

Input from Dynamic Coalition on Accessibility and Disability ([DCAD](#))

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Review the Accessibility of IGF2017

1. Remote participation experience (tool itself and lack of time for testing before DCAD workshop)

- Experience with WebEx

DCAD thinks WebEx is not accessible for persons who are blind and those who rely on screen readers. This caused the withdrawal of an expert with a disability from a DCAD workshop (WS54 [Universal Design and Creating an Accessible Global Digital Future](#)) as a remote panelist, after test sessions in advance offered by IGF Secretariat failed. This accessibility problem has been mentioned repeatedly at previous IGF and MAG meetings.

There are different participation tools that allow different accessibility features and all have pros and cons regarding accessibility. For example, at ITU meetings, participants can be manually called by ordinary phone to be able to participate in standards meetings as an option of remote participation. This is done if it is not possible for a blind person to independently connect using a screen reader.

Several DCAD meeting participants discussed the possibility of using a new remote tool called “Zoom” that is used in ISOC meetings stating that it was accessible to blind participants. This tool is being tested in ITU presently.

This issue will be further discussed via email and a future conference call of DCAD members.

- Time to test remote participation before an IGF session

There was no advance test time possible as the previous meeting ran to the last possible moment at the aforementioned DCAD workshop to make sure the session was accessible for remote participants with disabilities. This advance test time was requested by DCAD when the IGF sessions scheduling was being done. Apparently the previous session (IGF-SA Annual General Assembly held during the lunch break) was inserted and lasted until just before the DCAD workshop. This previous session seemed to be added at the last moment to the lunch break slot without DCAD knowledge since DCAD had reviewed the schedule at the end of September 2017. This is a case of poor communication within the IGF secretariat and should not have been done. The lunch break was supposed to be our test time.

DCAD has been repeatedly asking for enough advance time before its workshop, as there were and always will be remote participants with disabilities who need time to connect and test before the session. This request has been repeatedly overlooked unfortunately and education is necessary at the MAG meetings to get this point across.

2. Other facilities (registration process including online and onsite, physical accessibility of the venue, accessibility of information, etc.)

- Two displays at meeting rooms: one for captioning and another for meeting documents needed

Two visual displays for accessible meetings are needed. This means all meetings not just “accessibility meetings”. Persons with disabilities have varied interests just like everyone else and want to attend other sessions and meetings at IGF not just “accessibility meetings”. There should be one visual display for Captioning and another for the meeting documents. These screens should also be accessible for remote participants via the internet. This is helpful not only for persons with disabilities especially those with hearing difficulties, but also for everyone to easily follow the session both in the room and remotely. The room assigned for this DCAD session (Room 23) did not have an additional display, therefore caption stream was displayed in a small window as an overlay. . In addition, this single screen was not able to be shared with the remote participants. Though DCAD had been promised the best technical room at previous IGF meetings, this promised still was not honoured in IGF 2017 Geneva.

- Inaccessibility of the front gate at the UN

It was not accessible enough at the front gate at the UN by a car for a person with disability without prior arrangements. On the website here were not any explanations of what procedures (if any) were in place for those with physical disabilities or on any explanations on the website on how to proceed from the UN main gate registration point to the building below. The terrain was downhill. One person with a wheel chair could have made it down if not somewhat unsafely but would not have been able to make it back up the hill without prior arranged help. This also takes into considerations that Persons with temporary disabilities are not going to know what to do even if it says on the IGF registration site to tell IGF in advance. They may have already registered prior to acquiring the temporary disability. This actually happened as someone had foot surgery after the registration has been done.

This “Accessibility “notification on the IGF website must be reviewed and amended. , Additional information needs to be posted on what obstacles to expect. A second reminder notice for assistance requests should be sent out by the host.

More volunteers might be the answer. Mexico when they were the host did a great job in enlisting university students to help. These young people were invaluable. This idea should be mentioned and explored by the MAG and encouraged to future Hosts

Regarding car transport at the UN, special arrangements must be made for a registered taxi to have a pass to enter the main gates of the UN in advance of the meetings to give people lifts down to the UN buildings at the UN gates Only licensed taxi may have the pass ordinary cars may have this privilege as this is a temporary accommodation for special meetings. . This was found out by accident by the Chairman and the Chairman took on the job to arrange this and other accommodation for all persons who would need further transportation into the UN grounds. Especially the journey back which was up hill.

The DCAD Coordinator was the focal point for departure with the designated taxi. Due to this job, the Chairman could not attend all the sessions that she should have.

- Resources which can be referred

It is necessary to change dramatically how we approach and prepare in advance meeting for all persons with disabilities both on site and remotely so that **All** can participate both remotely and onsite. ITU technical papers on remote participation and accessible meetings below can be taken into account:

- [FSTP-ACC-RemPart](#) "Guidelines for supporting remote participation in meetings for all" (10/2015)

➤ [FSTP-AM](#) "Guidelines for accessible meetings" (10/2015)

DCAD will be shortly updating and extending The DCAD Accessibility Guidelines to be in line with these ITU documents
