

RESEARCH PAPER

## Convention on the rights of persons with disabilities, assistive technology and information and communication technology requirements: where do we stand on implementation?

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### Abstract

**Purpose:** This article presents 2013 data from a survey provided by G3ict and Disabled Peoples International (DPI). The Progress Report identifies the degree that each of the CRPD dispositions on ATs and ICTs accessibility are enacted in local laws, policies and regulations and their impacts. **Method:** The initial methodology used to develop the survey involved several steps. First, a systematic review of CRPD AT and ICT technology requirements was conducted. Second, 57 variables were identified. Third, variables were grouped into three clusters representing countries': (a) legal, regulatory and programmatic commitments; (b) capacity to implement; and (c) actual implementation results. Surveys were completed by experts in a total of 74 countries. **Results:** With respect to select CRPD AT and ICT dispositions, respondent countries report an: (a) average degree of compliance within their general legal and regulatory framework at 66%; (b) average 29% of the capacity to implement; and (c) average degree of implementation and impact of 42%.

### Keywords

Accessibility, compliance, digital access, global survey, inclusive development, inclusive practices, treaty implementation

### History

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### ► Implications for Rehabilitation

- Survey results reflect low levels of ratifying countries implementation of laws, policies or programs that promote awareness-raising and training programs about the CRPD and its AT and ICT technology requirements.
- **Implication 1:** CRPD ratifying countries need to promote disability-inclusive AT and ICT policies and programs identified as priority areas by key stakeholders
- **Implication 2:** Government leaders and key policymakers need to address gaps in capacity building such as professional training of professionals in the areas of AT and ICT accessibility and programming through disability-inclusive cooperative development practices

### Introduction

Virtually all aspects of society are affected by the pervasive usage of information and communication technologies, including mobile communications, television, computers, digital interfaces and the Internet all over the world. Implementing AT and ICT accessibility policies and programs is a complex endeavor involving multiple sectors of society and the economy which requires the active engagement of a variety of stakeholders.

The Preamble of the CRPD clearly defines *accessibility* as an *enabler* for persons with disabilities to exercise their rights, Article 3(f) of the Convention also identifies *accessibility* as one of its eight "General Principles." Article 9 is dedicated to accessibility and stipulates: "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 the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas" [1].

The obligation to provide accessible AT- and ICT-based products and services and ensure equal access is also reflected in many advanced policies and programs launched or promoted by States Parties around the world. Examples of such programs include:

- Implementation of computer-based Assistive Technologies in schools and universities
- Captioning or signing of television programs;
- Offering relay services for deaf and speech impaired users of telephony;
- Providing accessible government websites; and,
- Accessible public electronic kiosks or ATMs deployed.

With the further implementation of the many articles of the CRPD with specific AT and ICT technology requirements, the principle of *equal access* will become ever more important as

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an increasing number of applications deliver essential services in domains such as: Personal Mobility (Article 20b); Access to Information (Article 21); Inclusive Education (Article 24); Habilitation and Rehabilitation (Article 26); and, Participation in Political and Public Life (Article 29).

It should be noted that digital accessibility is not just about greater use of technologies by persons with disabilities. It is about transforming information-based policies and the AT/ICT ecosystem. It is part of a larger effort to build an information society based on ensuring people's right to communicate, use knowledge for their own ends, and overcome barriers on freedom to use, share and modify ATs and ICTs and information content. This comports with the theme of this year's High-Level Meeting on Disability and Development of the General Assembly on the realization of the Millennium Development Goals and other internationally-agreed development goals for persons with disabilities through inclusive development.

The present article answers the question, "Where do we stand on the implementation of CRPD provisions as relates to ATs and ICTs?" It presents a subset of data from the 2013 edition of the Progress Report. The subset of data reflects the degree to which key dispositions of the CRPD on ATs and ICTs are actually enacted by respondent countries – with a particular emphasis on low resource countries – in local laws, policies and regulations and their actual impact.

## Methodology

The original methodology used in 2008 for developing the Progress Report involved the following key activities: First, a systematic review of CRPD AT and ICT accessibility dispositions and guidelines on country reporting was conducted. The G3ict Research Committee reviewed the text of the CRPD to identify all provisions that include the terms: Communications, assistive technology, information or information services, accommodation, and access, accessible, and accessibility because Article 9 includes ICTs in its definition of accessibility. Through its analysis, G3ict identified: 17 instances of the word "access" or "accessible" or "accessibility"; seven instances of the words "reasonable accommodation"; six instances of the phrase "assistive technology"; 19 instances of the word "communication" throughout the whole of the text in the CRPD [2].

Next, based on this review, 57 variables were grouped in three clusters relative to the status of ICT accessibility and assistive technologies regarding CRPD implementation were identified. The three clusters of data points involve: (a) Leg #1 – Country legal, regulatory and programmatic commitments (35 variables); (b) Leg #2 – Country capacity to implement (12 variables); and (c) Leg #3 – Country actual results for persons with disabilities (10 variables) [2].

Next, G3ict's Committee used the variables to create two sets of questionnaires. The variables used to construct survey items to use in the questionnaires for the G3ict *CRPD Progress Report* are directly related to the variables contained in the three Legs described above, measuring:

- Country commitment to a Digital Accessibility Agenda,
- Capacity to implement it, and
- Actual implementation and results.

The format of the original 2008 questionnaires was adhered to when subsequent editions were developed in 2010 and 2012. A total of 18 new survey items, however, were added in those subsequent editions. For example, in the 2012 edition of the global survey, two new items were added: (a) availability of technical assistance centers; and (b) policies involving the use of teleworking. The 2013 edition of the global survey involved 75 variables (or 75 survey items). Appendix A contains a complete

listing of the variables organized as: three Legs, 11 Clusters, and 75 survey items.

In the data collection process for the Progress Report, mainly experts from Disabled People's International (DPI) worldwide network, international disability advocates officers or Disabled Persons Organizations (DPOs) were contacted to respond to the two sets of questionnaires [3]. Due to the high level of expertise required, experts/advocates with a comprehensive knowledge about the legal and regulatory framework in the respective country for disability and accessibility and/or with experience in policies for digital accessibility in specific application areas were surveyed. In 2013, 68 countries corresponding to 89% of the total countries surveyed relied on one expert to fill out the two sets of surveys for the Progress Report while only 8 countries representing 11% needed two experts to complete them. G3ict did not ask responding countries: (a) whether and how in-country assessment teams were indeed put together or used, and (b) whether one person or an assessment team decided on each answer.

Survey items were scored on an occurrence/non-occurrence basis, and a "Yes" response would reflect that a country was deemed to be in compliance with a particular CRPD AT or ICT technology requirement. Respondents were expected to provide evidence or justification for their responses. For example, each a country is asked if they have laws, policies or programs that provide services to the general public, including through the internet, to provide information and services in accessible and usable formats for persons with disabilities. If a State respondent answered "Yes" to that question, they would then be asked to "Please provide a reference and/or web link as well as any additional comments" to substantiate their initial survey item score. Some survey items also included a sub-item question about the country's degree of implementation of a particular CRPD technology requirement. These sub-item questions relied on a Likert-type scale of: no implementation, minimum implementation, partial implementation, substantial implementation, or full implementation. Likert-type scale scores for sub-item questions were not included in computing a country's level of compliance.

It was suggested to panels of in-country respondents to rely on local assessment teams to complete a formal questionnaire review, in most cases with the assistance of a local lawyer or expert with a mastery of the country's laws, or preferably someone with experience working on issues involving persons with disabilities – for example, representative DPO leaders. An in-country assessment team ensures a good deal of objectivity in the results by its reliance on an evidence-base to justify answers to the questionnaire.

## Results

For the 2013 Progress Report, questionnaires were completed by 84 local correspondents in 76 countries. The countries surveyed have a combined population of 5.1 billion, which represents 70% of the world population.

The data tables below present a series of descriptive, quantitative, and informational survey results. The descriptive data table (Table 1) depicts a landscape mapping of technology accessibility requirements that are specified in the CRPD.

Table 2 below presents mean overall degrees of compliance by ratifying States with CRPD AT and ICT accessibility requirements, by survey leg, by geographic region: and, by level of income. As reflected in Table 2, countries responding to the surveys report that their average degree of compliance with CRPD AT and accessible ICT dispositions within their general legal and regulatory framework is 66%. Further, survey respondents indicate that their countries currently only possess on average 29% of the capacity to implement CRPD ICT accessibility dispositions.

Table 1. Accessibility requirements specified in the CRPD (Y = Yes).

Application areas	CRPD article	Accessibility dispositions with implications for ICTs/ATs	Reasonable accommodation	Promoting assistive technologies	Information, communication
Non- discrimination	5		Y		
E-government	9.2.a	Y			
Media and internet	9.1, 9.2.g	Y			Y
Television	30.1.b	Y			Y
Private sector Services	9.2.b	Y			
Liberty and Security	14		Y		Y
Living independently	19			Y	Y
Education	24	Y	Y	Y	Y
Employment	27	Y	Y		
Political rights	21, 29	Y		Y	Y
Emergency Services	9.1.b, 11	Y			Y
Culture and leisure	30.5.c	Y			Y
Personal mobility	20			Y	Y
Rehabilitation	2			Y	Y

Table 2. Mean overall degree of compliance results.

Survey data legs	Yes					
Countries' commitments	64%					
Countries' capacity for implementation	29%					
Countries' implementation and impact	41%					

  

Survey data legs	Africa	Asia	Europe	Latin America & Caribbean	North America	Oceania
Countries' commitments	27%	35%	56%	42%	90%	57%
Countries' capacity for implementation	23%	32%	38%	27%	56%	30%
Countries' implementation and impact	31%	38%	61%	48%	96%	62%

  

Survey data legs	High income economies	Upper-middle income economies	Lower-middle income economies	Low income economies
Countries' commitments	66%	43%	26%	25%
Countries' capacity for implementation	44%	32%	24%	17%
Country's implementation and impact	77%	43%	36%	23%

And, finally, survey respondents indicate that their average degree of implementation and impact in their countries with respect to select CRPD AT and ICT accessibility dispositions average 42%

Table 3 below presents mean cross-tabulated data cluster results by region, and mean cross-tabulated data cluster results by level of income. Table 3 data reflect that for the 76 countries surveyed: Countries' capacity for implementation is lowest or weakest in the regions of Africa and Latin America/Caribbean at 23% and 27%, respectively. Drilling further down into the survey data results reveals that the five (of 11) data clusters with the lowest levels of CRPD AT and ICT implementation compliance, involve: Policies for Assistive ICTs; Support of NGOs and DPOs; Capacity Building; Accessible Telecom and Media services, and Accessible Features for Computers.

The information in Table 4 involves examples of development practices provided by participants: Promoting Inclusive Practices – Countries Commitment to the CRPD; Promoting Inclusive Practices – Capacity of Countries to Implement; and, Promoting Inclusive Practices – Implementation and Results. Table 4 provides examples of AT and ICT local practices derived from the countries responses to the 2013 surveys. These examples serve as evidence of how similarly situated (i.e. low-income level or low-resource level) Member States and development cooperation actors can promote CRPD AT and accessible ICT compliance for persons with disabilities and their organizations in policy,

program and project development. A few examples of improving governance focus, targeting support to DPOs and NGOs, and ensuring access to capacity building activities using ICTs and ATs are highlighted in Table 4. A larger set of such local practices identified by respondent countries can be found in the 2013 CRPD ICT Accessibility Progress Report.

## Discussion

While most countries are generally aware of their basic obligation to implement AT and ICT accessibility, many of the CRPD dispositions listed in Table 1 are not translated into actual policies or programs. G3ict recommends the use of the 'ICT Accessibility Self-Assessment Framework,' a checklist for States Parties to the CRPD, to identify gaps and prioritize policies and programs from which the present survey is derived [4].

In order to provide insight into the factors that may influence the progress made around the world by States Parties in CRPD ICT accessibility compliance, cross-tabulations of the results of the survey were performed: by region; and, by level of income per capita (Table 3). Those results show that levels of income have a direct influence on the degree of CRPD AT and ICT accessibility compliance with few exceptions. Further insight is provided by a summary table which presents consolidated results for each major category of variables nested within the three legs of the survey:

Table 3. Mean cross-tabulated data cluster results by region, and by level of income.

Countries' commitments	Africa	Asia	Europe	Oceania	Latin America & Caribbean	North America
Regulatory framework	47%	50%	75%	91%	66%	91%
Policies for ICT application areas	29%	36%	61%	82%	37%	100%
Policies for Specific ICT technology	23%	32%	54%	53%	30%	93%
Policies for specific target group	22%	27%	53%	56%	48%	67%
Policies for Assistive ICTs	17%	29%	38%	33%	27%	100%
Countries' capacity for Implementation						
Government focus	41%	34%	48%	53%	39%	40%
Support of DPOs and NGOs	13%	20%	27%	14%	5%	43%
Capacity building	16%	42%	41%	33%	32%	33%
Countries' implementation and Impact						
Accessible telecom and Media Services	25%	31%	56%	56%	28%	89%
Accessible features for computers	30%	43%	63%	56%	55%	100%
Specific ICT products and services	37%	40%	65%	75%	60%	100%
Countries' commitments	High-income economies	Upper-middle income economies	Lower-middle income economies	Low-income economies		
Regulatory framework	79%	67%	41%	45%		
Policies for ICT application areas	72%	38%	28%	23%		
Policies for specific ICT technology	58%	35%	23%	19%		
Policies for specific target groups	58%	43%	21%	11%		
Policies for assistive ICTs	45%	27%	16%	13%		
Countries' capacity for implementation						
Government focus	51%	47%	31%	30%		
Support of DPOs and NGOs	24%	16%	13%	7%		
Capacity building	44%	34%	30%	14%		
Countries' implementation and impact						
Accessible telecom and media Services	67%	36%	24%	17%		
Accessible features for computers	78%	45%	45%	19%		
Specific ICT products and services	83%	51%	39%	28%		

Table 4. Promoting inclusive development practices.

G3ict global survey items	Respondent countries	Disability-inclusive development practices
Country has policies covering ICT and AT accessibility in primary and secondary education	Dominican Republic, France, India, Mauritania, New Zealand, Senegal, Togo, Turkmenistan, USA	Ex. Dominican Republic – A joint initiative to promote inclusive ICTs in the country- Indotel (the Telecom Regulator Entity in the Dominican Republic) has worked in collaboration with the CONADIS (Consejo Nacional de Discapacidad, a governing entity for DPOs) and FUDCI (Fundación Dominicana de Ciegos, foundation in charge of implementing programs for special needs) have implemented the ICT Inclusion for Disabled People Project. It is intended to promote at national level the ICTs to be accessible for people of all abilities.
<i>Promoting inclusive practices – capacity of countries to implement</i>		
Country provides financial support for DPOs and NGOs working in the field of digital accessibility for persons with disabilities	Bangladesh, Denmark, Hungary, Malaysia, Mali, Pakistan, Qatar, South Sudan, Syria, Tunisia, USA	Ex. Bangladesh – Government is funding, through Science and Technology Ministry, the A2I Project to make it accessible for people with disabilities. Shahjalal University of Science and Technology and Bangladesh Visually Impaired Peoples Society (BVIPS), a DPO, got funds for making text-to-screen Bangla software Mongol for people with visual impairments
<i>Promoting inclusive practices – implementation and results</i>		
In the country, there are wireless telephone handsets with accessible features that are available.	Cook Island, India, Jamaica, Malaysia, New Zealand, Pakistan, Peru, Tanzania, Togo, USA	Ex. Malaysia – Android, I-Phone and some Nokia screen readers for the blind. These are not provided by the government but by foreign companies.
In the country, government web sites are accessible	Brazil, Cook Island, Denmark, Egypt, India, Mauritius, Montenegro, New Zealand, Portugal, Qatar, Tunisia, Uganda	Ex. New Zealand – The Department of Internal Affairs adopted an AA rating in the Website Content Access Guidelines and is currently conducting a monitoring program. All government websites must meet the WGAC web standards. The level of standards adopted by government is AA level.
In the country, there are accessible public kiosks or ATMs that are deployed.	Bangladesh, Bolivia, Burkina Faso, Cook Island, France, New Zealand	Ex. Cook Island – Major banks have ATMs located widely throughout the main island of Rarotonga as well as Aitutaki. EFTPOS is also available at participating outlets and all major utilities providers.

Country Commitments; Country Capacity to implement; and, Actual implementation and impact.

According to the survey results, the top area of greatest overall need for improvement is Countries' Capacity for Implementation. Furthermore, survey data from that report reflect that the most specific AT and ICT implementation gaps involve: Screen Reader in Minority Language of the Country; Closed captioning or sign language interpretation by TV broadcasters-Video or audio description for the blind; Programs in place to facilitate the usage of telephony by persons with disabilities; and, Wireless Telephone Handsets with Accessibility Features. Finally, survey results indicate that the most significant implementation gaps are found in the 17 'low level of income' countries located in Africa ( $n=12$ ), Asia ( $n=4$ ), and Latin America/Caribbean ( $n=1$ ).

## Conclusions

What further steps can CRPD ratifying countries, DPOS and NGOs, national, regional and international development agencies take to ensure increased progress in CRPD implementation and digital accessibility? G3ict offers the following three recommendations: (a) establish a legal foundation for successful CRPD implementation (of the ICT and AT provisions of the CRPD); (b) promote disability-inclusive policies and programs identified as priority areas by key stakeholders; and (c) address gaps in capacity building through the use of disability-inclusive cooperative development practices.

The challenge for stakeholders who want to support capacity building lies in changing the conceptual, organizational and resource/financial framework of cooperative development to coincide with the strengths and needs of individual recipients as well as community-based groups (e.g. DPOs). A common complaint of countries and organizations on the receiving end of assistance projects is that they are too often short-term, output-driven and dependent on outside expertise.

The process of increasing the capacity of Member States, groups and individuals to make choices and to transform those choices into desired actions and outcomes is the key to the CRPD's successful implementation. To improve the capacity of countries to implement the CRPD, public and private sector stakeholders, and governments need to empower local communities through mechanisms that increase citizen access to information, enable inclusion and participation, increase accountability of government to citizens, and invest in local digital infrastructure.

While noting some progress in implementing core dispositions of the CRPD, the G3ict Progress Report documents significant deficits in promoting policies and programs to make essential services accessible to persons with disabilities around the world. Governments can play a key role in addressing these deficits by introducing and/or updating disability legislation to include ICTs in the legal definition of accessibility. Governments can also enhance their legal foundations by adopting comparable AT/ICT accessibility provisions and strategies in mid-to long-term strategic plans. Through regular consultation with DPOs, CRPD ratifying countries can strengthen countries' legal foundations and improve the provision and quality of ATs and accessible ICTs.

The challenge for external agencies and countries is to evolve their support to recognize that successful disability-inclusive development projects often need long-term investment where the outputs are not always immediately apparent. By creating a solid base of local expertise, external stakeholders can certainly improve probability for improved Countries' Capacity for Implementation success by supporting developing nations in the areas of: technology diffusion, best practices adoption or

adaptation, and the very critical area of human resource development and skills building.

## Declaration of interest

The authors report no conflicts of interest.

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## Appendix A

Table A1. LEG #1 – countries commitment.

General legal and regulatory framework
Provide services to the general public in accessible and usable formats
Ensure that PwDs and their representative organizations are consulted
Laws, policies or programs that promote awareness-raising about the CRPD
Designated focal point within government for matters relating to the CRPD
Constitutional article, law or regulation defining the rights of PwDs
Define public procurement rules policy promoting accessible ICTs
Definition of "Reasonable Accommodation" for the Rights of PwDs
Definition of accessibility which includes ICTs in the laws
Promote access for PwDs to ICTs and systems
Communications to public provided in accessible formats, sign language or Braille
Facilitate access by PwDs to Assistive Technologies
Policies covering specific application areas
Emergency Response Services
Primary and Secondary Education
Higher Education
Rehabilitation Services
Health Services
Voting System
Judicial Information and Legal Proceedings
Independent Living
Reasonable Accommodation at Workplace
Teleworking
Community Services
Policies covering target groups
Children
Women
Elderly Person
Policies covering specific ICT technologies
Television
Automated Transaction Machines and Kiosks
Public Building Displays
Web Sites
Transportation Public Address Systems and Services
Wireless Telephony and Services
Digital Talking Books
Sign Language for News/Live Programs, or Emergency Announcements
Fixed Line Telephony
Accessibility of TV Sets and Remote Controls
Captioning of Live Programs

Table A1. Continued

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General legal and regulatory framework

- Provide services to the general public in accessible and usable formats
- Ensure that PwDs and their representative organizations are consulted
- Laws, policies or programs that promote awareness-raising about the CRPD
- Designated focal point within government for matters relating to the CRPD
- Constitutional article, law or regulation defining the rights of PwDs
- Define public procurement rules policy promoting accessible ICTs
- Definition of ‘‘Reasonable Accommodation’’ for the Rights of PwDs
- Definition of accessibility which includes ICTs in the laws
- Promote access for PwDs to ICTs and systems
- Communications to public provided in accessible formats, sign language or Braille
- Facilitate access by PwDs to Assistive Technologies

Policies covering specific application areas

- Emergency Response Services
- Primary and Secondary Education
- Higher Education
- Rehabilitation Services
- Health Services
- Voting System
- Judicial Information and Legal Proceedings
- Independent Living
- Reasonable Accommodation at Workplace
- Teleworking
- Community Services

Policies covering target groups

- Children
- Women
- Elderly Person

Policies covering specific ICT technologies

- Television
- Automated Transaction Machines and Kiosks
- Public Building Displays
- Web Sites
- Transportation Public Address Systems and Services
- Wireless Telephony and Services
- Digital Talking Books
- Sign Language for News/Live Programs, or Emergency Announcements
- Fixed Line Telephony
- Accessibility of TV Sets and Remote Controls
- Captioning of Live Programs
- Captioning of Recorded Programs or Movies
- Video or Audio Description for Blind Users of Television

Policies covering accessible and assistive ICTs

- R & D of UD Goods, Promotion of their Availability or Use, and Promotion of UD
- Incorporation of Accessibility Features at an Early Stage of New Product Development
- Promotion and Monitoring Accessibility Standards for ICT

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Table A2. LEG #2 – countries’ capacity for implementation.

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Government focus – Percentage of countries with policy processes in place: In your Country, is there?

- A government body specifically dedicated to Persons with Disabilities
- A government body specifically dedicated to Information and Communication Technologies
- Any government fund allocated for digital accessibility
- A systematic review mechanism by the Country of the existing legislation and/or policies concerning digital access
- Either statistics or data accessible for the general public about digital access by persons with disabilities

Support of DPOs and NGOs – Percentage of Countries with Processes in Place: In Your Country, Are There?

- Financial supports for DPOs and NGOs working in field of digital accessibility
- Forum for active cooperation between NGOs working in field of digital accessibility

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(continued)

Table A2. Continued

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Government focus – Percentage of countries with policy processes in place: In your Country, is there?

- A government body specifically dedicated to Persons with Disabilities
- A government body specifically dedicated to Information and Communication Technologies
- Any government fund allocated for digital accessibility
- A systematic review mechanism by the Country of the existing legislation and/or policies concerning digital access
- Either statistics or data accessible for the general public about digital access by persons with disabilities

Support of DPOs and NGOs – Percentage of Countries with Processes in Place: In Your Country, Are There?

- Financial supports for DPOs and NGOs working in field of digital accessibility
- Forum for active cooperation between NGOs working in field of digital accessibility
- A systematic mechanism to involve the DPOs working the field of digital accessibility to the drafting, designing, implementation and evaluation of laws/policies
- Any awards or other types of recognition for persons with disabilities or their representative organizations which have done extraordinary work in field of accessibility

Capacity building – Percentage of countries with processes in place: In your Country, are there?

- Participation in the work of international standards development organizations related to digital accessibility
- Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Civil Society
- Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Government
- Any Technical Assistance Centers
- Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Private Sector/Industry
- Mandatory training programs (at universities, vocational schools, etc.) for future professionals about digital access for Persons with disabilities

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Table A3. LEG #3 – countries’ implementation and results.

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Accessibility of telecom and media services

- Closed captioning or sign language interpretation implemented by TV broadcasters
- Sign language for news, emergency communications or other important live announcements
- Libraries for the blind or public libraries providing e-books services
- Assistive Technologies available to students with disabilities at major universities
- Government websites which are accessible
- Wireless telephone handsets with accessibility features available
- Accessible public electronic kiosks or ATMs deployed in the country
- Programs in place to facilitate the usage of telephony by persons with disabilities
- Closed captioning or sign language interpretation by TV broadcasters-Captioning of pre-recorded programs or movies
- Accessible websites among the top 10 commercial and media web sites
- Closed captioning or sign language interpretation by TV broadcasters-Captioning of Live Programs
- Closed captioning or sign language interpretation by TV broadcasters-Video or audio description for the blind

Accessibility features for computers

- Screen readers available in the country’s country principal language
- PC operating system in country official language supports text to speech and voice recognition
- Alternative input devices (head-trackers, joy sticks, etc.)
- Screen readers available in the country’s country minority languages

Specific ICT products and services

- Libraries for the blind or public libraries providing e-books services
- Assistive technologies available to students with disabilities at major universities
- Accessible public electronic kiosks or ATMs deployed in the country

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