



Wouter Bolier

SIGNAAL (Platform Doven, Slechthorenden en TOS)

Accessibility of 112

for deaf, deafened, hard of hearing and deafblind people

Wouter Bolier

Platform Doven, Slechthorenden en TOS (NL)

E-mail: Signaal@toegankelijk.nu

ACT! Seminar in Brussels

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Introduction

- Wouter Bolier
- Projectmanager for seven organisations:
 - Interpreter Services
 - Citizen Alert Systems
 - Telecommunications
 - **Emergency number 112**

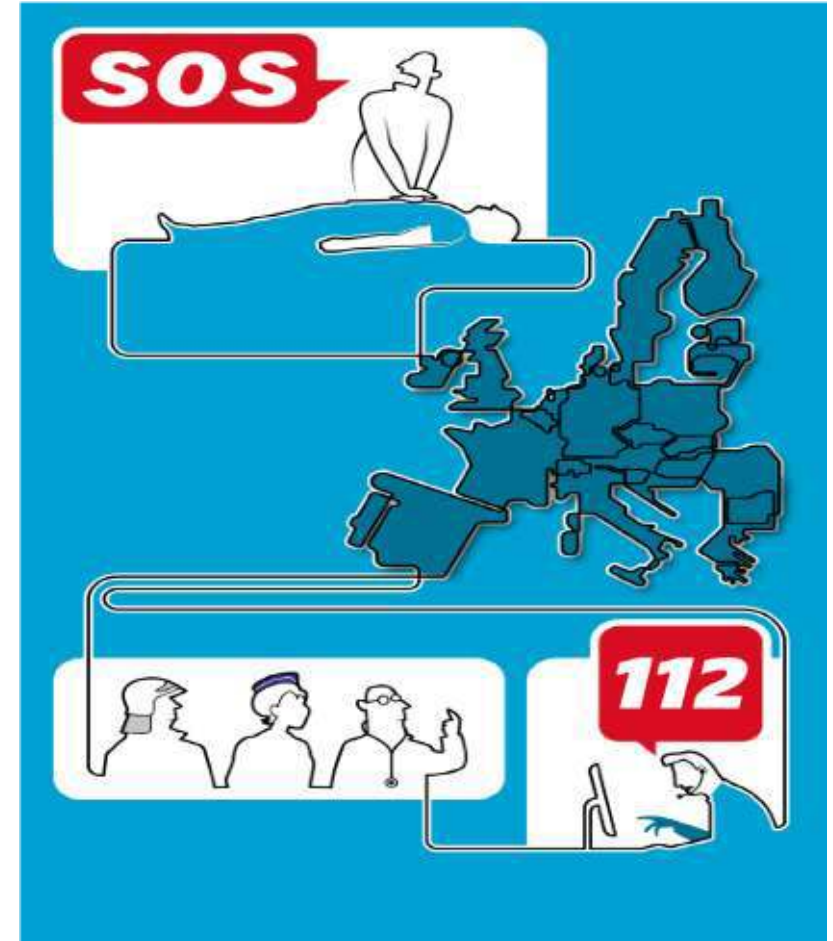




112 in Europe



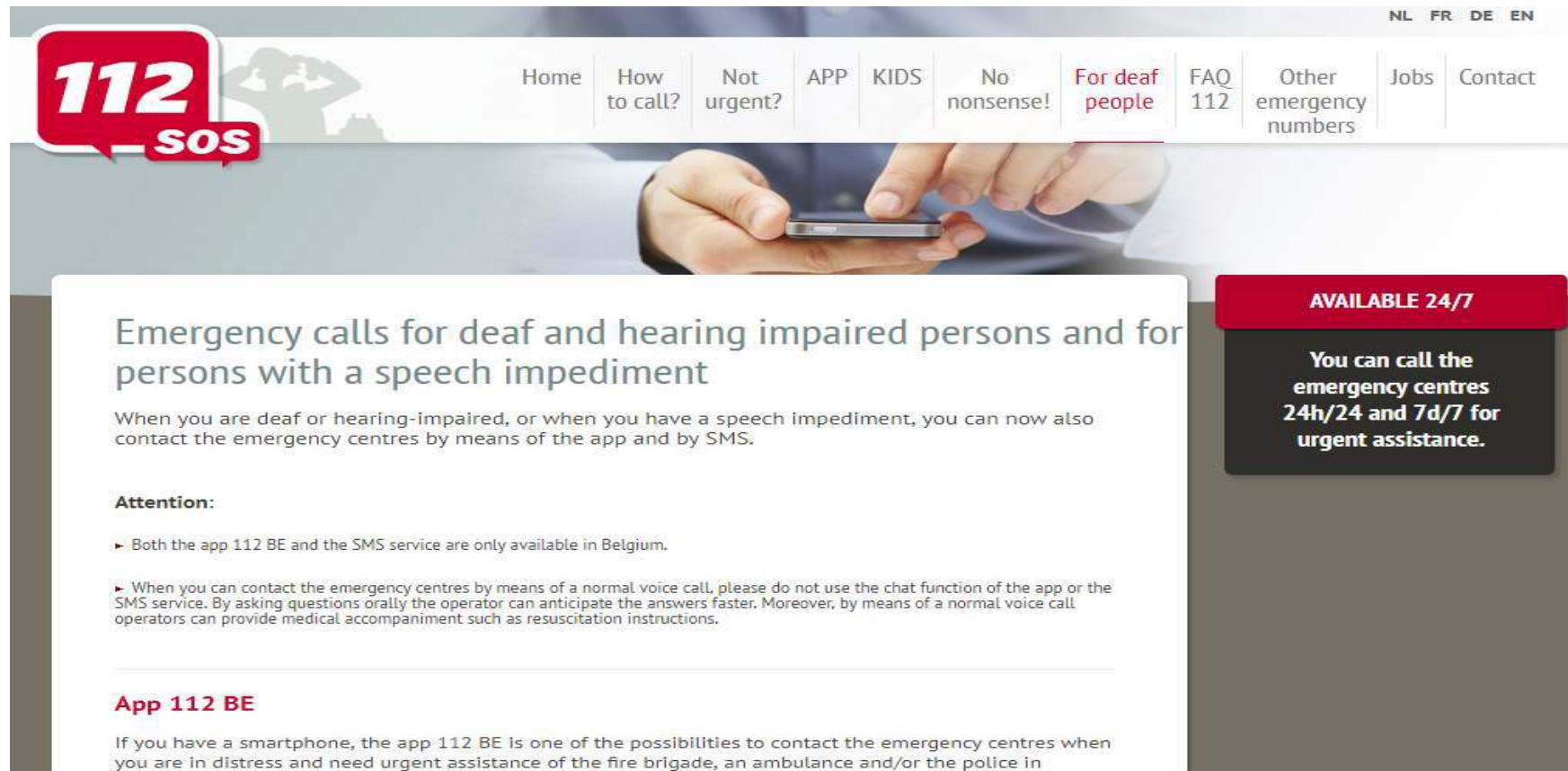
- In case of an emergency:
 - Fire rescue
 - Police
 - Ambulance (doctor)
- European Emergency Number Association (EENA) promotes 112



112 in Belgium

for deaf and hard-of-hearing people

- www.112.be – an app with chat option



The screenshot shows the homepage of the 112 SOS website. At the top, there is a navigation bar with the 112 SOS logo on the left and a menu of links: Home, How to call?, Not urgent?, APP, KIDS, No nonsense!, For deaf people (highlighted in red), FAQ 112, Other emergency numbers, Jobs, and Contact. Language options NL, FR, DE, EN are in the top right corner. Below the navigation bar is a large banner image of hands holding a smartphone. The main content area has a heading 'Emergency calls for deaf and hearing impaired persons and for persons with a speech impediment'. Below this, a paragraph explains that users can now contact emergency centers via an app and SMS. An 'Attention:' section follows with two bullet points: one stating the app and SMS service are only available in Belgium, and another advising that oral calls are faster and can include medical instructions. The 'App 112 BE' section mentions that the app is one of the ways to contact emergency services. On the right side, a red box says 'AVAILABLE 24/7' and a dark grey box states 'You can call the emergency centres 24h/24 and 7d/7 for urgent assistance.'

NL FR DE EN

112 SOS

Home How to call? Not urgent? APP KIDS No nonsense! **For deaf people** FAQ 112 Other emergency numbers Jobs Contact

Emergency calls for deaf and hearing impaired persons and for persons with a speech impediment

When you are deaf or hearing-impaired, or when you have a speech impediment, you can now also contact the emergency centres by means of the app and by SMS.

Attention:

- ▶ Both the app 112 BE and the SMS service are only available in Belgium.
- ▶ When you can contact the emergency centres by means of a normal voice call, please do not use the chat function of the app or the SMS service. By asking questions orally the operator can anticipate the answers faster. Moreover, by means of a normal voice call operators can provide medical accompaniment such as resuscitation instructions.

App 112 BE

If you have a smartphone, the app 112 BE is one of the possibilities to contact the emergency centres when you are in distress and need urgent assistance of the fire brigade, an ambulance and/or the police in

AVAILABLE 24/7

You can call the emergency centres 24h/24 and 7d/7 for urgent assistance.

My opinion about 112BE app



- Only available in Belgium
- You must download, install and register the app first (takes 112 seconds to complete)
- Chat or SMS text unsuitable for deaf signers

Emergency calls for deaf and hearing impaired persons with a speech impediment

When you are deaf or hearing-impaired, or when you have a speech impediment, contact the emergency centres by means of the app and by SMS.

Attention:

► Both the app 112 BE and the SMS service are only available in Belgium.

► When you can contact the emergency centres by means of a normal voice call, please do not use the SMS service. By asking questions orally the operator can anticipate the answers faster. Moreover, by means of operators can provide medical accompaniment such as resuscitation instructions.

Download and register



With a good internet connection it only takes 112 seconds to download, install and register the app on your smartphone. To do so, go to the app or play store on your smartphone, insert "app 112 BE" in the search box and download the app. After the installation of the app you best put it immediately on the home screen of your smartphone so you can easily find it when you're in distress. After that you only need to register. This registration only consists of 2 screens with a number of short questions.

We hope of course you will never need the app, but do register so you can contact the emergency centres using the app when you, your family or your friends need urgent assistance.

More information on the [app 112 BE](#)



Conversation



A better solution!

- REACH112
- Responding to all citizens needing help
- Partially funded by the European Commission
- Mission: ***'implement an accessible alternative to traditional voice telephony that will be suitable for all.'***

REACH 112 - Responding to All Citizens needing Help

> home > Project > What is REACH112?

What is REACH112?

REACH112 - Responding to All Citizens needing Help - will implement an accessible alternative to traditional voice telephony that will be suitable for all. While people with disabilities find it hard to communicate with the existing solutions, REACH112 will provide modes of communication so that they will find a way to communicate in each situation, may it be with a live real-time text conversation, with sign language, with lip reading, with voice or with any simultaneous combination of these modes described by the concept of Total Conversation. The service will be of benefit for all.

Meanwhile, there is an urgent need to improve access to emergency services for people with disabilities in the EU. REACH112 will implement a 12-month pilot in Sweden, the United Kingdom, The Netherlands, France and Spain allowing disabled users to communicate at a distance with each other and directly with the emergency services. IP devices will be provided in the homes, workplaces and on the move, connecting the users simultaneously in video, voice and text. Users will be able to connect between countries and different service providers, on mobile and fixed IP networks. The service will be integrated with existing telecommunication platforms and emergency service frameworks. The users will also connect through a third-party service (relay) with voice telephone users. Additionally, a protocol for the exchange of information between emergency services will be made available so that relevant data can be transferred to the most appropriate emergency service.

REACH112 will therefore become a blueprint for the extension of IP-based communications, Total Conversation and emergency services in the EU. It will guide the improvements of communication between all citizens - in particular those with disabilities - as well as the accessibility and call handling of all EU emergency services.

The REACH112 project is partially funded under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Innovation Programme by the European Community.

Person-to-person and emergency calls since May 2011:

Figures published on 4 June 2012:
 Person-to-person calls: 478966
 Emergency calls: 74

en - English
 Search [] ok

WHAT IS 112 ?

ACCESSIBILITY IN EUROPE

e-inclusion
 Be part of it!

European Commission
 Information Society and Media

ICTPSP
 Innovation and Competitiveness

What is Total Conversation?

<http://www.reach112.eu/view/en/project/tc.html>

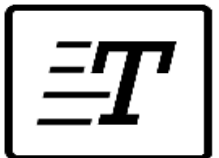
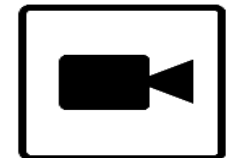
Total Conversation means a standardised concept where you can use video, text and speech at the same time in a call. It can be seen as an extension of the videophone concept by consistent addition of the real-time text medium.

Total Conversation fits people with disabilities as well as all. Deaf, hearing impaired, deafened and deafblind persons have especially great usage of Total Conversation because of its opportunity to allow any mix of sign language, speech and typing that suits the participants in each call.

The Total Conversation service concept was first described by the international Telecommunications Union ITU (<http://www.itu.int>).

It has been picked up for technical implementation descriptions by e.g. the 3G-mobile world organization 3GPP(<http://www.3gpp.org>). It is also standardised in the world of Internet standard organisation IETF(<http://www.ietf.org>). The 3GPP standard has also been acknowledged by ETSI."

Example from the Swedish REACH112 pilot: <https://youtu.be/0ZpCMq42opA?t=110>



Written Declaration

on the need for accessible 112 emergency services



- The European Parliament adopted a written declaration (0035-2011)
- EUD and EFHOH lobbied for this with great success!

The European Parliament,

- having regard to the 112 single European emergency phone number for the European Union, established by Council Decision of 29 July 1991 (91/396/EEC), reinforced by Directive 98/10/EC on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment,
 - having regard to Directive 2009/136/EC, amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services,
 - having regard to Rule 123 of its Rules of Procedure,
 - A. whereas most EU emergency services remain accessible only using voice, excluding millions of citizens from a life-saving service, such as deaf, hard-of-hearing and speech-disabled users and in situations where discretion is needed in relation to the call,
 - B. whereas the European Union has ratified the UN Convention on the Rights of Persons with Disabilities and adopted its Disability Strategy 2010-2020, as well as the Digital Agenda, promoting the principle of Universal Design,
1. Calls on the Commission to put forward legislative and standardisation proposals to make 112 services fully accessible to all citizens, giving priority to sign language services using video technologies and text-based services to ensure the inclusion of deaf, hard-of-hearing and speech-disabled users;
 2. Calls on the Commission to promote the development of fully accessible and reliable Next Generation 112 services independent from devices and networks, using the Total Conversation concept;
3. Instructs its President to forward this declaration, together with the names of the signatories, to the Council, the Commission and the Governments of the Member States.

Total Conversation in NL



- Implemented in Dutch Telecommunications Act (2012)
 - Using EU directives 2002/22/EC and 2009/136/EC
 - On 'universal service and user's rights relating electronic communications networks and services (Universal Service Directive)'



Total Conversation maakt het mogelijk om een tolk naar keuze in te schakelen:

112 in The Netherlands

accessible for deaf, hard-of-hearing and deafblind people

Two options to call 112 using Total Conversation:

- 1 Since 2013-10
telecom interpreting service (for deaf sign language users)
- 2 Since 2015-02
direct call to 112 operator, you can use speech or text, the 112 operator responds with text



But!

- 1 limited opening hours of telecom sign language interpreting service: 07:00 – 20:00 on weekdays and 10:00 – 16:00 in weekend and on holidays -> not 24/7!
- 2 technical issues -> user tests showed risks of disrupted or even no contact with 112!



Thank you!