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| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION  **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2017-2020 | | | TSAG-TD808 |
| **TSAG** |
| **Original: English** |
| **Question(s):** | | N/A | | Virtual, 21-25 September 2020 |
| **TD** | | | | |
| **Source:** | | ITU-T JCA-AHF Chairman | | |
| **Title:** | | ITU-T JCA-AHF progress report | | |
| **Contact:** | | Andrea Saks  JCA-AHF Chairman USA | Tel: +44 1242 820 800 Fax: +44 1242 821 171 E-mail: [andrea@andreasaks.onmicrosoft.com](mailto:andrea@andreasaks.onmicrosoft.com) | |

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| **Keywords:** | JCA-AHF; accessibility; report; |
| **Abstract:** | This document provides the reports of the recent JCA-AHF meetings (e-meeting, 21 May 2020; e-meeting, 1 July 2020). |

**Action**: TSAG to take note of the JCA-AHF meeting reports.

**Attachments: 2**

1) JCA-AHF meeting report, 21 May 2020 (JCA-AHF [Document 399](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc399.docx))

2) JCA-AHF meeting report, 1 July 2020 (JCA-AHF [Document 408](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc408.docx))

**Attachment 1**

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| D:\usr\campos\TSB-Reference\Logos\ITU\sigleITU.gif | INTERNATIONAL TELECOMMUNICATION UNION  **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2017-2020 | | | | JCA-AHF-399 |
| **JCA-AHF** |
| **Original: English** |
| **Question(s):** | | N/A | | E-meeting, 21 May 2020 | |
| **DOCUMENT** | | | | | |
| **Source:** | | Chairman of JCA-AHF | | | |
| **Title:** | | ITU-T JCA-AHF progress report | | | |
| **Purpose:** | | Admin | | | |
| **Contact:** | | Andrea Saks  Chairman of JCA-AHF USA | Tel: +44 1242 820 800 Fax: +44 1242 821 171 E-mail: [andrea@andreasaks.onmicrosoft.com](mailto:andrea@andreasaks.onmicrosoft.com) | | |

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| **Keywords:** | JCA-AHF; accessibility; report; |
| **Abstract:** | This document provides the draft report of joint JCA-AHF and ITU-T Q26/16 meeting (virtual, 21 May 2020). |

Related links

* [JCA-AHF webpage](https://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx)
* [Meeting documents page](https://www.itu.int/en/ITU-T/jca/ahf/Pages/202005-docs.aspx)

1. Opening of the meeting

The joint JCA-AHF and ITU-T Q26/16 e-meeting was held on 21 May 2020 chaired by Ms Andrea Saks (USA), JCA-AHF Chairman. This meeting was collocated with the Rapporteur Group meeting of Q26/16 (18 - 21 May 2020) which was held also virtually. Ms Lidia Best, G3ict and UK National Association of Deafened People (NADP) took role of the remote moderator by reading texts in Chat Box of the remote participation tool. The first 30 minutes were devoted to finalizing the planned Q26/16 work. The list of participants is available on JCA-AHF [Document 396](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc396_list%20of%20participants.docx).

1. Approval of the agenda

The Chairman introduced the draft JCA-AHF meeting agenda and document allocation as contained in JCA-AHF [Document 394](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc%20394-agenda.docx). It was approved without substantive changes.

1. Approval of the last JCA-AHF meeting report

The Chairman introduced the last JCA-AHF meeting (10 October 2019) report (JCA-AHF [Document 388](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2019/October2019/JCA-AHF-Doc388-report.docx)), and the report was approved by the JCA-AHF after the corrections of some spelling mistakes.

1. Candidate of new JCA-AHF co-Vice Chair – Lidia Best, UK National Association of Deafened People (NADP), and G3ict

The Chairman introduced Ms Best as a candidate for a new co-Vice Chair of JCA-AHF. It was approved by the JCA-AHF meeting.

1. Sign Language Interpretation (SLI) during the Covid-19 crisis

Mr Oliver Pouliot from Overseas Interpreting, and who is an AIIC (International Association of Conference Interpreters) sign language network member as well as a member of the Taskforce on Distance Interpreting, was invited to explain the background and the situation of Sign Language Interpretation (SLI) at ITU and other UN organizations. Mr Pouliot firstly highlighted that the rules for remote SLI are the same as the ones for onsite interpretation, covered by the AIIC agreement.

Some people consider that **International Sign** cannot handle the amount of technical information that may be present in an expert meeting, however Mr Pouliot thinks that it is not correct. It depends on the familiarity of the interpreters with the subject matter of the meeting and that with International Sign. Mr Pouliot thinks International Sign as an option, depending on who is in the meeting. While he thinks International Sign is not a replacement of existing Sign Languages already provided at a meeting such as American Sign Language (ASL), British Sign Language (BSL), he also thinks that one of the reasons that International Sign is used is when there are deaf participants from several countries, not only two but more countries, in a meeting. In this case, it is prohibitive to hire many interpreters at the same meeting.

Mr Pouliot further expanded on the background of International Sign as the JCA-AHF Chairman requested. He firstly mentioned that the topic was still being discussed by the community or researchers. Then he explained that International Sign was not a made-up language like Esperanto, but that it had evolved spontaneously and naturally as a communication medium when deaf people from different countries and having different sign language communicated. However, it is not called International Sign “Language”, as it does not fit in the same category as National Sign Languages.

**Questions and answers**:

Question by Ms Judy Okite: Is sign language considered as an option to captioning and both must be used in remote meeting?

Answer by Mr Pouliot: People have different preferences in terms of how they want to access a meeting, and sign language and captioning are different options and thus one should never be seen to replace the other. It depends on the audience that a meeting has.

Comment by the JCA-AHF Chairman: In addition, sign language is a two-way communication and a deaf person from the audience can comment and ask questions in the native tongue of his own choosing, such as BSL, ASL or any of the other languages.

Question by Simao Campos: Do you know Kudo, a remote meeting platform, which may have a feature to include sign language interpreting.

Answer by Mr Pouliot: No experience in using personally that platform yet, but some colleagues reported that the platform did not have a feature of including SLI. Additionally, a platform called Interprefy is not SLI friendly, and none of the existing platforms are ready for sign language interpretation, according to Mr Pouliot.

Comments by Mr Christian Vogler: He agrees to what Mr Pouliot said regarding International Sign, it needs practice to get familiar with a sign language and a communication subject. Being user of ASL, Mr Vogler normally meets interpreters before a meeting to make sure what he speaks will be interpreted correctly. However, he is not a confident user of International Sign, and he does not feel the same way with International Sign.

Comments by Mr David Fourney: Mr Fourney was following this discussion via multiple channels of communication, via ASL, captioning and audio, to have a maximum information. But he had the Internet cut during the discussion, then he continued to follow the discussion via telephone. It is necessary to think about backups when technology fails. Hard of hearing people tend not to be signers, so they have to use captioning to support what they are hearing. However, captioning has no emotion, so it takes much effort to follow captions. Regarding International Sign, while Mr Fourney is ASL fluent, it is difficult for him to follow International Sign, as any languages require a level of fluency.

Question by Mr Pradeep Balachandran (Chat box): Do automatic sign language interpreting platforms give equal prominence to different sign modalities e.g., hand gestures, lip reading, facial gestures, etc. Or is there a relative weight age assignment?

Answer by Mr Christian Vogler (Chat box): There is no such platform for automatic interpreting that is even remotely usable.

Comments by Mr Christopher Jones: He supports the comment made by Mr Fourney that he followed the discussion watching both SLI and captioning stream at the same time. A research study made by Mr Matjaž Debevc from Maribor University, Slovenia, found that deaf people often watch television broadcasts with both captioning and SLI together as this dramatically increased the level of accessibility. For Mr Jones, captioning and SLI are both equally as important. It should also be noted that he can have networking opportunities during physical meeting breaks, thanks to sign language interpreters following him.

Comments by Mr Pouliot after having heard what was said by the meeting participants: First, he concluded that he was in a position that International Sign was not the preferred option of the meeting participants, thus should not be used. Second, he invited to have a look at a [Remote working guidelines](https://www.ucl.ac.uk/dcal/remote-working-guidelines) developed by​​ UCL (University College London) Deafness Cognition and Language Research Centre. The guidelines have a section describing interpretation, which would be of interest of the JCA-AHF members and meeting organizers. Finally, Mr Pouliot highlighted that all stakeholders should be involved in development of guidelines of remote SLI at ITU-T.

Comments by Ms Maya de Wit: Working with screen causes more fatigue than normal, so shorter time and more interpreters would be considered. If interpreters can travel to Geneva, working at ITU would be the best practice. But a hybrid solution, such as working at a hub where there is a dedicated technician, would be an option.

International Sign is used at WFD and UN-CRPD, etc., as a common practice, to make it accessible for the international audience viewing the streaming. On the other hand, at ITU-T Study Group meetings, only ITU-T members participate in the meetings, and they have own mode of communication or preference for which language they use to access the meeting. For this case the participants should be asked their preferred sign language. International Sign is not understood by all signers, as expressed by this meeting participants.

Comment by Mr Jones: As being said by Ms De Wit, longer breaks would be needed for deaf participants when participating in e-meetings.

Answer by the JCA-AHF Chairman: This will be taken into consideration.

Comment by Mr Founey: For hard or hearing people, the situation becomes worse when captioning is not available.

Then, Mr Jones explained his experiences on the virtual meeting of Q26/16. He utilized three different devices to show the meeting document, SL interpreters, and captioning. However, deaf persons may not have three devices, so there is a need to consider a solution to reduce the necessary number of devices. It should also be considered that deaf persons are able to tune the interpretation.

The JCA-AHF Chairman appreciated all the comments made, and invited JCA-AHF members to email her regarding the [FSTP-AM (2015)](https://www.itu.int/pub/T-TUT-FSTP-2015-AM) “Guidelines for accessible meetings” and [FSTP-ACC-RemPart (2015)](https://www.itu.int/pub/T-TUT-FSTP-2015-ACC) “Guidelines for supporting remote participation in meetings for all” that are being updated at Q26/16 (due to a lack of time, the drafts of the updated versions of these Technical Papers were not presented, but shared via the JCA-AHF mailing list for possible comments).

1. Audiovisual accessibility during a world crisis

Ms Lidia Best from G3ict and NADP presented JCA-AHF [Document 393](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc%20393%20.docx) on Audio visual accessibility during a world crisis. The document explains an overview of lack of accessibility of audiovisual main TV channels during current COVID-19 pandemic. Examples presented in this document shows that SLI and captioning in broadcasting programs are not accessible. The same document was presented at the Q26/16 meeting the day before and it was agreed to consider the inclusion in Q26/16 Work Item [H.ACC-GAP](https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.itu.int%2Fitu-t%2Fworkprog%2Fwp_item.aspx%3Fisn%3D14440&data=02%7C01%7C%7Cb5dd8a284e6c4e8110b408d7fd894fea%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637256638496356447&sdata=rDWQ21oEY0vSDuefji03cxpmmHfSlBdHzs9%2BgSssFYw%3D&reserved=0), a twin text with ISO/IEC 20071-25:2017, on functional displays of sign language interpretation and captioning in audio-visual media. Ms Best also suggested to send a Liaison Statement on this document to ITU IRG-AVA to share it with broadcasters (post meeting note: done).

1. EDF guide for accessible meetings for all

Then, Ms Best invited JCA-AHF members to have a look at [EDF guide for accessible meetings for all](http://www.edf-feph.org/sites/default/files/edf_guide_for_accessible_meetings_1.pdf) which provides guidance on how to make meetings accessible for people with multiple disabilities and specific needs. The Chairman suggested this document could be included in Accessible Meetings Guidelines of which review will take place during Q26/16 meeting in June 2020.

1. ITU-T SG20 work - Updates on draft ITU-T Y.ACC-PTS “Accessibility requirements for smart public transportation services”

Mr Yong Jick Lee presented JCA-AHF [Document 389](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc389.zip) which includes the latest version of the draft ITU-T Recommendation Y.ACC-PTS “Accessibility requirements for smart public transportation services”. Two-layer structure is introduced in this draft Recommendation: information layer and interface layer. Several functional areas and accessible information necessary for persons with disabilities were identified, and detailed in Appendix 1 of this draft. The work will be completed soon, so experts review and comments are necessary. It will be discussed at next SG20 meeting which will take place from 6 – 16 July 2020.

1. Use of alternative text in standards – David Fourney, G3ict

Mr David Fourney from G3ict briefly explained ISO/IEC200.1-11 on Guidance on alternative text for images. The document was originally presented at Q26/16 meeting on the day before and discussed to create a new work item for a possible twin text. Mr Fourney suggested ITU to use this document for its standardization work. As an example, Mr Fourney mentioned that ISO has adopted it as a general practice, and uses it when describing technical diagrams in its documents. Mr Fourney requested JCA-AHF to endorse and support it, but the JCA-AHF Chairman clarified that JCA-AHF could not endorse anything. Instead, JCA-AHF can disseminate information and connect related parties to discuss the matter. Mr Fourney agreed.

1. UN-ESCAP webinar on protecting persons with disabilities during COVID-19

Mr Masahito Kawamori introduced [UN-ESCAP webinar on protecting persons with disabilities during COVID-19](https://www.maketherightreal.net/event/webinar-protecting-and-empowering-persons-disabilities-context-covid-19-pandemic) which took place on 15 May 2020. It was discussed what was happening with persons with all kind of disabilities in the world during the Covid-19 crisis. The video is available on YouTube and Mr Kawamori invited the JCA-AHF members to view the content.

1. Incoming Liaison Statements

LS on accessibility matters (from ITU-T SG20) (JCA-AHF [Doc 389​](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc389.zip)) was covered at item 8 above.

Due to a lack of time, the following liaison statements were not reviewed. These may be reviewed at the next JCA-AHF meeting.

* LS on Accessibility Contributions made to Study 2 regarding Relay and other access via numbering (from ITU-T SG2) (JCA-AHF [Doc 390](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc390.docx))
* LS on new accessibility question at ITU-R SG6 (from ITU IRG-AVA) (JCA-AHF [Doc 391 ​](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc391.docx))
* LS on special mobile communications tariffs (from ITU-D SG1) (JCA-AHF [Doc 392](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc392.docx) )
* LS to inform on new Question 11/9 on “Accessibility to system and services” and first meeting results (from ITU-T SG9) (JCA-AHF [Doc 395](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc395.docx) )

1. Any Other Business

None.

1. Next JCA-AHF meeting

Next JCA-AHF meeting is planned during next ITU-T SG16 meeting in June 2020 (post meeting note: it will take place virtually on 1st July 2020).

1. Closing

The JCA-AHF Chairman thanked all speakers of the meeting, participants, SL interpreters, caption writers and TSB. She closed the meeting.

**Attachment 2**

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| **JCA-AHF** |
| **Original: English** |
| **Question(s):** | | N/A | | E-meeting, 1 July 2020 | |
| **DOCUMENT** | | | | | |
| **Source:** | | Chairman of JCA-AHF | | | |
| **Title:** | | ITU-T JCA-AHF progress report | | | |
| **Purpose:** | | Admin | | | |
| **Contact:** | | Andrea Saks  Chairman of JCA-AHF USA | Tel: +44 1242 820 800 Fax: +44 1242 821 171 E-mail: [andrea@andreasaks.onmicrosoft.com](mailto:andrea@andreasaks.onmicrosoft.com) | | |

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| **Keywords:** | JCA-AHF; accessibility; report; |
| **Abstract:** | This document provides the draft report of joint JCA-AHF and ITU-T Q26/16 meeting (virtual, 1 July 2020). |

Related links

* [JCA-AHF webpage](https://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx)
* [Meeting documents page](https://www.itu.int/en/ITU-T/jca/ahf/Pages/202007-docs.aspx)

1. Opening of the meeting

The joint JCA-AHF and ITU-T Q26/16 e-meeting was held on 1 July 2020 chaired by Ms Andrea Saks (USA), JCA-AHF Chairman. This meeting was collocated with Q26/16 meeting (29 June - 1 July 2020) during SG16 meeting (26 June – 3 July 2020) which was held also virtually. Ms Lidia Best, co-Vice Chairman of JCA-AHF, from G3ict and UK National Association of Deafened People (NADP), took role of the remote moderator by reading texts in Chat Box of the remote participation tool. The first half of the meeting was devoted to finalizing the planned Q26/16 work. This document provides the summary of the JCA-AHF part of the meeting only. The list of participants is available on JCA-AHF [Document 407](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc407_participants%20list.docx).

1. Approval of the agenda

The Chairman introduced the draft JCA-AHF meeting agenda and document allocation as contained in JCA-AHF [Document 400](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc%20400-agenda.docx). It was approved without substantive changes.

1. Approval of the last JCA-AHF meeting report

The Chairman introduced the last JCA-AHF meeting (21 May 2020) report (JCA-AHF [Document 399](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/May%202020%20meeting/JCA-AHF-Doc399.docx)), and it was approved by the JCA-AHF.

1. Comments by Ms Amela Odobasic, Rapporteur of ITU-D Q7/1

The Chairman introduced Ms Amela Odobasic, Rapporteur of [ITU-D Q7/1](https://www.itu.int/net4/ITU-D/CDS/sg/rgqlist.asp?lg=1&sp=2018&rgq=D18-SG01-RGQ07.1&stg=1) *“*Access to telecommunication/ICT services by persons with disabilities and other persons with specific needs*”*. Ms Odobasic appreciated Ms Best for her presentation at the Webinar organized by ITU-D Q7/1 on [Digital accessibility during COVID 19](https://www.itu.int/en/ITU-D/Study-Groups/2018-2021/Pages/meetings/webinar-Q7-1-june24.aspx) (24 June 2020). Then Ms Odobasic emphasized the need to strengthen the cooperation between ITU sectors especially JCA-AHF and ITU-D Q7/1 in implementing the current mandate and also in planning of the next mandate of ITU-D Q7/1. To this end, she invited members to participate in and to submit written contribution to ITU-D Q7/1 meeting which will take place on 1st and 2nd of October 2020, and she also suggested to have a joint meeting. The JCA-AHF Chairman promised to contribute to the ITU-D Q7/1 report and will follow-up on the suggested joint meeting.

1. Accessibility during the Covid-19 crisis

## Impact of the pandemic on deaf people who have vision issues

Mr Ben Fletcher who is a deafblind person and who work as Principal Engineer at Financial Times (FT), London, presented the JCA-AHF [Document 405](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc405.zip) on Impact of the pandemic on deaf people who have vision issues. There are a number of different issues that affect the sight of deaf people, which makes it challenging to communicate via sign language: According to Swedish research, affected persons represent one in six of the total of deaf people; Usher syndrome is a major cause of deaf-blindness, resulting in Retinitis Pigmentosa and hearing loss; There are also people who are not particularly skilled in using sign language. Especially in the pandemic situation where physical meetings shifted into online ones, those people are experiencing quality deterioration in receiving information, as there are no guidelines in such situation while many organizations are currently working on it. Mr Fletcher has taken an initiative to develop such guidelines which include issues related to clothing, background, lighting, camera setup, and signing style. The draft document would be available in Mid-July, and Mr Fletcher hopes the document would become a formal one such as a standard in the future.

Ms Best has raised an issue faced by those who make use of lip read during the pandemic, and Mr Fletcher agreed the issue was similar to the one faced by deafblind people, and he commented that he would potentially include them in the guidelines.

Mr David Fourney from G3ict expressed his wish to get Mr Fletcher’s thoughts to improve the current joint ISO/IEC JTC1 SC35 and ITU work on sign language. Then, Mr Fourney asked if the issues related to right-handed and left-handed for sign language was considered in the guideline. Mr Fletcher explained that finger spelling speed and switch from 3D to 2D format have been rather discussed, instead of talking about left-handed and right-handed.

Mr Christopher Jones expressed his wish via chat box that Mr Fletcher’s guideline could be included in ITU-T Technical Paper [FSTP-ACC-RemPart (2015)](https://www.itu.int/pub/T-TUT-FSTP-2015-ACC) – “Guidelines for supporting remote participation in meetings for all”.

## Lessons learned from remote meetings forced by the Covid-19 crisis

The JCA-AHF Chairman expressed her impression about the situation of UK. Mr Andy Heath wrote that only the Scotland and the Welsh Governments that made sure that the sign language interpreters were physically in the room with them.

Mr Fourney explained the situation in Canada, where all discussion on the public health related to the Covid-19 had interpretation of both American Sign Language and Quebec Sign Language. But other areas of communication did not include SLI, which should be improved.

Mr Matjaž Debevc from the University of Maribor wrote that in Slovenia many government briefings were not accessible for hard of hearing people. Live SLI was available, but no live captioning due to the politics of the public broadcaster in financing. Captioning was only available after a couple of hours in archived files.

## Accessibility for Persons who are Deafened or Hard of Hearing in Nepal

Ms Neeta Keshary from SHRUTI, Nepal, presented JCA-AHF [Document 404](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc404.zip). According to her, hearing loss group – mild to moderate (25 to 64 dB) and deafened people (people who has profound hearing loss after linguistic development) in Nepal are not considered as persons with disabilities. The needs of hard of hearing persons, such as, hearing aids, cochlear implants, assistive devices, speech to text, captioning services, have not been officially provided. During the Covid-19 crisis, sign language interpretation was provided in the daily updates of the Covid-19 situation, however, there was no live or recorded captioning. Facing this situation, SHRUTI is conducting some activities to help Deafened and Hard of Hearing people, such as, providing live captioning, advocating, and providing other support.

Several meeting participants expressed their sympathy via chat box. The JCA-AHF Chairman suggested to send her presentation to ITU-D Q7/1 and seek for their advice.

* 1. NADP workshop on " Working and participating remotely when you are deaf or hard of hearing" (Lidia Best)

Ms Best briefly presented JCA-AHF [Document 403](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2020/July%202020%20meeting/JCA-AHF-Doc403.zip). She has worked on NADP online workshop on “Working and participating remotely when you are deaf or hard of hearing” to close the gap of the knowledge and to empower the deaf and hard of hearing people to advocate for themselves. For example, information on how to provide captioning, suggestion to use Streamtext or web-based transmitting way was suggested. It was felt very important to have such online workshop, and NADP would continue to organize such one.

Mr Erich Kofmel from Autistic Minority International wrote on the chat box what he has written in his email earlier than this meeting: text communication should be considered as the same value as that of voice, accordingly many parts of the Technical Paper on Remote participation should be revised. Chat text in UN official languages other than English should also be allowed and interpreted. Otherwise autistic people and others who do not use voice are excluded.

Guidelines for virtual meetings should be separate from those for remote participation, and should be developed conducting a large-scale consultation. It should be understood that autistic persons and others are experiencing many sensory overload and cognitive issues.

The JCA-AHF Chairman responded that she would check the updated Technical Paper on the inclusion of people who don't speak or use text. She also encouraged Mr Kofmel to keep in touch to improve the guidelines.

Mr Heath wrote on chat box that the meetings of a mainstream political party in the UK have moved to Zoom, which is a great advantage to increase political participation, because many people have been typically excluded from physical meetings because of inaccessible buildings, distance etc.

Mr Masahito Kawamori, ITU-T Q26/16 Rapporteur, explained that telecom relay services is now institutionalized and would officially be implemented in Japan next year. Another thing is the work of new Technical Paper on remote sign language interpretation using web RTC has been completed by ITU-T Q26/16. He hopes that the guidelines be utilized by governments and organizations to implement safe and secure and accessible system for sign language interpreters as well as deaf and hard of hearing people to cope with this Covid-19 pandemic.

Then, replying to the question raised by the JCA-AHF Chairman, Mr Kawamori mentioned that ITU-T Q26/16 would be able to create a new work item specifically on accessibility for cognitive difficulties which includes autism and other diseases. He also thinks the concept of total conversation (for information, see ITU-T SG16 page [here](https://www.itu.int/en/ITU-T/studygroups/com16/accessibility/Pages/conversation.aspx)) might be helpful for this as well.

Mr Grigory Miloradov from World Global Telecom (WGT) made a statement that WGT has conducted experiments with trial numbers on a platform to provide global telephone relay service (WGT GLEOSS project) to help those who use text to communicate on a free and fluent manner.

Ms Judith Hellerstein from ISOC Accessibility SIG explained about IGF DCAD and ISOC Accessibility SIG. She explained that DCAD addressed accessibility issues of IGF exclusively, while ISOC Accessibility SIG addressed wider issues, including different needs of persons with cognitive, hearing, or vision disabilities. The later advocates on Zoom and other areas, also addresses people with limited bandwidth. She invited to join either group.

Ms Karina Chupina asked several questions: privacy issues when using speech recognition. What apps do with data, e.g., Google’s speech recognition; For the post Covid-19, what are strategic ways to provide trainings systematically for persons with disabilities and without disabilities; How to encourage employers and educators to make use of accessible ICT. Are there any guidelines to change attitudes of ICT users; And, how participation is defined in the context of ICT?

The JCA-AHF Chairman responded that some questions would be directed to ITU-D Q7/1 with which next JCA-AHF meeting may be collocated.

Ms Hellerstein commented to Ms Chupina regarding Google speech recognition. Google doesn't store the translation. Other platforms, such as Zoom, provide users of AI translated data to follow-up meetings.

1. Incoming Liaison Statements

The JCA-AHF Chairman invited the meeting participants to have a look at LSs listed on the agenda.

1. Any Other Business

A participant of the meeting (no name record was found on Zoom participant list, nor ITU-T registration) expressed his support for the WGT GLEOSS initiative, and he requested ITU to accelerate the process of the assignment of a humanitarian country code to implement the initiative.

1. Next JCA-AHF meeting

Next JCA-AHF meeting may be collocated with ITU-D Q7/1 (1-2 October 2020), or jointly held separately. Details will be announced on a later date.

1. Closing

The JCA-AHF Chairman thanked all speakers of the meeting, participants, SL interpreters, caption writers and TSB. She closed the meeting.

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