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| INTERNATIONAL TELECOMMUNICATION UNION **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **Joint Coordination Activity on Accessibility and human Factors (JCA-AHF)** |
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| **Title:** | 2011 Action Plans | |

**Work Plan for 2011**

1. Facilitate Workshops on Accessibility and/or Human Factors related topics and assist in coordination among interested parties.
2. Support and facilitate upon request by delegates of ITU Study Groups by making available information necessary to reflect the needs of persons with disabilities.
3. Participate in the Dynamic Coalition on Accessibility and Disability under the IGF and particularly in the organization of the planned event/workshop at the 6th IGF meeting in Nairobi, Kenya, from 27-30 September 2011.
4. Improve coordination between ITU-T Q.4/2 and ITU-T Q.26/16 to ensure that overlapped areas are worked on jointly.
5. Assist the ITU in the coordination of the implementation of the all the ITU Accessibility resolutions to date: Resolution 70 (WTSA-08), Resolution 58 (WTDC 10) and ITU PP10 Resolution 175.
6. Enhance the awareness of the coordination function of the JCA-AHF within ITU-T, ITU-R and ITU-D Study Groups (see Resolution 70 (WTSA-08), Resolution 58 (WTDC 10), ITU PP10 Resolution 175)
7. Continue and increase the collaboration with ITU-D and in particular with ITU-D Q.20/1 and Program 5.
8. Continue the work on creating guidelines for accessibility in ITU meetings by identifying user requirements, including real-time captioning, remote participation and the evaluation of the electronic tools necessary for electronic working methods; appropriate sign language interpretation and improved tools and handouts of vocabulary and documents for interpreters; web accessibility such as registration forms including accessibility requests and physical assistance for individuals when needed; and identify and recommend improvements of unsafe and inaccessible working areas, amenities and facilities for Persons with Disabilities. (See Resolution PP10 175)