
ITU Model ICT Accessibility Policy Report

**Regional Forum on Development for CIS/RCC
Broadband for Sustainable Development**

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How to transpose ICT Accessibility provisions in the CRPD into national law?

- ICT policies, legislation and regulations can be updated to achieve the goal of promoting ICT accessibility
- National disability laws can also be updated to promote ICT accessibility
- Updating public procurement practices has been one of the most effective ways to ensure the availability of accessible ICTs in the commercial marketplace.
 - Governments procuring ICTs for schools, telecentres, health centres and emergency communications can establish practices to procure accessible ICTs

Model ICT Accessibility Policy Report

- Provides policy guidelines and legal and regulatory framework
- Designed to help countries develop their own accessibility policies and regulations
- Modular design includes stand-alone sections on:
 - Model ICT legal, policy and regulatory framework
 - Model ICT accessibility framework on public access
 - Model mobile communications accessibility policy framework
 - Model television/video programming accessibility framework
 - Model web accessibility policy framework
 - Model accessible ICT public procurement policy framework

<http://www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx>

Module 1 Legal, Policy, Regulatory – Framework

- **Need for new and revised definitions**, e.g. add a definition of “persons with disabilities” and include “persons with disabilities” in existing definition of “users” and “underserved communities”
- **Expand universal access and service (“UAS”) framework**
 - Current frameworks focus on two key goals: availability of ICT networks and affordability of ICT services
 - Need to add a third goal – ICT accessibility
- **Include persons with disabilities in policy-making**
 - The policy maker or regulator can establish a committee on ICT accessibility to include disabled persons organizations (DPOs), ICT service providers & vendors and assistive technology professionals
- Report includes model text for laws, policies, regulations and industry codes

Emergency Communications, disability rights laws and reporting

Emergency communications

- Emergency information provided to the public available in alternative accessible formats such as
 - text messages on mobile phones,
 - sign language and closed captions for the deaf and hard of hearing and audio messages for those with visual disabilities on emergency television broadcasts
 - Accessible mobile emergency services includes ability to send texts and or video relay

Targets and reporting

- Set measurable targets in consultation with the committee and reporting annually on implementation

Update disability laws

- Update disability rights law or other disability legislation to include ICT accessibility

Mobile Phone Accessibility

Availability

- provide customers a range of accessible products, services and devices meeting the requirements of various types of disabilities

Affordability

- offer special and/or discounted rates and plans for users with disabilities – i.e. text only plans for the deaf

Awareness

- train staff on accessible products and services and serving customers with disabilities

Emergency Communications

- ensure PwD can communicate by text & video relay and call centres are made aware caller has a disability

Practical Tools:

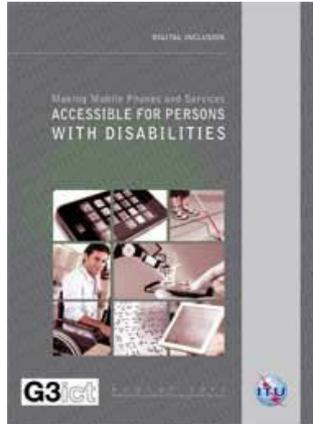
Model Mobile
Accessibility Policy

Model Code of Conduct
(for mobile industry)

Model Regulations
(for regulators)

Where to find accessible mobile phones

Making Mobile Phones and Services Accessible Report



- Explains, in concrete terms, what we mean by accessible mobile phones
- Identifies accessible features by disability

Mobile manufacturers Forum (MMF)

GARI Database of accessible mobile devices

www.mobileaccessibility.info/

<http://www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx>

ICT Accessibility Framework on Public Access

Hardware

- Accessible payphones and telecentres for persons with sensory and physical impairments
- Large-print and/or Braille signage
- Alternate mice and/or keyboard (e.g., a trackball, joystick, mini-keyboard, one-handed keyboard)

Software and websites

- Screen readers
- Website for telecentre adheres to accessibility guidelines or standards

Inclusion

- Persons with disabilities are included in planning and evaluating public access facility products and services

Staff training

- Staff members are familiar with the availability and use of accessible ICT features, assistive technology and alternate document formats, receive training on serving persons with disabilities and on use of ICTs by persons with disabilities

Checklist for Telecentres

- Are persons with disabilities included in planning and evaluating public access facility products and services?
- Do you require that accessibility be considered in the procurement process for computer hardware and software
- Is it easy for public access facility visitors with disabilities to know what accessible ICT and assistive hardware and software are available in the public access facility?
- Is at least part of a service counter or desk at a height accessible from a seated position/ accessible to persons in wheelchairs?
- Are aisles wide and clear of obstructions for wheelchair users as well as people with mobility or visual impairments?
- Is equipment accessible by people with sensory impairments, including the deaf and hard-of-hearing and the blind and people with low vision?
- Are staff members familiar with the availability and use of accessible ICT features, Assistive Technology and alternate document formats?
- Have staff members received sensitivity training and training on use of ICTs by persons with disabilities?
- Do you provide special software that is beneficial to persons with disabilities (e.g. screen readers)?
- Do electronic resources, including the public access provider's webpages, adhere to accessibility guidelines or standards such as W3AG?

MODULE 5: WEB ACCESSIBILITY

- Defines how to make web content more accessible to persons with a wide range of disabilities, and to older persons with changing abilities due to ageing
- **No need to reinvent the wheel!** Based on Web Content Accessibility Guidelines (WCAG 2.0)- (ISO/IEC 40500:2012)
- Focus is on public sector websites

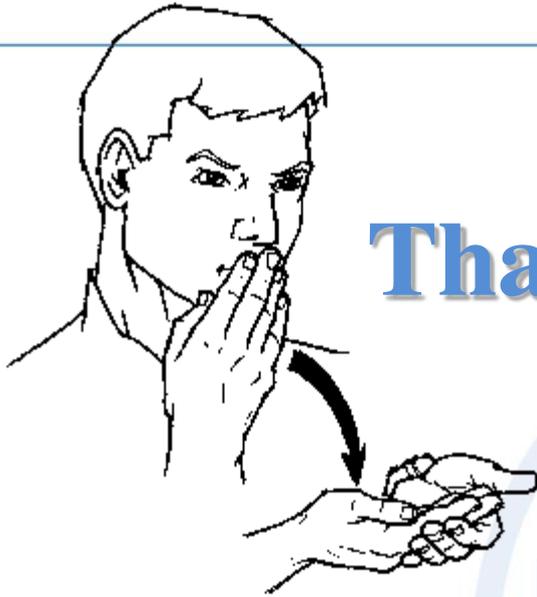
Accessible ICT Public procurement policy

- Policy goals
 - Provide an accessible work environment for persons with disabilities
 - Create a market for accessible ICTs
 - Incentivize manufacturers and service providers to produce accessible ICTs and suppliers to stock accessible ICTs
 - Generate competition, drive down costs and promote greater availability of accessible ICTs in the marketplace
- Putting it into practice
 - Include clear statements of user accessibility needs in all calls for tender
 - Apply conformity assessment process
 - Rely on international standards that describe the functional performance required
 - Recognize the evaluation of off-the-shelf ICT products conducted by countries with longer experience in accessible ICT public procurement

CONCLUSION



Helping us to be **action-oriented** and design policy that can be **Implemented**



Thank you for your attention!

For more information:

- www.itu.int/en/ITU-D/Digital-Inclusion/
- www.itu.int/accessibility
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