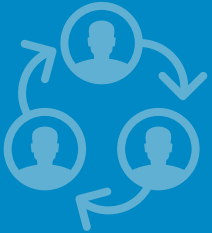


## HARMONIZATION OF SERVICES FOR PASSENGERS WITH SPECIAL NEEDS IN PORT SYSTEM OF ADRIATIC-IONIAN AREA - TRAINING COURSE



To improve the accessibility and the mobility of passengers across the Adriatic-Ionian (AI) area and its hinterland, through the development of new cross-border, sustainable and integrated maritime transport-oriented transport system providing optimal solutions to the demand of services to people with different needs and reduced mobility (disabled persons, elderly, minors, pregnant women, etc.) in port terminal structures

### THE issue

Society is undergoing economic & demographic conditions, changes and behaviours that are affecting the overall growing dynamics of mobility phenomenon. These changes requires improvement in the accessibility of maritime passenger services



Course addressed to terminal port operators that regularly deal with passengers with specific demands

The aim is to provide specific assistance on

awareness

Needs, behaviours, approach

capacity assistance

Communication, escort, aid

### GOAL

### What about disability

#### CONCEPT OF DISABILITY

Personal condition of an individual that, following one or more impairment, has a reduced capacity of interaction with social ambient

#### DISABILITY IS DISTINGUISHED THROUGH:

- Functioning and disability, including organic factors
- Structures
- Functions
- Contextual factors
- Ambient factors (relative to physical-social ambient)
- Personal factors (capacity of interaction)



### Kind of impairments

Movement / perception / sight / hearing / mental disability

Movement barriers - accessibility obstacles  
 Physical/Technical/environmental/architectural  
 (need for deambulation/stabilisation/elevator devices; wheelchairs  
 Information technology (pc, educational & rehabilitative sw support)  
 Domestic accessibility  
 Human relation communicators

