

**Accessible Americas IV:**  
*Information and Communication Technologies for ALL*

**REGIONAL EVENT FOR THE AMERICAS**

**ORGANIZED BY:**

**SUPERINTENDENCIA DE TELECOMUNICACIONES (SUTEL)**  
**INTERNATIONAL TELECOMMUNICATION UNION (ITU)**

San José, Costa Rica

**21, 22 y 23 November 2017**

**Tentative Agenda**

The International Telecommunication Union (ITU) has been organizing the Accessible Americas series since 2014. These events have originated a regional **Brand** of awareness that ITU aims to keep, feed and ensure its continuity in the coming years and in ITU actions and initiatives in the region. The main focus of these events is i) to raise awareness among governments in regards to the necessary measures to protect the rights and dignity of persons with disabilities; ii) to assist ITU Members in the process of elaborating and implementing national ICT policies in regards to accessibility, and iii) considering that People with Disability (PwD) represent more than 1 billion people of the world population, to highlight and encourage their rights contained in the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD).

The UN CRPD aims to ensure that people with disabilities from around the world can enjoy the same rights and opportunities as everyone else, carry out their lives as full citizens and contribute to society. Articles 9 and 30 of the CRPD make reference to the Information and Communication Technologies (ICTs) and indicate that "the accessibility to these technologies is an integral part of the access rights of PwD, equal to the access to transport or the physical access to a place" as an inclusion means for these people. Accessibility for PwD consists in equitable access to information without limitation. Therefore, it is necessary to establish a series of affirmative measures or adjustments that allow these people access and use of ICTs, in the same way as other citizens.

ICTs create new opportunities for human development, reduction of poverty, social and economic development of people, as well as of the countries in which they live, and are indispensable means for the effective exercise of their right to information and communication, to freedom of expression and to social inclusion. Due to all this, a growing number of countries have begun to adopt and incorporate several standards on ICT accessibility, mainly in their web sites and shopping systems.

The last event of the series, Accessible Americas III was held in Mexico City and, from the contributions of ITU Members and participants of the event ITU prepared a Guide of Good Practices, whose examples should be used to inspire the impulse and development of accessibility in the countries and institutions of the Americas. The Guide will be updated and presented by the ITU in each coming event of the Accessible Americas series.

**Accessible Americas IV:** *Information and Communication for ALL* will focus on promoting further the development of accessibility in countries and institutions, through the effort and cooperation of stakeholders and sharing successful outcomes of projects and initiatives already implemented, in order to interchange resources and solutions and make the Americas region a more inclusive society.

**21 NOVEMBER 2017**

08:00 - 09:00	<b>Registration</b>
09:00 - 09:40	<p><b>Opening Session</b></p> <ul style="list-style-type: none"> <li>➤ <b>Gilbert Camacho Mora</b> – President of SUTEL</li> <li>➤ <b>Vera Zanetti</b> – ITU Senior Programme Officer</li> <li>➤ <b>Allan Mauricio RuizMadrigal</b> – Executive Secretary of COMTELCA</li> <li>➤ <b>Carolina Vásquez Soto</b> – Ministry of Science, Technology and Telecommunications</li> </ul>
09:40 - 10:00	<p><b>Special Testimony</b></p> <ul style="list-style-type: none"> <li>➤ An inspiring life experience – Leonardo (vision impaired)</li> </ul>
10:00 - 10:40	<b>Official Photo and Networking Coffee – Stands area</b>
10:40 - 11:40	<p><b>Session 1 - The national effort in Costa Rica for the promotion of accessibility: trends; legal and regulatory reforms in telecommunications and accessibility in the region</b></p> <p>In this session, Costa Rican authorities will present local efforts and the legal and regulatory reforms implemented to promote accessibility in the country and on the development of access and universal service programs</p> <p><b>Moderator: Carlos Lobo</b>, Corporative Communication Manager (SUTEL)</p> <ul style="list-style-type: none"> <li>➤ <b>Manuel E. Ruiz Gutiérrez</b>, SUTEL Board of Directors</li> <li>➤ <b>Ana Patricia Vázquez Chaves</b>, Executive Director CENAREC</li> <li>➤ <b>Lisbeth Barrantes</b>, Executive Director CONAPDIS</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
11:40 - 12:40	<p><b>Session2 – Applicability of Public Policies in Costa Rica</b></p> <p>In this session, authorities of Costa Rica will discuss the applicability of public policies in different sectors of the Public Administration</p> <p><b>Moderator: Jorge Vargas C</b>, Director, Informe Estado de la Nación, Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Karla Salguero</b>, Director of Technological Resources, Public Education Ministry, Costa Rica</li> <li>➤ <b>Leda Muñoz</b>, Executive Director, Omar Dengo Foundation</li> <li>➤ <b>Manuel Rodríguez</b>, Director of Digital Record, Costa Rican Social Security - EDUS</li> <li>➤ <b>Milena Grillo</b>, Director of Fundación Paniamor</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>

12:40 – 14:00	<b>Lunch Break</b>
14:00 – 14:40	<p><b>ITU Presentation - The work of ITU in the area of ICT accessibility for people with disabilities (Sectors: Development and Standardization)</b></p> <ul style="list-style-type: none"> <li>➤ <b>Roxana Widmer-Iliescu</b>, Senior Program Officer, ITU. Digital Inclusion ITU-D, ITU-D Focal Point for Study Group 1 of Question 7 on “Access to Telecommunication Services / ICTs for Persons with disabilities and with specific needs”</li> <li>➤ <b>Simão Campos</b> – Adviser to ITU-T Study Group 16 "Multimedia".</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
14:40 – 16:00	<p><b>Session 3 - Leveraging participants on “ICT accessibility”</b></p> <p>This capacity building Session aims to present the terminology used and the main components of the topic “ICT Accessibility” with the aim of facilitating the understanding of the presentations and discussions that will take place during the event.</p> <ul style="list-style-type: none"> <li>➤ <b>Roxana Widmer-Iliescu</b>, Senior Program Officer, ITU</li> <li>➤ <b>Mónica Duhem</b>, ITU Expert</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
16:00 – 16:30	<b>Networking Coffee</b>
16:30 – 17:20	<p><b>Session 4 – Recent developments on ICT accessibility in the Americas Region and G3ict DARE Index 2017</b></p> <p>This Session will present ITU Report on the region’s advances on accessible ICTs based on the answers and information provided through the questionnaire distributed by the ITU and the research work of collaborators and G3ict will present the Digital Accessibility Rights Evaluation Index.</p> <ul style="list-style-type: none"> <li>➤ <b>Vera Zanetti</b>, Senior Program Officer, ITU</li> <li>➤ <b>Francesca Maria Bianchi</b>, Vice President, Institutional Relations, G3ict</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
17:20 – 17:50	<p><b>Presentation: Education for all: Building equity through technology</b></p> <p>The development of the digital transformation impacts human capital; Today technology allows learning anywhere, anytime, for all, preparing the skills for the work of the future.</p> <ul style="list-style-type: none"> <li>➤ <b>Matias Marsillac</b>, Worldwide Education Senior Executive, HP</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
18:00 – 19:00	<p><b>Welcome Reception</b></p> <p>Place: Salón Acuamarina, área de piscina</p>

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<p>09:00 – 10:10</p>	<p><b>Session 5 - The role of the academy in researching and promoting telecommunication/ICT accessibility</b></p> <p>This session will allow Members of the ITU under the category of Academic Institutions share their accessibility experiences and good practices.</p> <p><b>Moderator: Aitor Ildio</b>, – ALIARSE Foundation</p> <ul style="list-style-type: none"> <li>➤ <b>Juan Carlos M</b>, Head of Informatics, University of Costa Rica (UCR)</li> <li>➤ <b>University of Guadalajara, Mexico</b> <ul style="list-style-type: none"> <li>○ <b>Mark Jonathan Camacho Escatel</b>, Student</li> <li>○ <b>Jose G Morales</b>, Professor and Development Coordinator</li> </ul> </li> <li>➤ <b>Viviana Berrocal</b>, Inclusive e-learning Specialist, Universidad Estatal a Distancia, Costa Rica</li> <li>➤ <b>Luis Mauch</b>, Assistive Technology and Accessibility, Professor</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
<p>10:10 – 11:00</p>	<p><b>Session 6 – The importance of the Telecommunication Services’ Universalization Funds for ICT accessibility in the Americas</b></p> <p>In this session the leaders of universalization funds indicate their contribution towards a more inclusive society and discuss what can still be done to achieve digital inclusion and empowerment of PwD and ensure that they have a more complete and effective involvement in the society in which they live.</p> <p><b>Moderador: Santiago Andrés</b>, Manager, Axon Partners Group, Spain</p> <ul style="list-style-type: none"> <li>➤ <b>Humberto Pineda</b>, Fonatel, Costa Rica <ul style="list-style-type: none"> <li>○ <b>Mayela Soto</b>, Woman head of household, Connected Households Prog.</li> </ul> </li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
<p>11:00 – 11:30</p>	<p><b>Networking Coffee</b></p>

11:30 – 12:45	<p><b>Session 7 – International organizations and companies that use ICTs for social and economic empowerment of persons with disability: inclusive education and opportunity in the labor market</b></p> <p>In this session representatives of international organizations and companies will discuss opportunities being created by the use of accessible ICTs for people with disabilities in the area of education, labor and others.</p> <p><b>Moderator: Gilbert Camacho</b>, Board of SUTEL, Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Jamion Knight</b>, UNESCO, Costa Rica Office</li> <li>➤ <b>Patricia Salas</b>, System Engineer Director, Universidad Americana, Costa Rica</li> <li>➤ <b>Marle Fernández</b>, Director Public Sector, LATAM, Microsoft, United States</li> <li>➤ <b>Maite Capra</b>, Director of Programs, The Trust for the Americas, OAS</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
12:45 – 14:00	<p><b>Lunch break</b></p>
14:00 – 15:00	<p><b>Session 8 – The contribution of the Private Sector: Operators and Industry</b></p> <p>Operators and industry representatives will present the work they are carrying out and explain its relevance for the digital inclusion of disadvantaged groups in the Americas.</p> <p><b>Moderator: Kemly Camacho</b>, President of Sula-Batsú Cooperative, Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Norman Chávez</b>, Manager Corporative Affairs, TIGO, Costa Rica</li> <li>➤ <b>José Luis Navarro Vargas</b>, Director Regulatory Relations, Group ICE, Costa Rica</li> <li>➤ <b>Goretti Dañobeitia</b>, Telefónica Foundation, Movistar, Costa Rica</li> <li>➤ <b>Julio Rojas</b>, Manager, Cooperative – CopeSuperación, Costa Rica</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
15:00 – 16:00	<p><b>Session 9 - The national effort in American countries for the promotion of accessibility: trends; legal and regulatory reforms in telecommunications and accessibility in the region</b></p> <p>In this session, Brazilian, Colombian and Mexican authorities will present local efforts and the legal and regulatory reforms implemented to promote accessibility in their countries and on the development of access and universal service programs.</p> <p><b>Moderator: Hannia Vega</b>, Board of SUTEL, Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Patricia Rodrigues Ferreira</b>, Management of Universalization and Access Expansion, Anatel, Brazil</li> <li>➤ <b>Carlos Lugo</b>, Appropriation Director, MINTIC, Colombia (Remote)</li> <li>➤ <b>Alfonso Hernández Maya</b>, Users Policy General Coordinator, IFT Mexico</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>

16:00 – 16:30	<b>Networking Coffee</b>
16:30 – 16:50	<p><b>Presentation: CTU’s Proposed Caribbean Video Assistance Service</b></p> <p>The CTU will shortly implement the Caribbean Video Assistance Service (CVAS), which will provide a video relay service (VRS) for deaf and hearing impaired and video assistance for the blind and the visually impaired.</p> <ul style="list-style-type: none"> <li>➤ <b>Trevor Prevatt</b>, Consultant, Caribbean Telecommunication Union (CTU)</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
16:50 – 17:30	<p><b>Session 10 – Interaction with participants</b></p> <p><b>Moderator: Ana Veneroso</b>, Program Administrator, ITU</p> <p>This session will give participants the opportunity to interact and inform about any advances and good practices of the organizations with which they are direct or indirectly involved. Whenever possible, the information shared will be used to update the Guide of Good Practices in the Americas Region prepared by ITU.</p>
<b>23 NOVEMBER 2017</b>	
09:00 – 10:00	<p><b>Presentation and awarding of the winners of the ITU-SAMSUNG regional contest “Mobile Applications for Accessibility”.</b></p> <p>Presentation of the Winners: <b>Vera Zanetti</b>, UIT</p> <ul style="list-style-type: none"> <li>➤ <b>Category 1 – Talk-Louder</b>: Mauro Alvarez and Federico Rufrancos</li> <li>➤ <b>Category 2 – aBoard</b>: Robson Fidalgo and Thiago Lima</li> </ul> <p><b>Awarding: Vera Zanetti</b> and <b>Marcelo Eduardo Anjos</b>, SAMSUNG Brazil</p> <p><b>Presentation and awarding of the POETA Contest – Change leader (POETA centers / OAS) – ICT Contest for the digital inclusion in Latin America.</b></p> <ul style="list-style-type: none"> <li>➤ Winner of the first prize – Donar Rafael Gálvez Navarro, El Salvador (FUNTER Teletón organization)</li> <li>➤ Winner second place – SOS Foundation for Universal Peace, Costa Rica, receives the award: Carlos Martinez González</li> </ul> <p><b>Presentation and Awarding: Maite Capra</b>, Franquicia Social POETA / OAS (<i>The Trust for the Americas</i>)</p>

10:00 – 11:00	<p><b>Session 11 – Innovation and services for digital accessibility</b></p> <p>In this session Speakers will discuss what they are doing to integrate technology to long-term strategies that radically impact the experience of people with physical, sensorial, or cognitive/intellectual limitations.</p> <p><b>Moderator: Tomas de Camino</b>, Co-Founder of CR Foundation for Innovation</p> <ul style="list-style-type: none"> <li>➤ <b>Miguel A. Valero</b>, Director CEAPAT IMSERSO, Spain</li> <li>➤ <b>Luis Jiménez</b>, University Agency for Entrepreneurship Management (AUGE), Costa Rica</li> <li>➤ <b>Federico Castro</b>, Leader of the Innovation Centre MegaLab, INTEL, Costa Rica</li> <li>➤ <b>Luis Vargas</b>, Public Sector and Digital Transformation Advisor, Cisco, Costa Rica</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
11:00 – 11:30	<p><b>Networking Coffee</b></p>
11:30 – 12:00	<p><b>Key Note presentation on Smart Cities: A global view on Smart Cities for Inclusive Societies</b></p> <ul style="list-style-type: none"> <li>➤ <b>James Thurston</b>, Vice President for Global Strategy and Development, G3ict</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
12:00 – 12:50	<p><b>Session 12 – Digital Inclusion in the Americas region: Women and girls</b></p> <p>This session will present some actions carried out in the Americas region to promote digital inclusion of women and girls for their social and economic empowerment.</p> <p><b>Moderator: Silvia Lara</b>, Vice President of the Board – Business Partnership for Development (AED), Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Ana Veneroso</b>, Program Manager, ITU</li> <li>➤ <b>Daniella Jacques</b>, Presidente, Cámara de Comercio para las Mujeres de Haiti</li> <li>➤ <b>Kemly Camacho</b>, President of Sula-Batsú Cooperative</li> </ul> <p>☐ <b>Interactive time with participants for questions</b></p>
12:50 – 14:15	<p><b>Lunch Break</b></p>



14:15 – 15:15	<p><b>Session 13 – Digital Inclusion in the Americas region: Youth</b></p> <p>This session will present some actions carried out in the Americas region to promote digital inclusion of young people for their social and economic empowerment.</p> <p><b>Moderator: Carlos Solano</b>, President ISOC – Chapter Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Sylvester Cadette</b>, Program Officer, ITU</li> <li>➤ <b>Mariam Carpio</b>, Director Technologies, Child development and Adolescence, Paniamor Foundation, Costa Rica</li> <li>➤ <b>Karol Zeledón</b>, Responsible for the Volunteer Program – RSE HP, Costa Rica</li> <li>➤ <b>Marisol Ibarra</b>, Responsible for the Volunteer Program – RSE CISCO, Costa Rica</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
15:15 – 16:15	<p><b>Session 14 – Digital Inclusion in the Americas region: Indigenous People</b></p> <p>In this session ITU describes the work being developed since 2005 in the Americas region to promote the digital inclusion of indigenous peoples and on the capacity building program provided in partnership with the Fund for the Development of Indigenous Peoples of Latin America and the Caribbean. National authorities present digital inclusion initiatives being implemented in Costa Rica for indigenous communities.</p> <p><b>Moderator: Adrian Mason</b>, Head FONATEL, SUTEL, Costa Rica</p> <ul style="list-style-type: none"> <li>➤ <b>Roxana Widmer-Iliescu</b>, Oficial Sénior de Programa, UIT</li> <li>➤ <b>René Cabrera</b>, Experto UIT</li> <li>➤ Student <b>Fabier Mena</b> (indigenous huetar) and student <b>Jeimy Selles</b> (indigenous bribri de Talamaca), Costa Rica</li> </ul> <p>❑ <b>Interactive time with participants for questions</b></p>
16:15 – 16:45	<p><b>Interactive session with participants to conclude the event</b></p> <p><b>Moderator: Roxana Widmer-Iliescu</b>, Senior Program Officer, ITU</p>
16:45 – 17:45	<p><b>Closure</b></p> <ul style="list-style-type: none"> <li>➤ <b>Vera Zanetti</b>, ITU Senior Program Officer</li> <li>➤ <b>Jamaica presentation - host country of Accessible Americas V in 2018</b></li> <li>➤ <b>Manuel E. Ruiz</b>, Member of the Board of Directors, SUTEL, Costa Rica</li> </ul>
18:15 – 19:15	<p><b>Farewell cocktail</b></p> <p>Salón Acuamarina, pool area</p>



