



**G3ict**

The Global Initiative for Inclusive ICTs

A Flagship Advocacy Initiative of the United Nations Global Alliance for ICT and Development

## CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

### 2011 ICT ACCESSIBILITY PROGRESS REPORT

#### Panel of Experts on Accessibility – Questionnaire

Country:

Organization:

Email:

Name of Expert:

Thank you for your contribution to this important survey which will help disability advocates around the world compare ICT accessibility in their countries with the Convention on the Rights of Persons with Disabilities (CRPD) dispositions and international benchmarks. Regarding the publications of the results of this survey, please let us know if you prefer that we:

- Keep your participation to this survey confidential
- Acknowledge your participation as a member of the expert panel in the report

#### 1. Policies Covering Digital Accessibility in Specific Application Areas

Are there any disposition among your country laws, regulations or government programs promoting Digital Accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas:

a. Emergency response services  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

Are there any disposition among your country laws, regulations or government programs promoting Digital Accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas (cont'd):

b. Primary and secondary education  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:

- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**c. Higher education**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**d. Rehabilitation services**  YES  No

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**Are there any disposition among your country laws, regulations or government programs promoting Digital Accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas (cont'd):**

**e. Health services**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**f. Voting systems**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**g. Judicial information and legal proceedings**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**Are there any disposition among your country laws, regulations or government programs promoting Digital Accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas (cont'd):**

**h. Independent living**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:
- And if “YES”, how would you rate their actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**i. Reasonable accommodation for the workplace**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:

- And if “YES”, how would you rate its actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**j. Local community services**  YES  NO

- If your answer is “YES”, please provide information on how this is done (law, regulation or government program for example) with references or web links if possible:

- And if “YES”, how would you rate its actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**2. Policies Covering Accessibility for Specific ICT Product or Services**

**a. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Television?**  YES  NO

- If your answer is “YES”, please specify for which areas:

- Sign language for news and other important live programs, or emergency announcements.
- Captioning of live programs.
- Captioning of recorded programs or movies.
- Video description or audio description for blind users of television.
- Accessibility of television sets and remote controls

- Please provide any additional comment on how TV accessibility has been implemented in your country (law, regulation or public broadcasters initiatives for example) with references or web links if possible:

- Overall, how would you rate the actual level of implementation of those dispositions on TV accessibility?

- Minimum level of implementation

- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**b. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Web sites?**  YES  NO

- If “YES”, please let us know how this is done and if it involves public web sites only or also covers private and media Web sites:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**c. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Fixed line Telephony such as accessible public booths or relay services?**  YES  NO

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**d. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Wireless telephony and services?**  YES  NO

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**e. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of public building displays?**  YES  NO

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?
  - Minimum level of implementation
  - Partial level of implementation
  - Substantial level of implementation
  - Full level of implementation

**f. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of transportation public address systems and services?**

YES       NO

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**g. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Automated Transaction Machines (ATMs) or Kiosks?**

YES       NO

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**h. Are there any dispositions among your country laws, regulations or programs promoting the accessibility of Digital Talking Books?       YES       NO**

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

**i. Has your country implemented any law regarding copyrights exceptions for digital access to cultural material by persons with disabilities?       YES       NO**

- If “YES”, please specify how this is done and provide any useful reference or link:
- And if “YES”, how would you rate their actual level of implementation?

- Minimum level of implementation
- Partial level of implementation
- Substantial level of implementation
- Full level of implementation

### **3. Capacity building**

**a. Are there any mandatory training programs (at universities, vocational schools etc.) for future professionals about digital access for persons with disabilities?**

YES     NO

- If “YES”, please specify for which type of schools the training program is mandatory:

**b. Have there been any nationwide conferences and other awareness raising information programs, projects, in the field of digital access for persons with disabilities over the past two years?**     YES     NO

- If “YES”, please specify if those were organized by:
  - Government
  - Civil Society
  - Private sector/industry

**c. Does the Country participate to the work of international standards development organizations related to Digital Accessibility?**     YES     NO

- If “YES”, please list which standards bodies are involved:

#### 4. Assessment of the Country’s Current Level of ICT Accessibility

##### Telecom and Media Services

Are there in the Country:

**a. Programs in place to facilitate the usage of telephony by persons with disabilities (Transcription/TDD/TTY devices, relay services, accessible public phones)**  
 YES     NO

- If “YES”, please list the programs:

**b. Wireless telephone handsets with accessibility features available?**  
 YES     NO

- If “YES”, provide examples of accessible handsets:

**c. Closed captioning or sign language interpretation implemented by TV broadcasters?**  
 YES     NO

- If “YES”, please check the box if it includes the following:

- Sign language for news, emergency communications or other important live announcements
- Captioning of live programs (if box checked, what percentage approximately is covered)
- Captioning of pre-recorded programs or movies (if box checked, what percentage approximately is covered)
- Video or audio description for the blind (If checked, please comment)

**d. Are there in your country government Web sites which are accessible?**  
 YES     NO

Please comment on current situation:

- e. Accessible Web sites among the top 10 commercial and media web sites?

YES  NO

Please list them with any comment you may have:

### Computers

- f. Does the Personal Computer operating system used most frequently in the country official language support text-to-speech and voice recognition capabilities?

YES  NO

Comments:

- g. Are screen readers available in your country's principal language?

YES  NO

If "YES", please specify which products are available:

- h. Are screen readers available for some of your country's minority languages?

YES  NO

If "YES", please specify which products are available:

- i. Are alternative input devices (head-trackers, joy sticks, etc.) available in the country?

YES  NO

Comments:

### Special services

- j. Are there libraries for the blind or public libraries providing e-books services?

YES  NO

Comments:

- k. Are assistive technologies available to students with disabilities at major universities?

YES  NO

Comments:

- l. Are there accessible public electronic kiosks or ATMs deployed in the country?

YES  NO

Comments:

Please add any comment or information which you would like to share regarding your country ICT accessibility laws, regulations, policies or programs:

### 5. Your perspective on ICT accessibility projects and priorities in your country:

- Based on your experience, how would you rank the level of awareness about ICT accessibility (1=weakest, 4= highest) among:

Government officials      1       2       3       4

ICT and media industry      1       2       3       4

Civil society at large      1       2       3       4

Persons with disabilities      1       2       3       4

- Which areas of ICT accessibility would you consider as top priorities for your country?



**#1**

**#2**

**#3**

- **Please mention any legislation, regulation or program promoting ICT accessibility currently being discussed at national level:**
- **Areas of ICT accessibility which advocacy groups lobby for with government, legislators and the private sector:**
- **Which resources would be most helpful to Disabled Persons Organizations to help promote ICT accessibility in your country?**

*Thank you for participating to this important data collection effort. Disabled Peoples' International and the G3ict Research Committee would like to convey their sincere appreciation for your valuable contribution.*