)
 - [“Universal Design: Kreschatyk for Everyone”](#)
 - [“Universal Design: 7 Rules of Comfort for All”](#)
 - [“Universal Design in Public Informing”](#)
 - [“Universal Design and Accessibility for Real Estate”](#)
 - [“Universal Design principles as obligatory criteria the Donbas infrastructure recovery”](#)
 - [“Job Support and Coaching: European Practices”](#)
 - [“Alternative report by public organizations on compliance with the UN Convention on the Rights of Persons with Disabilities”](#)
 - [“Universal Design in Education”](#)
 - [“Inclusive Education and Universal Design”](#)
 - [“Accessibility in Infrastructure”](#)
- Animation video on Universal Design was created and presented at various events.
 - “Universal Design: World accessible for all” with English subtitles ([link here](#))

- “Universal Design: World accessible for all” with Ukrainian subtitles ([link here](#))

Two versions of animation video brought 2,200 views on UNDP Ukraine YouTube channel only and were demonstrated at various events of the Joint Programme and its partners. Additionally, several movie theatres and restaurant chains all over the country demonstrated the animation video on its screens and in the hallways. Regional Television stations in Volyn and Zhytomyr demonstrated the video. The video was also broadcasted at a large screen at the main square of Kharkiv city. Estimated reach of the animation video is over 3.5 million people.

- Series of video lessons on “Universal Design and Best Practices” (4 videos) were created and published on the UNDP Ukraine YouTube channel ([link here](#)).

- Series of video lessons on “Universal Design and Inclusive Education” (7 videos) were created and published on the UNDP Ukraine YouTube channel ([link here](#)).

- Article on universal design was published on the website of the major Ukrainian newspaper “UkrPravda”, which has a daily audience of over 4.5 million viewers ([link here](#)).

- Presentation of universal design was conducted for 27 students of the UN Ukraine summer school “The World We Want”.

- Video lecture on universal design was aired on the Parliamentary channel “Rada” and its YouTube channel ([link here](#)).

- The separate universal design nomination was introduced at the Students’ Social Advertising Contest. Lecture on universal design was delivered to 55 students of Kyiv National Trade and Economic University ahead of announced nomination. Nine submissions related to accessibility and universal design issues were submitted by contestants in video and poster formats. Universal design presentation was held for over 120 students, participants of the Award Ceremony of the Social Advertising Contest.

- 23 developers, urban experts, journalists and representatives of NGOs took part in a round table discussion of “Universal design and accessibility for residential and commercial real estate”. ([see photos from the event here](#)) organised by the Joint Programme in partnership with Ukrainian Real Estate Club.

- Input related to universal design and accessibility was provided to “The code of business ethics and rules of professional ethics of retailers” which has been developed by the Ukrainian Retail Association.

- Public discussion “Comfortable Kyiv: How Universal Design Can Help It”, organised jointly with the Architectural Festival CanActions, gathered over 70 activists and architects ([link to photos from the event](#)).

- The issue of accessible reproduction services for female wheelchair users was raised at a round-table discussion within the Joint Programme in December 2014, bringing together 25 representatives of medical sphere, NGOs and national authorities.

- Website on universal design was created and published at www.ud.org.ua. The website contains best practices of introducing universal design in services, architecture, transport etc., as well as contains key resources developed by Joint Programme, articles and legislation devoted to the topic of accessibility and universal design. The website is constantly updated with news, presentations, books, etc.
- Presentation of the Analysis of Models of job support and coaching from 7 European Countries was organised and brought together 70 representatives of NGOs, State Employment Centre, employers and Media. The presentation was followed by focus-group on development of the Ukrainian Model for job support and coaching.
- First international conference titled “Universal Design a tool for inclusive society” was held in Kyiv on 13 February 2015 bringing together over 180 representatives of national authorities, NGOs, architects, transportation experts, education specialists, medical workers, employers, Mass Media and activists ([Link to photos to the event](#)) More than 50 publications in online, TV, print and social media were produced as a result of the Conference.
- Capacity-development training was conducted for representatives of the regional departments of education on the issues of Universal Design and inclusive education. During the one - day training the 25 participants learned about the Universal Design, steps needed to be taken to ensure accessibility of education for all children.
- Universal Design framework was introduced to Kyiv Street Design Manual that is being jointly developed with Kyiv Municipality. Expert advice provided to content of the Manual and first draft of the publication has been prepared and published for public hearings and contributions.
- Brochure devoted to the Universal Design was produced in February 2015 and distributed to the NGOs in the region. It is envisaged that the regional NGOs will use the material while conducting trainings on Universal Design for local administrations. The electronic version of the Brochure can be found [here](#)
- Manual “School for Everyone” was published in 2500 copies and distributed to education departments of 17 regions of Ukraine. The link to the publication can be found [here](#).
- Workshop “Universal Design in architecture – competitive advantage for developers” was organised at InterBuildExpo - largest construction and building exhibition. 25 developers, architects and visitors of the exhibition took part in the workshop. Universal Design Brochure was distributed among the participants of the workshop, targeting 300 exhibition participants.

- Presentation of the Universal Design principles as obligatory criteria the Donbas infrastructure recovery was given at CEO Real Estate Conference organised by Confederation of Builders of Ukraine and URE Club. 100 high-level representatives (mainly CEOs) of construction companies and banks took part in the event. The presentation can be found [here](#). The link to the photos from the event can be found [here](#).

- The Joint Programme supported the delegation from NGOs of persons with disabilities to appear in Geneva at the Committee on The Rights of Persons with Disabilities and present the Alternative report on the situation of the persons with disabilities in Ukraine “Alternative report by public organizations on compliance with the UN Convention on the Rights of Persons with Disabilities”.

- The brochure “Universal Design: Practical Advice for All” was presented at Knyzhkovyy Arsenal event which was held on April 26 in Kyiv; over 30 people participated in it and the information campaign reached over 200 people.

- Universal Design was presented at the corporate social responsibility committee of the European Business Association (over 30 people), which was held at the British Council. Simon Williams, the Director of British Council in Ukraine, together with the EDI (Equality, Diversity, Inclusion) coordinator Katerina Tytarchuk presented equal rights policy. They explained the best practices and tools that are used by the British Council to maintain equal conditions for all workers and clients regardless their sex, race, sexual orientation or other attributes. During this meeting, Universal Design concept and the major results of the Joint Programme were also presented (see [photos](#)).

- Universal Design was presented at the ProMisto festival, organized by the Architecture Department of the Kyiv City Council, as an important tool for building inclusive society which should be applied in city construction. Overall, more than 30 speakers took part in the event, including Kyiv Mayor Vitaly Klitschko, the President of Georgia (in years 2003-2013) and Governor of Odessa region Mikheil Saakashvili, Mayor of Warsaw Hanna Gronkiewicz -Waltz, and others. The event gathered more than 1,000 people (see [photos here](#)).

- Almost 400 publications were produced in 2013 - 2015 by online media, social media, television and print media.

Apart from awareness raising and capacity development, the Joint Programme significantly contributed to the policy level changes, development of sectorial regulations and methodical recommendations:

- Universal design principles were included into “The recommendations on informing the public about social service”. Use of universal design guidelines in the way social services provide information will significantly improve accessibility of the data for persons with different functional limitations as from now on the size of the font, the positioning of the announcement and the diversification of the channels of the information to be used are clearly identified and targeted at all

clients of social services including those with sensory limitations. The document was adopted by the Order of the Ministry of Social Policy of Ukraine.

- In cooperation with the State Employment Centre, the Joint Programme developed Model for job support and coaching service for persons with disabilities. In January 2015, international consultant conducted analysis of provision of the service of job support and coaching in 7 EU countries and presented it to Ukrainian stakeholders. Based on the prepared report, Ukrainian Model of Job support and coaching was developed and submitted for implementation to the Ministry of Social Policy of Ukraine in March 2015.
- Manual on inclusive education “School for Everyone” that covers universal design principles was developed, published and distributed in 2015. The Manual contains methodical recommendations for school teachers and psychologists on the best ways to create inclusive school environment for all children including those with disability or functional limitation. A lot of attention is paid to the way a teacher needs to provide information for children with various limitations to be able to perceive it. Separate chapters are devoted to teaching when there is a student with cerebral palsy in class, or the one with limited vision or hearing, a child with autism. Link to the Manual can be found [here](#).

4. Other results

- **Spin-off effects.**

One of the major spin-off effects produced by the Joint Programme is the overall change in the environment related to the persons with disabilities. As a result of the multiple events, discussions and seminars, media attention to non-discrimination issue and issue of accessibility of services for all has increased significantly. In 2014- 2015, topic of persons with disabilities was no longer an issue discussed only by providers of social services and persons with disabilities themselves, but it became a widely recognized issue touched upon by business associations, ministries and national agencies, as well as the general public.

In 2014, the Joint Programme managed to build partnerships with professional business associations such as Ukrainian Real Estate Club and Ukrainian Retail Association, which produced important spin-off effects:

- Well-established partnership with the Ukrainian Real Estate Club resulted in inclusion of accessibility features into the Kyiv Office Space Classification of types A and B. The Joint Programme ensured the obligatory sub-criterion of “Accessibility for persons with disability and people with reduced mobility (PRM’s)” was included as a sub-criterion to the classificatory in the following formulation: “more than one entrance is organized for people with reduced mobility (ramps, handrails, the opening width is more than 90 sm), as well as the organization of internal space with respect to the PRM’s category”. Thus, all the developers of the commercial real estate from now on will have to take into account the criterion in order to be able to classify the building to a certain category. The category, in its turn, affects the price of the premises. A new classificatory was publicly presented by the UREClub on October 09, 2014. The official website of the classification can be found [here](#) (in ENG). This new classification is considered valid and working since its public launch.

- Partnership with the Ukrainian Retail Association resulted in inclusion of the non-discrimination clause into the “The code of business ethics and rules of professional ethics of retailers” to be signed by members of the Association, key players in the retail business: large and small supermarkets, shops and malls. The Joint Programme contributed to the development of the text of the Code by ensuring that the retailers apply accessibility criteria while designing the retail experience for its customers, as well as into their HR policy, avoiding discrimination on the grounds of disability.

Representatives of national authorities and regulatory agencies that took part in various capacity-development activities and learned about the principles of accessibility, Universal Design, requirements of CRPD became very active as compared to previous years in development of the legislation that would provide for improvement of the situation of persons with disabilities. During 2014, the following laws that include the mentioning of the persons with disability, non-discrimination, accessibility or universal design, rehabilitation were adopted:

1. Law of Ukraine from 13.05.2014 № 1263-VII “On introduction of amendments to a number of legal acts of Ukraine on prevention and counteraction to discrimination”
2. Law of Ukraine from 29.05.2014 № 1283-VII “On introduction of changes to a number of legal acts of Ukraine on parking of transport vehicles”
3. Law of Ukraine from 05.06.2014 № 1324-VII “On introduction of amendments to a number of legal acts of Ukraine on organisation of inclusive education”.
4. Law of Ukraine from 05.06.2014 № 1315-VII Law of Ukraine “On standardization”
5. Law of Ukraine from 18.06.2014 № 1519-VII “On introduction of amendments to a number of legal acts of Ukraine on protection of the rights of persons with disabilities”
6. Law of Ukraine from 01.07.2014 № 1556-VII “On Higher Education”
7. Law of Ukraine from 04.07.2014 № 1590-VII “On introduction of amendments to a number of legal acts on separate issues of conducting medical and social expertise”
8. Law of Ukraine from 23.07.2014 № 1609-VII “On introduction of amendments to article 4 of Law of Ukraine “On rehabilitation of persons with disabilities”
9. Law of Ukraine from 14.08.2014 № 1654-VII “On introduction of changes to Tax Code of Ukraine in order to ensure the realization of the rights of enterprises and organizations of persons with disabilities on reduced terms of taxation”

Moreover, attention to the rights of persons with disabilities that was fuelled by awareness raising activities of the Joint Programme and its partners together with growing understanding of the increasing numbers of people acquiring disability in the armed conflict in the eastern part of Ukraine stimulated the establishment of the position of President’s Ombudsperson for the rights of people with disability in December 2014. This major achievement although not initially planned should be attributed to many actors within the country and will serve as a key instrument for a long-term attention of the national authorities towards the issues of persons with disabilities.

Capacity of the representatives of the Ministry of Social Policy of Ukraine was significantly developed during the numerous trainings and seminars. As a result, the Ministry, which is a key partner of the Joint Programme initiated procedure for changing of the official translation of the CRPD into Ukrainian as currently the formulation includes term “disabled” (“invalid” in Ukrainian) and not a “person with disability” as the Convention states. With support of UNDP, Official letter to UN Committee on the Rights of Persons with Disabilities was sent requesting for clarification of the terminology. The response received supported the claim that current translation is not in line with the principles of the Convention. Based on this official letter was sent by Ministry of Social Policy to Cabinet of Ministers requesting Cabinet of Ministers to order Ministry of Foreign Affairs to introduce abovementioned change in official

translation of the Convention. The link to the news update about the process of changing the Ukrainian language title and terminology used in Ukrainian translation of CRPD can be found [here](#)

The Joint Programme also facilitated and promoted the inclusion of the issue of accessibility and universal design into mainstream urbanism, which was not the case in previous years. By presenting the issue to young activists, student architects and designers, the topic is now being discussed in social media and urban circles together with issues of creation of bicycle lanes, public spaces and public transportation in the modern city.

The topic of Universal Design became popular not only among the activists and urban planners, but also among political parties that picked up the concept as an attractive agenda setting instrument. The First Ukrainian Urban Fest that was organised jointly by [political Party DemAlliance](#) (has the majority in Kyiv city council) and on-line urban magazine “Khmarochos” contained separate section devoted to Universal Design (see [agenda here](#)). This major shift was made possible due to the fact that the representative of the political party took part in the International Conference on Universal Design that was organised by Joint Programme in February 2015. The Joint Programme manager opened the Universal Design section at the Urban fest and presented 7 principles of Universal Design together with the Brochure on Universal Design and animation video to over 800 activists, urbanists, city planners and NGO representatives.

Another spin-off effect that can be easily identified is the fact that Mass Media became interested in the topic and started to search for additional funding to cover the issue on a more permanent basis. The abovementioned online urban magazine “Khmarochos” developed project proposal to USAID on coverage of Accessibility and Universal Design topic and creation of a separate sub-section of the magazine, which would solely be devoted to Universal Design. Once approved by the donor, the project will significantly contribute to coverage of the topic beyond the timeframes of the Joint Programme.

Efforts of the Joint Programme also produced the result that can be described as inclusion of the Universal Design and Accessibility topic into the realm of the Human Rights in Ukraine. This major shift is important as no longer is accessibility only about persons with disability, it is about Human Rights like many others. The cooperation with the Centre of Human Rights Information that was engaged in the production of the Universal Design Brochure produced very interesting spin-off effect. The Centre is actively promoting the Universal Design topic in its articles and publications. Additionally, in April 2015 the Centre presented the Brochure developed within the Joint Program at the Annual Book Festival “Book Arsenal”, which brings together literature critics, authors and reading public and is annually visited by at least 2000 people from all over Ukraine.

- **Participation and partnership-building.**

The Joint Programme facilitated partnership at five levels:

- *International partnerships* were established. The Joint Programme partnered with The Institute for Human Centered Design in the USA, as a result of which permission was granted to Joint Programme to translate and publish the content of the Institute’s best practices library at the website created by the Joint Programme. Additionally, international expertise in universal design and inclusive education was brought to Ukraine from Canada and employment related expertise is being brought from Ireland in 2015.
- *Inter-ministerial partnerships were facilitated.* During the various capacity-development activities, organised by Joint Programme, the participants from diverse national agencies and ministries had a chance to communicate with one another and network in a non-usual

setting, which resulted in professional partnerships being formed and the issue of protection of the rights of persons with disabilities becoming the common topic for joint efforts.

- *Partnerships with businesses and business associations were shaped.* In 2014, the Joint Programme built networks with professional associations of retailers, real estate developers, companies that include universal design into their daily operations. These separate instances of introduction of accessibility and universal design in business were used by Joint Programme in wider information campaign in the business community. For instance, the Joint Programme cooperated with Oschadbank, which is a key state owned bank in Ukraine, to showcase the example of creation of the first bank branch accessible for all. The Joint Programme also built partnership with IDNT-company that specializes on industrial design in order to promote universal design principles while creating retail environment accessible for all.
- *Partnerships on the community level in pilot regions were formed.* As the Joint Programme is being implemented in two pilot regions that have no previous history of strategic planning or community mobilization, the creation of the working groups on the ground and their participation in the activities of the project allowed for a better dialogue within the community. As the working groups included representatives of local administrations, medical and educational facilities, NGOs, representatives of the local business, this significantly empowered the community to conduct consultations and implement changes.
- *The UN system wide partnerships were facilitated.* The cooperation between the four agencies- UNPD, ILO, WHO and UNICEF has deepened around the themes of Disabilities and Accessibility. Representatives of the Agencies have regular Programme Board meetings and individual discussions of the key plans and challenges of the project. Additionally, the communication flow between the agencies has improved especially the communication related to the persons with disabilities. As a result, other joint projects and interventions are being designed that involve the several UN agencies implementation modality.

- **Knowledge creation.**

The Joint Programme created products that are aimed at mainstreaming the rights of persons with disabilities and demonstrating the need for inclusion of persons with disabilities into decision- making. As universal design concept is quite new to Ukraine and is not targeting only persons with disabilities, the Joint Programme was advocating for accessibility for all, including persons with disabilities, elderly, children, pregnant women, etc.

The following key products were created within the advocacy campaign on Universal Design of the Joint Programme:

1. *Animation video on Universal Design:*
“Universal Design: World accessible for all” with English subtitles ([link here](#))
“Universal Design: World accessible for all” with Ukrainian subtitles ([link here](#))
2. A series of video lessons on Universal Design & Best Practices (4 videos) ([link here](#))
3. A series of video lessons on Universal Design & Inclusive Education (7 videos) ([link here](#))
4. Universal design website: www.ud.org.ua
5. Brochure on Universal Design- 4,000 copies ([link here](#))

6. Manual “School for Everyone” – 1,500 copies ([link here](#))

Seven publications on Early intervention and development of children were developed and are available at http://www.unicef.org/ukraine/ukr/media_10621.html

- **Leveraging effect.**

Joint Programme produced multiple leveraging effects.

Various people volunteered their time and resources for the multiplication of the results produced within the Joint Programme. In the case of multiplication of the effect from animation video, various partners such as the Ministry of Social Policy, the National Assembly of People with Disabilities and regional NGOs and universities that took part in trainings of the Joint Programme devoted their volunteer time to write letters to supermarket chains, movie theatres, city councils and TV channels, requesting for free broadcasting of the animation video in certain time slots. As a result of these efforts, which were conducted on the volunteer basis, the viewership of the animation video reached 3.5 millions of people all over Ukraine.

- Another leveraging effect was produced within the partnership established with the Kyiv Municipality when the Department of Architecture upon advice of the Joint Programme decided to create Manual for Street Design, which would include principles of universal design in urban development. The funding for the development and printing of the Manual is coming from outside resources. The Joint Programme is collaborating with Municipality in the creation of the Manual by providing its expertise and knowledge. The first draft of the Manual was published in February 2015 and opened for comments. The finalization of the document is envisaged for April 2015. Therefore, small expertise investment by the Joint Programme unlocked additional resources available in the community, producing an important tool for dissemination of the knowledge on universal design and accessibility. Moreover, partnership with the Kyiv Municipality and Kyiv Department of Architecture resulted in inclusion of Universal design principles into the “Draft resolution of the Kyiv City Council of the Concept “Comfortable City” which contains suggests including Universal Design principles into city building and street development, published on the website of the Kyiv Department of Architecture and City Building.

The Joint Programme also managed to attract in-kind resources in the form of staff time of partners, provision of free venues for awareness-raising activities and pro bono access to key audiences and stakeholders as a result of established partnerships.

5. Life stories and testimonies

The outcomes of the educational activities are the most visible as many participants embraced the concept of universal design and started to promote its introduction in their daily work.

Students of universal design trainings, conducted by Canadian universal design expert Dr. Olga Krassioukova-Enns, keep introducing universal design ideas into their work. They conduct workshops on universal design for their colleagues and other target groups, as well as use it professionally as architects and activists:

Gregory Melnychuk, a journalist and urban activist, participated in various events of the Joint Programme (discussions, presentations of UD at Platfor.ma, round table for developers).

The fast track tram stop “Plosha Peremohy” in Kyiv had the non-convenient above- the- ground walking bridge with a lot of stairs. 70-80% of people used to avoid this bridge by crossing the tram racks in front of the tram, violating traffic rules and putting their lives in danger. Mr. Melnychuk, jointly with other activists, approached city council and initiated the creation of the alternative exit from the tram stop, which was eventually constructed at the place, where people habitually used to exit the tram stop.

Having learned about the universal design and accessibility criteria, in consultations with the Joint Programme, Mr. Melnychuk ensured that the new exist has the accessible ramp with handles. The construction of the new exit was completed on October 21, 2014. The newly constructed exit is accessible to all people, including persons with disabilities, elderly people and parents with strollers. The link to the Facebook album of before and after photos can be found [here](#).

Svitlana Kysil, an architect from “Ukrainian Zonal Research and Design Institute for Civil Construction”, also took part in the training “Universal Design: international experience and best practices”. As a result of the training, Ms. Kysil conducted a workshop on universal design during a public launch of the new tactile metro map in Kyiv. She also introduced principles of universal design into her project of re-designing a former wheat storage building into a gallery. The project that has all the elements of the universal design was presented on November 20, 2014, at a public discussion organized by the Joint Programme with the support of the architectural movement CANactions.

The Institute, where Ms. Kysil is employed as architect, also introduced universal design principles into the two albums: 1. “The Album of Technical Architectural Solutions for Redesigning Residential Apartment Buildings to Meet the Needs of People with Disabilities” and 2. “The Album of Technical Solutions for Architectural Planning of Institutions for Temporary and Full-time Living of People with Mental Disability”.

Testimonies from partners and participants of the activities of the Joint Programme

Mr. Vasyl Shevchenko, First Deputy Minister of Social Policy of Ukraine:

“Today we are witnessing how the socio-political situation in Ukraine exacerbated the issues that existed long before the aggression and were related to 2.8 mln. of people with disabilities. Among these issues is improper access for persons with disabilities to various services, architectural structures and transport.

We all saw that people with disabilities due to different limitations could not independently come to the places of evacuation, get into bomb shelters, hospitals and other public facilities, use transport, obtain information. There is a problem of relocating them due to insufficient housing or non-adapted housing facilities where they could feel safe and live independently.

Solutions to many of these issues were provided during the implementation of the Joint Programme, which introduced the principles of universal design to policy makers.

Joint Programme largely contributed to spreading information on universal design through educational activities and public awareness efforts. Experts in social protection, construction and others could strengthen their expertise on the issues of accessibility and problems of persons with disabilities, and learn about universal design. Animation video and manual on universal design, developed by the Programme, showcase how each of us can help create a world comfortable for everyone.

Today the Ministry of Social Policy is working on a draft comprehensive state program to support social adaptation and reintegration of internally displaced persons and employment programs and training of such persons.

I express my sincere gratitude to UNDP, UNICEF, WHO and ILO for their joint effort to address issues related to people with disabilities in Ukraine. I hope for the continued cooperation. I understand that proper introduction of universal design and reasonable accommodation in all areas of life takes a lot of time”.

Mr. Valery Sushkevich, Ombudsperson on the rights of people with disabilities:

“In 2006, the UN adopted the Convention on the Rights of People with Disabilities, which aims to promote and protect human rights and freedoms for persons with disabilities. Today Ukraine is challenged to achieve this goal.

The UNDP, UNICEF, WHO, ILO Joint Programme "Promoting Mainstream Policies and Services for People with Disabilities in Ukraine" largely contributed to the exchange of knowledge, information, best global and local practices between all interested parties, such as government officials, NGOs, DPOs, and others, and encouraged cooperation between them at different levels and in different areas of public life.

The programme enabled widespread introduction of universal design principles and accessibility standards as those that ensure social inclusion of people with disabilities among many other targeted groups. Universal design is more than the physical environment and accessible facilities. This is a radically new philosophy of catering for the needs of people with disabilities in terms of service delivery, infrastructure development, housing, employment, presentation of information, etc.

The Programme has significantly contributed to the development of the model of job support and coaching of people with disabilities in Ukraine based on the experience of the countries in the European Union, which was showcased by the Programme. Implementation of the model is of crucial importance for Ukraine, where this service is underdeveloped, and needs further development.

In Ukraine there is still a need for further implementation and legal enforcement of universal design principles, of the model of job support of the people with disabilities and strengthening cooperation between the government and civil society”.

Mr. Mykola Horbaha, Chairman of the State Service of Ukraine on Transportation Safety (during the implementation of the Joint Programme – Head of the Safety Department of the Ministry of Infrastructure of Ukraine):

“Events organized by the Joint Programme were held at a high level and contributed to enhancing the professional competence of employees of the Security Department of the Ministry of Infrastructure of Ukraine. It is important to continue raising the level of interest and awareness of central executive authorities and especially the leadership to create the political will for change.

With the knowledge gained during the implementation of the Joint Programme, we implemented 90% of accessibility in the building of the Ministry of Infrastructure. We also involved European experts from Spain and Poland on transport accessibility and conducted workshops on accessibility of railway infrastructure facilities in six cities of Ukraine (Kyiv, Odessa, Lviv, Kharkiv, Dnipropetrovsk, Zhytomyr). Jointly with the National Assembly of the People with Disabilities, which is a partner of the Joint Programme, we developed a questionnaire on accessibility of transport infrastructure which enabled independent audits at railway and postal facilities.

Another our achievements as a consequence of the Joint Programme is introduction of the legislation requirements of UNECE Regulation #107 on accessibility to passengers with disabilities of passenger

vehicles (buses, trolleybuses) and changes in the procedure of attestation of bus stations, which established requirements for the accessibility of bus stations for persons with disabilities.

Today, our first priority is to create on the basis of the state enterprise under the Ministry of Infrastructure a educational centre to train transport personnel on specifics of provision of services for people with disabilities. In case of the Programme's continuation, we hope to develop jointly with the Programme a series of manuals on "Access to the transport system and postal service"; to develop learning programs for training and retraining of personnel to ensure accessibility of the transport system and postal services; and conduct training of leading transport companies carrying passengers (which are private sector in Ukraine).

I believe that successful introduction in Ukraine of the principles of universal design will largely depend on the mind-set of the ordinary people, as well as of governments officials, experts. The mind-set begins with kindergarten, school, etc. Therefore our main common objective is to ensure awareness of the importance of accessibility and universal design in all spheres of human activity."

Ms. Natalia Skrypka, Executive Director of the National Assembly of Persons with Disabilities of Ukraine:

"The Joint Programme helped us to achieve a number of important objectives:

Firstly, it enhanced the professional skills of civil servants and representatives of NGOs working at both the national and local levels, on the use and the need of the principles of accessibility and universal design in Ukraine.

Secondly, the increased role and professionalism of DPOs made it possible to improve the efficiency of cooperation between the authorities and organizations of persons with disabilities in matters of creating a "no-barrier" Ukraine.

Thirdly, the project engaged persons with disabilities acting in the capacity of experts, which made it possible to implement practical recommendations for improving the urban environment and transport infrastructure on the grassroots level. It is very important that due to the Joint Programme's activity the voice of people with disabilities was better recognized during public debates and now persons with disabilities are more often invited to public hearings and forums on the issues of transport and architectural solutions.

Overall, with the Joint Programme Ukraine we started to implement the concept of universal design. The Programme contributed to a change in the general mind-set in addressing issues of disability and the implementation of universal design.

Due to the Programme's implementation the experts of the National Assembly of People with Disabilities in Ukraine made their first steps to implement systemic changes in the state construction codes of Ukraine, which we hope to fully adapt to universal design principles in case Joint Programme is continued".

Mr. Yuri Vasylychenko, Deputy Head of the Department, Head of Department for inspection and certification of management licensing, inspection and certification the State Inspection of Architecture and Construction:

"Representatives of the State Inspection of Architecture and Building of Ukraine took part in all training events that were organized in the framework of the Joint Programme. Thus the personnel of the State

Inspection of Architecture and Construction learnt about the problems of people with disabilities in Ukraine, universal design principles and international best practices.

The Programme enabled direct communication of civil officials with the public to find out the current problems and prioritize them.

The Programme inspired us to host own events, and in 2014 regional offices of the State Inspection of Architecture and Building, jointly with representatives of local authorities, NGOs, and building experts, held “roundtables” on issues related to creating universally designed and accessible environment in the regions and in Kyiv.

As a result of the Programme the State Inspection of Architecture and Building urged the public and the authorities to change state construction codes that regulate the accessibility of buildings and facilities for people with limited mobility. The purpose of the changes is to introduce the notion of universal design into the construction codes and therefore make buildings equally accessible and comfortable for all citizens, regardless of their physical abilities”.

Ms. Rayisa Panasyuk, Chairwoman of the Board of the Organisation of persons with Disabilities “Harmony”,:

“I am very grateful for the opportunity to take part in the activities of the Joint Programme and grateful to UNPRPD for the support that was provided to the Joint Programme. This support opened a door to knowledge that is available outside of the country and allowed to learn from the best. Additionally the resources that we created during these past two years and discriminated to organisations like ours are priceless. They will continue to serve to the promotion of the rights of persons with disabilities in Ukraine as we used them in our daily work with local administrations. I hope the Joint Programme will be continued soon. There is a lot we can still change”.

6. Challenges and unforeseen events

There are two key challenges in the implementation of the project:

- *Armed conflict in the eastern part of Ukraine.* The conflict in Donbas region has led to the increased numbers of persons with acquired disability. Many persons with disabilities became internally displaced, who are in need of most basic services and humanitarian assistance. Given the urgency of the situation, the national authorities in the mid-2014 were more concerned with meeting emergency needs of IDPs, including those with disabilities, rather than thinking strategically and developing long-term interventions. At the same time, emergency situation and the armed conflict brought additional attention to the vulnerability of persons with disabilities and created momentum for voicing the needs of the persons with disabilities, slowly bringing the topic of accessibility back to the agenda by the end-2014. As a result, the issue of accessibility of infrastructure, accessible work places and social rehabilitation of persons with newly acquired disability can be identified as priorities for 2015.
- *Lack of financing in local budgets.* As indicated earlier, Ukraine is currently in a difficult political and economic situation; local budgets for 2014 did not have funding that could be provided as co-sharing to finance the pilot initiatives on the sub-national level, only in-kind contributions towards the activities on the local level. Additionally, the unpredictable situation with the armed conflict prevents local authorities from committing the financial resources for 2015. This, for instance, resulted in redesigning of the pilot initiative on establishment of the early intervention service.

Whereas originally the local authorities were planning to finance additional staff who would provide the service of early intervention, due to the budget deficit the decision was made to use the time of the already employed practitioners by identifying days of the week when they work as a member of the early intervention team.

As a response to the emergency inflicted changes, at the national level the Joint Programme concentrated on knowledge creation and support of the partners' networking that would ensure the lasting promotion of the rights of persons with disabilities after the Joint Programme is completed, as well as lasting cooperation between all the stakeholders from different national agencies that are involved into policy creation. Furthermore, the Joint Programme supported local communities in capacity development related to resource mobilization and project management. As a result, the communities gained tools to attract external resources in the times of state funding shortage.

7. Project follow up

The key partner of the Joint Programme – National Assembly of People with Disabilities intends to continue working on promotion of the Universal Design using the tools and educational materials developed as part of the Joint Programme. In April 2015 NAPD conducted non-discrimination trainings, which included the issue of Universal Design and accessibility for assistants of the deputies in Ukrainian Parliament. Brochure on Universal Design as well as animation video created within Joint Programme were used to demonstrate the need for creation of the accessible environment for all. Additionally, National Assembly of People with Disabilities took part in the April session of Committee on the Rights of Persons with Disabilities held on 20-24 April 2015.

NAPD is also planning to continue participating in the Joint Programme in case the Second Phase of the project is approved. Within the Second Phase, Centre for Universal Design as a separate division will be established and will provide consultancy and expertise for national and regional authorities and NGOs on the issue of Accessibility and Universal Design. As the website that was developed as part of the Joint Programme has been transferred to NAPD, there is a plan to update it with Ukrainian cases of creation of accessibility and introduction of the Universal Design in banking sphere, museums, airports etc. Also the website will be regularly updated with the upcoming activities related to Universal Design topic.

The national authorities-partners of the Joint Programme will continue implementing the Accessibility and Universal Design standards into policy. The Ministry of Social Policy of Ukraine will work on the implementation of the Model for job support and coaching and plans to conduct piloting of the service at several locations to identify the best practices and later develop legal framework for the service to be provided nationwide. The Ministry of Infrastructure has numerous plans to introduce accessibility criteria into transport infrastructure. Ministry of Infrastructure plans to develop manuals on accessibility of transport, develop training materials for employees of the transport system on how to provide better services to all people, including persons with disabilities.

UN partners of the Joint Programme intend to continue working on the disability topic within the Second Phase and within other programme areas. As the current armed conflict in eastern part of Ukraine resulted in many people acquiring disability and people with disabilities becoming internally displaced, the issue of accessibility of rehabilitation and medical services was put on the agenda by most of the UN Agencies. The Universal Design concept is being introduced into programs that are being developed by the agencies, particularly those that are

related to infrastructure reconstruction and provision of services. In the Second Phase, Joint Programme intends to work with international donors in order to include the topic of Universal Design and accessibility criteria into all technical assistance projects implemented in Ukraine.

Many of the regional NGOs have noted that they plan to conduct various trainings for local administrations on Accessibility and Universal Design. Joint Programme was approached by many NGOs with requests to provide them with available instruments: animation video, copies of the brochure on Universal Design, Manual "School for Everyone". The tools produced within the Joint Programme will continue being used by various stakeholders to promote the topic of Universal Design and protect the human rights of people with disabilities.

Joint Programme team intends to apply for Second Phase of the funding from UNPRPD to continue the efforts on the promotion of the Universal Design in Ukraine. During Second Phase the abovementioned created tools will be translated into English and will become part of the global knowledge shared with partners from various countries. Moreover in the Second Phase the project team will continue efforts commenced in 2013-2015 and will focus on ensuring long term promotion of Universal Design through establishment of the Centre for Universal Design, promoting usage of Universal Design among donor agencies to ensure that the recovery in Eastern part of Ukraine is conducted with Universal Design and Accessibility principles as well as will continue working on accessibility of services in medicine, employment and rehabilitation.