
Understanding the needs of Persons with Disabilities ICT Accessibility

Regional Event for the Americas
**Accessible Americas : Information and
Communication for ALL**
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Roxana WIDMER-ILIESCU

Senior Programme Officer

On behalf of Ms. Susan SCHORR, Head

Special Initiative Division-Telecommunication Development Bureau
International Telecommunication Union



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Scope

**1 billion people
live with some form of disability**



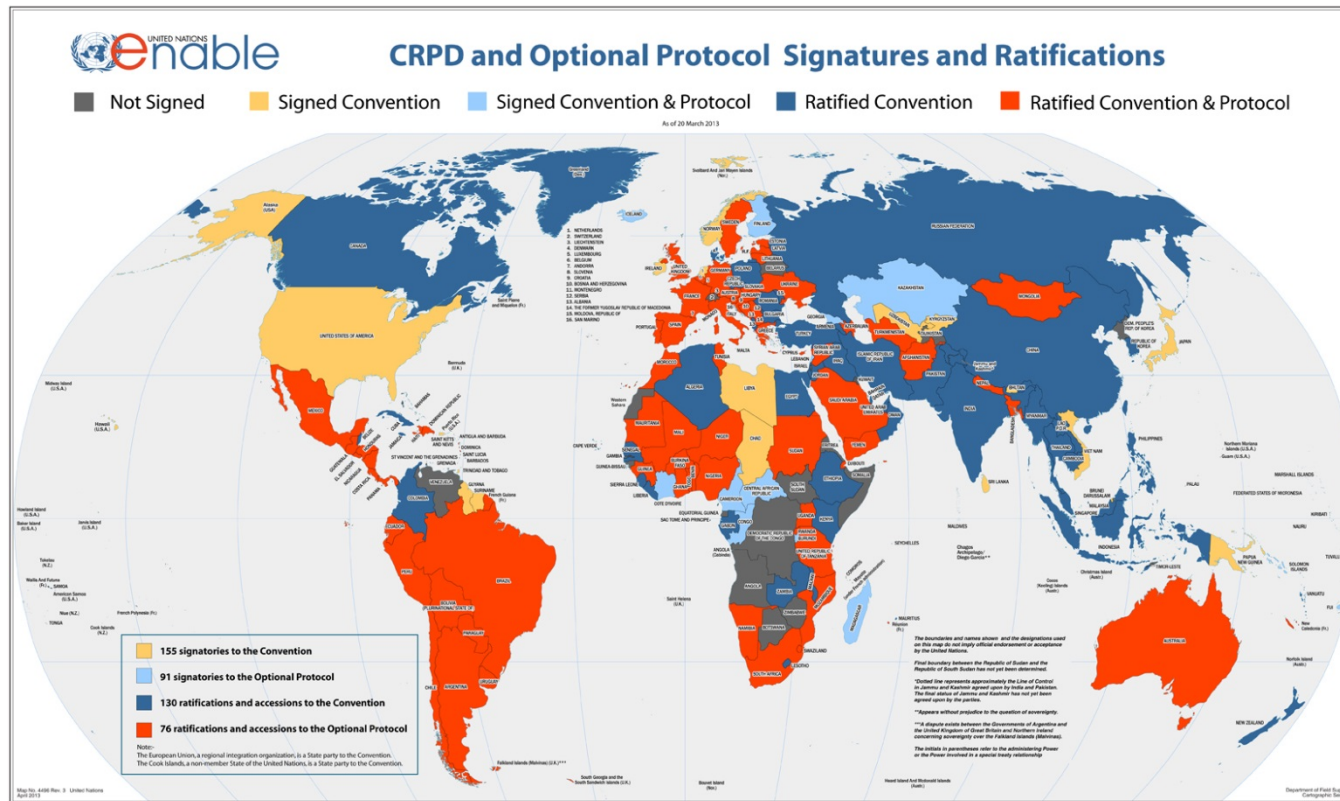
Defining Persons with disabilities

Disability is the interaction between **persons with impairments** and **attitudinal** and **environmental barriers** that hinders their full and effective participation in society on an equal basis with others

United Nations Convention on the Rights of Persons with Disabilities - CRPD

- Governs the rights of Persons with Disabilities
- Covers a range of issues including **employment, health, education, participation in political and public life, culture, leisure and sport as well as access to information**

UN Convention on the Rights of Persons with Disabilities



159 signatories; 151 ratifications

Source:



<http://www.un.org/disabilities/>

United Nations Convention on the Rights of Persons with Disabilities – CRPD

Article 9 – ICT Accessibility

- To enable persons with disabilities to **live independently** and **participate fully in all aspects of life**, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others . . . **to information and communications, including information and communications technologies and systems . . .**
- **These measures**, which shall include the identification and **elimination of obstacles and barriers** to accessibility, shall apply to . . . Information, communications and other services, including electronic services and emergency services.

ICT Accessibility in the United Nations Convention on the Rights of Persons with Disabilities - CRPD

- **Article 30** of the CRPD requires State Parties to “take all appropriate measures to ensure that Persons with Disabilities . . . enjoy access to television programmes [and] films . . . in accessible formats.”

What kind of barriers do they face?

- Deafness/hard of hearing
- Blindness/low vision
- Limited motion/reduced dexterity
- Impaired cognition

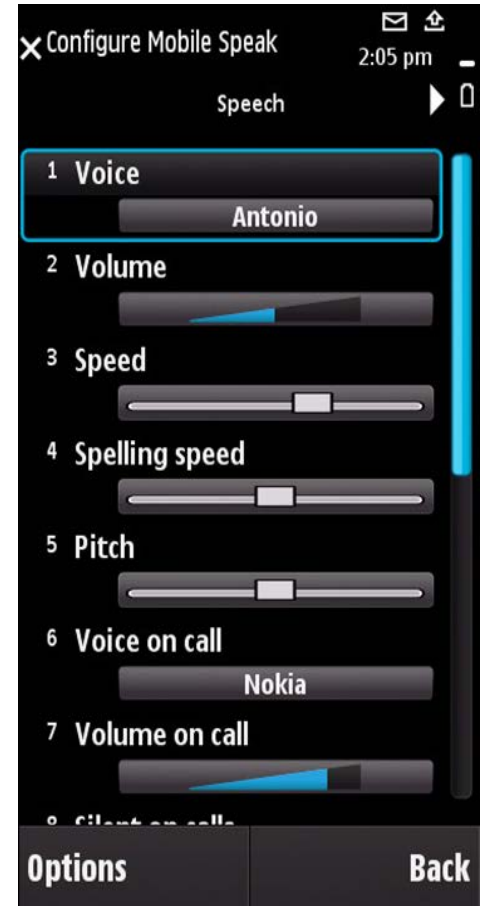


What do we mean by accessible ICTs for persons with disabilities?

- Accessibility means what **the user requires** to gain functional access to ICT and ensures such functionality is provided
 - If you cannot see a typical screen you need a way to understand what is on it
 - If you cannot hear the information, you need a way to get that information
 - If you cannot input a command on a device, you need a way to do this.

Accessibility features for the blind and people with low vision

- **Challenge:** Cannot see screens, navigate websites, use touch screen keyboards, read electronic books and emails, etc
- **Solutions:**
 - Screen readers for computers and mobile phones
 - Converts information into speech or Braille display
 - Gesture-based screen readers for touch screen tablets and phones
 - Tactile markers, tactile and/or audible feedback
 - Adjustable font sizes
 - Text to speech functionality
 - Screen magnifiers
 - Audio description and audio subtitles for TV



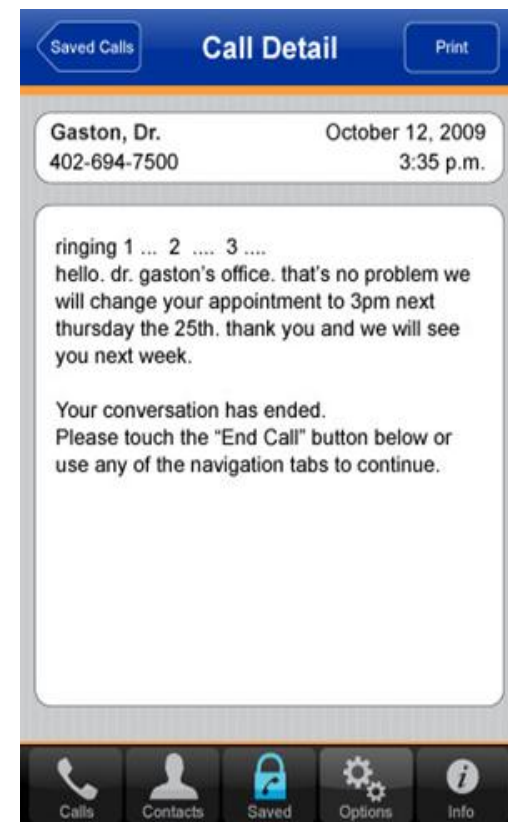
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Accessibility features for deaf and hard-of-hearing

- **Challenge:** Cannot hear callers or automated electronic messages, access emergency services
- **Solutions:**
 - Volume adjustment and speakers
 - Relay services
 - Video relay services
 - SMS and MMS
 - Visual or vibrating alerts
 - Call logs
 - Hearing aid compatibility
 - Video/TV captioning and signing

**Audience not hearing you?
Use Closed Captioning!**



Screen of Hamilton CapTel captioning service

Accessibility features for limited mobility

- **Challenge:** cannot use limbs, flex fingers, press or navigate buttons on a phone, or a mouse on a computer
- **Solutions:**
 - Voice recognition to activate voice commands for computers and cell phones
 - Auto text
 - Anti-shake apps
 - Adapted keyboards and mice
 - Well designed remote controls and EPGs
 - Formal help schemes for the elderly and those with registered disabilities to tune or retune set top boxes or TV receivers



A single switch mounted on a wheelchair



ITU-D's Activities in Promoting Accessible ICTs

- Participate UN work on accessibility issues (IASG)
- WSIS Forums
- ITU Taskforce on Accessibility
- ITU-D Rapporteurs and Study Group1- Q7 meetings
- Connect a School, Connect a Community toolkit module on "ICTs for the education and job training of persons with disabilities"
- ITU-G3ict e-accessibility tool-kit
- Making Mobile Phones and Services Accessible and Making TV Accessible Reports
- Model ICT Accessibility Policy Report

<http://www.itu.int/ITU-D/sis/PwDs/index.phtml>



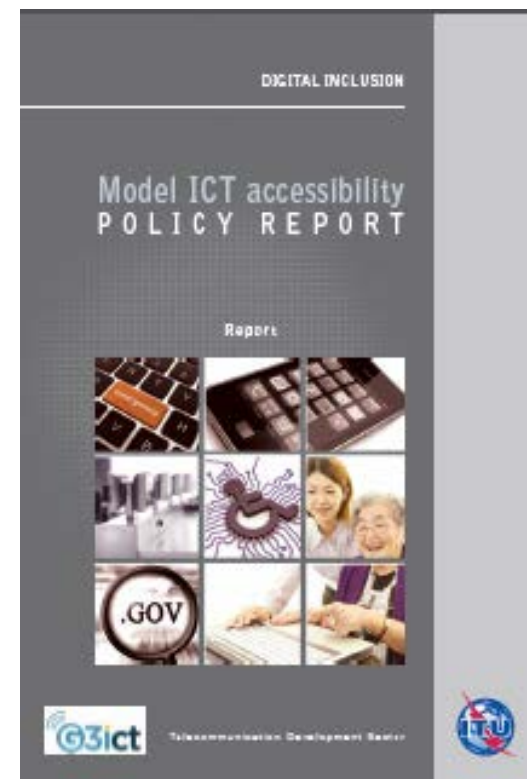
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ICT Accessibility Solutions and Guidelines

ITU-G3ICT

Model ICT Accessibility Policy Report

Will be launched this afternoon!



Addressing Accessibility is good for everyone

Accessibility features

Help:

- Aging populations
- Immigrants and refugees
- The illiterate

Facilitate:

- Social inclusion
- Education
- Jobs
- E-government services
- Emergency service



Thank you for your attention!

For more information:

- www.itu.int/en/ITU-D/Digital-Inclusion/
- www.itu.int/accessibility
- roxana.widmer-iliescu@itu.int
- susan.schorr@itu.int