REPUBLIC OF MACEDONIA

AGENCY FOR AUDIO AND AUDIOVISUAL MEDIA SERVICES

SKOPJE

NO. 01-4641/1

15.07.2015

SKOPJE

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| **PROCEDURE** **FOR COMMUNICATING** **WITH CITIZENS WITH SOME FORM** **AND DEGREE OF DISABILITY****FOR REALIZATION OF** **THE “*ACCESSIBLE ADMINISTRATION TO PERSONS WITH DISABILITIES*” PROJECT** | **Programme for Ensuring Media Accessibility to Persons with Sensory Impairments** |

**This Procedure has been adopted in the context of implementing the Agency’s Programme for Ensuring Media Accessibility to Persons with Sensory Impairments**

**Article 1**

This Procedure prescribes the manner of ensuring accessibility to the services of the Agency for Audio and Audiovisual Media Services (hereinafter: AVMU) to persons with disabilities, the methods of communicating with these persons, the obligations of the persons responsible for communicating with citizens with disabilities and the record-keeping of the services extended/provided.

**Article 2**

The goal of this Procedure is to create in the AVMU conditions for an easier access to information and services for citizens with disabilities.

**Article 3**

Upon the Director’s decision, AVMU shall designate a person responsible for communicating with citizens with disabilities and his/her deputy (hereinafter: persons responsible for communication).

**Article 4**

The data of the persons responsible for communication (name and last name, address, telephone numbers and e-address) shall be published on the AVMU’s website.

**Article 5**

The persons responsible for communication shall be available for communication to the persons with disabilities at all times during working hours, while the manner of carrying out this communication shall be either directly, or via e-mail or telephone, depending on the needs, abilities and possibilities of the disabled.

The persons responsible for communication shall undertake all the necessary and possible activities to meet the demands that persons with disabilities shall submit to the AVMU, in this abiding by the instructions given in the *Code of Conduct with Persons with Disabilities* of the Social Welfare Department.

**Article 6**

The persons responsible for communication must have an adequate training conducted by the Social Welfare Department, in line with the Programme of the *Accessible Administration to Persons with Disabilities* Project, for which they should hold corresponding certificates issued by the Ministry of Labour and Social Policy and the Social Welfare Department.

The persons responsible for communication shall convey to the other AVMU employees all the knowledge gained from the training on disability rights in accord with both the national and international legislation; on the ways of overcoming stereotypes, prejudices and discrimination against persons with disabilities; the types of barriers these persons face; the basic traits of persons with disabilities and the appropriate communication methods based on the form and degree of disability.

**Article 7**

After having enabled persons with disabilities to exercise their civil rights and use the services of the AVMU, the persons responsible for communication must fill in the *List on Monitoring the Number of Persons with Disabilities Who Have Sought Assistance in Exercising Their Rights,* contained in the Programme of the *Accessible Administration to Persons with Disabilities* Project.

They shall prepare annual reports on the exercise of rights and obligations and the use of services on the part of the persons with disabilities.

**Article 8**

This Procedure shall enter into force on the day of its adoption.

Skopje,

15.07.2015

**Agency for Audio and Audiovisual Media Services**

**Director,**

(*original stamped and hand-signed)*

**Zoran TRAJCHEVSKI, PhD**