Annex I

The ICT-Accessibility Policy Forum for the East Africa Region
6 - 7th October, 2016

Day 1 October 6, 2016	
09:00 – 09:30	Opening Session ▪ ITU welcoming remarks and forum goal to develop a regional ICT accessibility policy ▪ African Disability Forum welcoming remarks ▪ Kenyan Communications Authority welcoming remarks ▪ East African Commission Secretariat welcoming remarks
09:30 – 10:30	Session I: What do we mean by ICT Accessibility? ▪ ITU presentation on the barriers to ICT use faced by persons with different kinds of disabilities and the features to overcome these barriers ▪ Presentations by disabled persons organizations (DPOs) on ICT accessibility challenges ▪ Current practices in promoting ICT accessibility in East Africa
10:30 – 10:45	**Coffee Break**

10:45 – 12:00	Session II: Changes to existing legislation
	 ▪ Definitions
	 ▪ Universal service and access provisions
	 ▪ Consumer protection provisions
	 ▪ Emergency services legal provisions
	 ▪ Including persons with disabilities in policy making
	      o Accessible documents and meetings
	      o Committee on ICT accessibility
	 ▪ Targets, reporting requirements and periodic review
	 ▪ Changes to disability legislation

12:00 – 12:45	Session III: Country presentations on national initiatives on ICT accessibility ▪ Member States (Country) updates on national ICT-accessibility initiatives
12:45-14:00	**Lunch Break**
14:00 – 15:30	Session IV: Mobile phone accessibility ▪ Vendors selling accessible devices ▪ Staff training to serve customers with disabilities ▪ Customer service and after care for persons with disabilities ▪ Special rates ▪ Emergency services features (real time text, accessible public safety alerts ▪ Consultation with persons with disabilities and awareness ▪ Text to speech engines in local languages ▪ Funding ▪ Targets, reporting requirements and periodic review
15:30 – 15:45	**Coffee Break**
15:45 – 17:15	Session V: Policy Development workshop ▪ Participants meet in smaller groups to begin drafting a regional policy covering changes to existing legislation and mobile phone accessibility ▪ Each group presents their document to full group and starts to build consensus

	Day 2 October 7, 2016
9:00 – 10:30	Session VI: Government Website accessibility - Goal of a web accessibility policy - Responsible agency - Use of international standards and conformance levels - Consultation with persons with disabilities - Assessment of existing public sector websites - Training, testing and awareness raising - Targets, reporting requirements and periodic review
10:30 – 10:45	**Coffee Break**
10:45 – 12:15	Session VII: Accessible Public Access Centers - Public centers covered by policy - Consultation with persons with disabilities - Accessible premises, equipment and software - Staff training and awareness raising - Checklist and voluntary compliance - Targets, reporting requirements and periodic review
12:15 – 13:30	**Lunch Break**
13:30 – 15:00	Session VIII: Policy Development workshop - Participants meet in smaller groups to begin drafting a regional policy covering website and public access center accessibility - Each group presents their document to full group and starts to build consensus
15:00	Session IX: Conclusions, recommendations and Next Steps