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**ITU Regional Workshop on ICT Accessibility for Persons  
with Disabilities for the Africa Region**

*Lusaka (Zambia), 15 and 16 July 2008*



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**Policies and Best Practices for Accessible ICT**

**Cynthia D. Waddell, Juris Doctor  
International Center for Disability Resources on the Internet**



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**ITU REGIONAL WORKSHOP ON ICT  
ACCESSIBILITY FOR PERSONS WITH  
DISABILITIES FOR AFRICA REGION**

**Policies and Best Practices for  
Accessible ICT**

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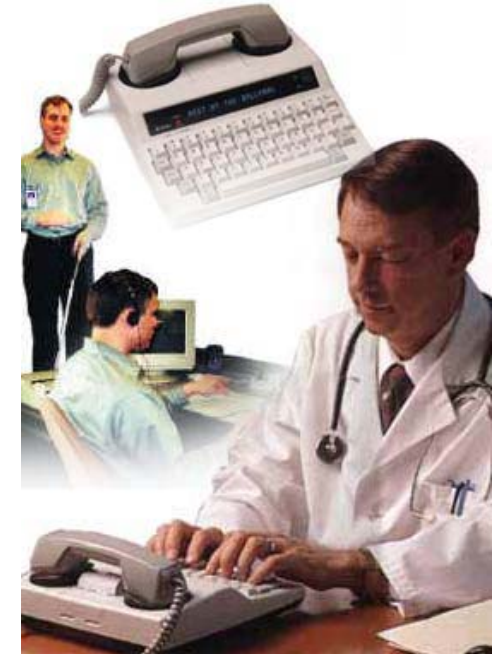
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**Creating Large Print Documents**

1. Use an 18 point size typeface. - Large typeface is easier to read.
2. A 'sans serif' font is preferred. - Sans serif font is an embellishment on a plain font. It is easier to read for people with visual impairments. Examples of sans serif font are Univers, Helvetica. Examples of serif font are Garamond, Palatino, New Century Schoolbook, Bookman, and Courier.

(or larger if possible) is called large print. Large print reading is an old technique. It involves using extra lead, or

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## Overview

- Accessible ICT Mandates
- Major Accessible ICT Policy Issues
- Current Situation Around the World
- Accessible ICT Best Practice Examples
- Resource

# ICT Mandates

- World Summit on the Information Society



world summit  
on the information society  
Geneva 2003 - Tunis 2005

- World Telecommunication Development Conference (2006)
- UN Convention on Rights of Persons with Disabilities

# Pre-Requisites for Accessible ICTs

- Accessible Design
  - Accessibility must be Built into Products and Services from their Inception
- Availability
  - Accessible Products & Services Must be Offered to Users
- Affordability
  - Price for Access Cannot be Prohibitive

## Major Policy Issues

- Disability Rights
- Mainstreaming and Stakeholder Engagement
- Universal Service Obligations
- Accessible ICT Technical Design Standards

## Major Policy Issues (Cont'd)

- Implementation of ICT Barrier Removal Action Plans
- Accessible ICT Public Procurement Toolkits
- Identification of Benchmarking & Research Needs
- Outreach, Education and Training on Accessible ICT

# Disability Rights

- Accessibility as a Disability Right
- Convention
  - General Obligations
  - Article 9 Accessibility
  - Articles 21, 29, 30, 31 and 32
- National Laws

# Mainstreaming & Stakeholder Engagement

- Integration of Disability Perspective in All Policy Areas and all Stages
- Active Participation of All Relevant Actors- including Persons with Disabilities

# Universal Service Obligations

- Availability, Affordability and Accessibility
- Universal service- telecom services to all households within a country
- Universal access- telecom services on a shared basis, such as the use of public payphones

## USO- United States

- TRS mandated by ADA in 1990
- Nine types of TRS calls
- TTY Equipment and Program Administered at State Level
- Use of TRS increased 15% from 2003-2004
- Internet Relay increased 45% and Video Relay 210%

## USO in European Union

- Survey finds lack of information about accessibility and affordability
- Text telephones may be provided in some countries but lack of interoperability prevents calls to another system and even across Member States
- Cannot access Emergency Services

## USO and Broadband

- **US**- FCC on 6 September 2007 said that USO Support will focus on Voice, Broadband and Mobility
- **EU**- Not including Broadband
- **ITU Survey**- Out of 93 countries surveyed 27 include narrowband Internet service in USO and 11 include high-speed Internet

## USO and VoIP

- **US**- On 15 June 2007 extended Disability Access requirements to VoIP
- **US**- Also extended TRS requirements to providers of VoIP
- **EU**- European Commission urged “light touch” in regulation so that innovation and market structures could emerge

# Accessible ICT Technical Design Standards

- Emerging field with international standards community becoming increasingly active
- JTC1 Special Working Group on Accessibility
- ITU Total Conversation Service

# Implementation of ICT Barrier Removal Action Plans

- **EU**-i2010 Framework- eAccessibility is part of eInclusion
- **Australia**- Disability Discrimination Act of 1992 and Action Plans; Over 400 Action Plans online
- **US**- Section 508 requires Biennial Survey; Results Posted Online

# Accessible ICT Public Procurement Toolkits

- Comparison of Four Approaches in Denmark, Ireland, Canada and US
- Focus on Procurement plays a Significant Role in Promoting Accessible ICT

# Identification of Benchmarking & Research Needs

- EU gathering data on web accessibility benchmarking
- Lack of metadata and core ICT indicators for accessible design of ICT
- Article 31 of Convention – Statistics and Data Collection- seeks to correct the gap

# Outreach, Education and Training on Accessible ICT

- Call for accreditation at the university level to include Universal Design as a formal component of educational programs
- Call for business and professional associations to support in-service training on UD and accessibility

## **Outreach, Education and Training on Accessible ICT**

- ITU-D & G3ict Development of On-Line Toolkit for Policy Makers- Two Goals:
  - 1) Support Development of Successful Policies and Strategies for ICT Accessibility & Service Needs for Persons with Disabilities
  - 2) Support Mainstreaming Disability Issues of Convention

# Current ICT Situation

- Africa
- Arab Region
- Asia Pacific
- Americas
- Europe



## Africa

- Problem of Affordable Access
- Lack of ICT infrastructure
- Africa has 31 out of 50 countries classified by UN as Least Developed Country
- South Africa National Accessibility Portal project Seeks to use ICT to Empower Persons with Disabilities

## Arab Region

- Lack of Statistics on Persons with Disabilities
- Cairo Declaration Issued at Regional Conference in November 2007
- Declaration Calls for Engagement of All Stakeholders
- Declaration Outlines 12 Regional Action Steps for Arab Countries

## Asia Pacific

- Tsunami Preparedness and ICT
- Biwako Millennium Framework ICT survey; Lack of Availability, Affordability and Accessibility
- 6 Countries reported ICT Survey Data on use by Persons with Disabilities
- 12 Countries reported Accessibility Standards Activities Underway

## Americas

- Braille copy of Country Constitution not available in more than 60% of Countries Surveyed (2004 Survey)
- 50% of Countries have Physicians Trained on How to Care for PWDs
- US and Ontario province of Canada have disability rights impacting ICT and accessible design

## Europe

- i2010 Framework Underway
- European Disability Forum reports that they are working with the European Commission to develop standards for public procurement of accessible ICT

## Best Practice Examples

- “Total Conversation”
- DAISY- Digital Accessible Information System
- U.S. Section 508 Accessible ICT Procurement Approach

# Potential Role of Private Sector

- UN G3ict- The Global Initiative for Inclusive Information and Communication Technologies
- EU ICT Policy Support Programme

## Resource

- Background Paper for Meeting Information and Communication Technology and Service Needs for Persons with Disabilities
- Lusaka, Zambia ITU Regional Workshop Posted at <http://www.itu.int/ITU-D/sis/PwDs/Seminars/Zambia/>

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