



Good Practices in ICT Accessibility main contributions of Accessible Americas 2019

Quito, Ecuador
20-22 November 2019

1. Introduction

On November 20, 21 and 22, the sixth edition of the regional event **Accessible Americas** was held in Quito, Ecuador. On this occasion, more than 400 delegates from more than 16 countries from the Americas region attended the event.

Accessible America is the main event of the International Telecommunication Union (ITU) in the region on Digital Inclusion and Accessibility to Information and Communication Technologies (ICTs), which are of vital importance in empowering people with disabilities, women and girls, youth, older adults, indigenous populations, among others with specific needs.

The main objective of the event is to present good practices that stimulate the different actors, join efforts in the search for solutions to eliminate the barriers to access to ICTs, allow advances in human development and promote accessibility policies with a view to improving the quality of life of all people, without discrimination.

This important forum has been transforming and adapting to the reality of the region, covering issues of relevance for inclusion, not only for people with disabilities, but for different priority groups such as women, children, rural areas and people who lack digital skills.

The use of ICT marks what we call the 4th revolution. In these moments of important transformations at all levels, having digital skills is essential in this digital economy.

Precisely in the framework of the digital transformation that we are experiencing in the government, companies, schools, civil organizations, finance sector, commerce sector, it takes on more relevance that the countries of the Americas region meet to share strategies and best practices to better face this era and scale the best experiences.

This three-day event, following the model introduced in Accessible Americas V, began with a two-and-a-half-hour training called “Fundamentals of ICT Accessibility: 1st step towards Digital Inclusion”, taught by the International Telecommunication Union. The main objective of this training is to enable all participants in Accessible Americas, regardless of their previous training or area of expertise, to achieve a general understanding of the ICT accessibility ecosystem, including global commitments, trends, principles, definitions and general topics in the subject. During the training, participants also learn about the key resources that ITU makes available to all stakeholders (governments, private sector, academia, DPOs and other stakeholders) to support them in their efforts to implement ICT accessibility at the national and regional level.

Participants to this training who submitted their questionnaires properly received a certificate from ITU on the last day of the event. More than 147 people from 16

different countries participated and were certified in this training, 60% more participants than in Accessible Americas 2018.

2. Shared experiences and best practices

2.1. ITU Executive Training: Fundamentals of ICT Accessibility: First Steps to Digital Inclusion

Best Practice: Training

This training is important for participants to homogenize their concepts of digital transformation, inclusion, digital literacy and ICT accessibility. In this training session, topics related to inclusive digital communications were presented in the global context of digital transformation, as indicated below:

1. Accessibility of ICTs a business opportunity
2. ICT accessibility policies and their implementation strategies (Public Access, TV, Mobile, Web, Public Procurement, Emergency Communications)
3. Key ITU resources for implementing ICT accessibility at national and regional levels.

Specific objectives of this training session:

- ✓ Understand the concept of ICT Accessibility and the related ecosystem.
- ✓ Learn the concept and theoretical framework of digital inclusion, as well as its impact on the autonomous life of people with disabilities.
- ✓ Recognize global commitments to facilitate access to ICT for people with disabilities.
- ✓ Understand the difference between accessibility, connectivity, assistive technology and affordable ICT.
- ✓ Access to the key principles to consider in ICT accessibility to apply to regulations and policies on topics such as public access, mobile, TV, video, web and public purchases.
- ✓ Have information on the key resources offered by ITU-D in ICT Accessibility to support the implementation of ICT inclusion at national, regional and global levels.
- ✓ Finally, that the participants understood the key actions and guidelines to support all the key actors in their efforts to include people with disabilities and priority groups in the digital transformation.

2.2. Ecuador a country towards digital inclusion

Best Practice: public policies of accessibility

Ecuador, as the host country, presented the work they are doing on digital inclusion. On the topic of digital inclusion today, there are three relevant fields relevant actors have to work on. The first, obviously connectivity, there is no transformation or digital inclusion if there is no connectivity. In several sessions of Accessible Americas, the importance of connectivity was discussed. However, connectivity and strategies to connect and deploy broadband in countries are topics that are discussed very thoroughly in other forums.

The second field is accessibility. Capacities must be created at all levels to ensure accessibility of ICTs. Technical knowledge about accessibility is required, but also general knowledge about accessibility so that decision makers, governments, companies, universities and civil society organizations from their field of action can move towards digital inclusion.

Finally, the third field is affordability. In order to have a digital inclusion we need to ensure that everyone have access to Information and Communication Technologies.

In this sense Ecuador presented an initiative that represents a good practice for the region and an advance in the issue of affordability. As a public policy, taxes on imports of equipment such as smartphones, tablets and all types of computers were eliminated. This is an example of a public policy that helps reduce the costs of ICTs and that will impact the inclusion of priority groups in the digital economy.

On the other hand, within the policy of technological inclusion and equal access to telecommunications services, the National Telecommunications Council (CONATEL) established new measures that are incorporated into the Organic Law on Disabilities, to benefit this important segment of the society. For the payment of Internet, fixed and mobile telephony services, the following deductions were established: the fixed telephony service will have a 50% discount of the monthly consumption value of up to 300 minutes within the same network, which may be proportionally, totally or partially equivalent to text messages; and the broadband fixed Internet value-added service will have a 50% reduction in the monthly consumption value in commercial plans.

According to the page of the National Council for the Equality of Disabilities (Conadis), in Ecuador there are 63,191 people with hearing disabilities registered. 54.49% are men and 45.51% are women (2018 data). Taking into account the above, the Ecuadorian government is financing the Communication Mediation Center (COSORI) so that deaf people in Ecuador can communicate through access to sign language translators on the skype platform.

2.3. The promotion of Digital Inclusion and the Agenda 2030 for the sustainable development of the region

Best Practice: Sustainable Development

Today all processes are being transformed. Within the 17 Sustainable Development Goals of United Nations¹ we can observe a common and transversal element: the use of technology and innovation as a catalyst.

Recognizing the importance of innovation and the use of technology, the Ministry of Public Telecommunications of Guyana presented its progress towards moving towards sustainable development. The Ministry spoke of the use of the Universal Access Fund to connect and offer internet in all public schools in the country. Today they have connected to more than 173 primary and secondary schools.

On the other hand, ICT Centers are being created in different communities where the use of computers and internet access is offered free of charge. Regional administrations also have these ICT centers where among other services young people can go to take their exams online.

These ICT Centers seek to impact important areas such as telemedicine, as well as gender equality by offering training in digital skills to girls.

Finally, in Guyana, value-added taxes were also eliminated by acquiring a computer to contribute to its affordability.

When talking about Sustainable Development Goals, as well as the challenges facing countries and regions, the case of the Gran Chaco region in Argentina was presented. Creole families live in the Gran Chaco Argentina and about 200,000 indigenous people belonging to nine different villages such as Wichí, Guaraní, Chané, Qom, Chorote, Pilagá and others. In this region one of the biggest problems for digital inclusion is connectivity. Together with Samsung, they are working on connectivity for the region. This project works from access to connectivity, to provide the computer equipment of the centers, digital literacy and the strategic appropriation of information and communication technologies to enhance economic activities and local and regional productive enterprises.

There are several projects in our region where artisans are empowered and where they help them offer their products and crafts online. The appropriation of ICT by local actors is essential for social development and its participation in the economic sector.

For effective digital inclusion it is important to strengthen local actors and local organizations as a collective and include them in digital development and innovation.

¹ <https://sustainabledevelopment.un.org/?menu=1300>

"Nothing about us without us" This is the case in Cuba where more than 80% of government efforts go through users with disabilities to determine their needs

2.4. Success stories on accessibility

Best Practice: Academic Research

To achieve an accessible ICT world, it is essential to build capacities. In this sense the academy plays a fundamental role in ensuring that the transfer of knowledge about accessibility of ICTs.

In the case of the National Polytechnic School of Ecuador, seminars on the design of accessible web applications are being offered since 2011. The Polytechnic School has a research group on web accessibility.

The involvement of the academy is fundamental for innovation in digital inclusion issues. Among other projects, the National Polytechnic School has been promoting and supporting the government in the development of strategies and policies for the improvement of web accessibility in Ecuador, in accordance with the National Plan for Good Living 2013 - 2017 that promotes equality.

Similarly, online courses focused on the digital inclusion of senior citizens were developed.

2.5. Accessible ICTs and artificial intelligence to improve the quality of life of people with disabilities

Best Practice: Artificial Intelligence

Facebook has more than 2.55 million active users. Aware of the different needs each of its users and their role as a relevant actor to promote inclusion, Facebook presented two tools developed to improve the accessibility of his platform. Thanks to the use of artificial intelligence, Facebook offers a real-time subtitling service on its platform. This means that live videos that are published on Facebook can now have live captioning to include people with hearing impairment to that content or facilitate understanding of the content in different circumstances such as very noisy environments for example.

Thanks to the use of facial recognition and object recognition, the Facebook platform now offers descriptions of images through alternative texts. Today 75% of the photos published on Facebook have a description.

However, it is important to consider the limitations of this technology. Not all descriptions or automatic subtitles are faithful representations of reality. This can have a counterproductive effect on access to information and digital equality.

The use of artificial intelligence and machine learning to validate the accessibility of websites or digital content can be of great impact in terms of rights of access to information.

Emergency communications is a fundamental issue to ensure the quality of life of people. Any inhabitant must have access to emergency communications to receive adequate care. In this sense much is done and must be done to ensure that emergency telecommunications are accessible to people with disabilities. In the case of 911 Costa Rica, 11 emergency institutions have converged within a virtual platform accessible simultaneously. This platform receives about 12,000 daily calls that are distributed according to the user's needs. This application includes voice messages for deaf users as well as an emergency button.

2.6. Special session: Gloria Project: Artificial Intelligence for the benefit of women

The Commission for the Defense of Women's Rights in Brasilia, Brazil, launched the Gloria Project, an artificial intelligence platform aimed at fight violence against women. Social and technological companies partnered to create the Gloria robot through intelligent interfaces and self-learning from a set of algorithms that can evolve with natural language interactions with the user. Through experiences of interaction with artificial intelligence, users can experience behaviors and attitudes of a real person. The Gloria robot will understand the facts and identify solutions to break the cycle of violence against women and girls. The objective of the project is to reach more than 20 million people, as well as generate reports with segmentation by age group, location, socioeconomic data and pattern of occurrences. The platform also identifies, supports and educates on the issue of violence against women and girls.

2.7. Labour inclusion and the Development of digital skills. A human rights issue

Best Practice: Labour Inclusion

In this 4th transformation, digital skills are necessary to have good opportunities in the labour market. The purchase of accessible technology opens the doors to labour inclusion in institutions. If within the labour organizations, whether public or private, the technologies available for job performance are accessible then people with different characteristics may participate in working life.

To achieve the above, it is important to have policies that, on one hand ensure a work force with minimum digital capabilities to obtain decent jobs, on the other hand, that promote labour equality.

An example of good practice is Éntrale. Éntrale, "Alliance for the labour inclusion of people with disabilities" is an initiative of the Mexican Business Council that was created with the purpose of linking wills, connecting opportunities and changing paradigms to favor the labuor inclusion of people with disabilities in Mexico.

Éntrale.org.mx is a digital platform that promotes labour inclusion by linking companies, civil society organizations that provide services for the implementation of inclusion programs and people with disabilities. Today the Alliance has more than 500 companies, more than 16,000 registered users on the platform and more than 6000 people with disabilities hired.

To help member States, the ITU published a series of tools on digital skills so that governments can have guidelines and a guide on the digital skills required in this information economy².

There is a shortage of people with digital skills in this digital economy. In the coming years there will be tens of millions of jobs for people with advanced digital skills. In Europe, for example, estimates suggest that there will be 500,000 vacancies for ICT professionals by 2020. Each region faces similar challenges. In addition to the existing skill gaps, experts predict that advances in areas such as artificial intelligence, nanotechnology, 3D printing and other technologies will mark the beginning of a new era that will radically alter consumption, production, and employment patterns. Many countries see digital skills as one of the fundamental bases of transformation and economic and social growth.

According to the Disability Living Foundation, 80% of disabilities are acquired between the ages of 18 and 64 - the age of the workforce. This means that 80% of people with disabilities acquired their disability while employed. Taking into account such important information it is of the utmost importance that companies are prepared and have accessible work environments to absorb all these people.

2.8. ICT and quality of life for the elderly

Best Practice: Accident Prevention

According to data published by ECLAC, 11% of the population in Latin America is older than 60 years. This number is going to double by 2050.

Taking into account the above, much research and work are being carried out to ensure a better quality of life for the elderly.

One of these projects is loTE-FALL. Falls are today one of the most important health problems worldwide for the elderly. Therefore, researchers from the Polytechnic University of Valencia, in collaboration with the National Polytechnic School of Quito (Ecuador), have developed loTE-Fall, a system that detects and warns in real time of any fall. The system is placed on the waist of the elderly person and instantly detects any anomalous movement of the user, being able to discern whether he has suffered a fall or not.

² The document published by the ITU on Digital Skills can be found at: <https://www.itu.int/en/ITU-D/Digital-Inclusion/Documents/ITU%20Digital%20Skills%20Toolkit.pdf>

Another project in which Ecuador is working together with Europe is a large-scale pilot in ACTIVAGE independent living environments. The objective of the project is to provide the evidence and use of the Internet of Things that allow developing profitable solutions for active and healthy aging, contributing to the sustainability of health and care systems and improving the quality of life and autonomy of older adults in the form of independent living.

2.9. The accessibility of telecommunications and ICT in the Americas region

Best Practice: National Efforts and Alliances

Organized by the Mobile Manufacturers' Forum, the Global Accessibility Information Initiative (GARI) is a project designed to help consumers learn more about the accessibility features of mobile devices and identify devices that have the features that can assist them with their particular needs.

GARI has alliances with several governments in the region to disseminate such important information for users with disabilities. The objective is to raise awareness about the existence of different devices and assisted solutions is the cornerstone of many government policies in this area. GARI plays a useful role in relation to mobile devices and the accessibility features they offer. Here are some examples that illustrate how different actors use GARI:

Governments of the region:

Brazil: Agência Nacional de Telecomunicações (Anatel)

http://www.anatel.gov.br/consumidor/index.php?option=com_content&view=article&id=13&Itemid=350

Mexico: Instituto Federal de Telecomunicaciones (IFT)

http://movilesaccesibles.ift.org.mx/catalogo_desktop/app/web/busqueda.php

United States: Federal Communications Commission (FCC) Accessibility Clearinghouse

<http://ach.fcc.gov/products-and-services>

Industry of the region:

Brazil: Brazilian Electrical and Electronics Industry Association (ABINEE)

<http://www.abinee.org.br/programas/prog11.htm>

Canada: Canadian Wireless Telecommunications Association (CWTA)

<http://wirelessaccessibility.ca>

Mexico: ANATEL

<http://anatel.org.mx/inclusion.php>

Mexico: AT&T

<https://www.att.com.mx/legales/accesibilidad-att/index.php>

Mexico: Telcel

http://www.telcel.com/portal/footer/capacidades_diferentes/capacidades_diferentes.html?mid=4401

Mexico: Telefónica México

<http://www.telefonica.com.mx/rc-sostenibilidad/transparencia-y-dialogo/nos-importa-mexico>

United States: AT&T

<https://www.att.com/features/accessibility.html>

United States: Cellular Telecommunications Industry Association (CTIA)

<http://www.accesswireless.org/Find/Gari.aspx>

Persons with Disabilities Organizations:

United States: Hearing Loss Association of America

<http://www.hearingloss.org/content/telephones>

Best Practice: National Efforts

Costa Rica's El Fondo Nacional de Telecomunicaciones (FONATEL) presented the four initiatives that are financed with the national telecommunications fund:

1. Connected communities and community centers
2. Connected homes program (home fiber)
3. Connected public centers (libraries, 117 Wi-Fi zones already connected to the 500 target)
4. Online courses

The National Telecommunications Agency (ANATEL) of Brazil presented its free relay center program for all deaf persons in the country where all telecommunications operators participate by offering infrastructure. This is a good practice of public-private partnership for the sake of digital inclusion.

Finally, much was said about the importance not only of regulation, but of the implementation of this regulation. The Mexican Federal Telecommunications Institute, in this sense is a good practice of regulation and implementation. In fact, in 2016 the Federal Telecommunications Institute published accessibility guidelines for telecommunications operators. Within these guidelines, the operators were obliged not only to have accessible websites, but also to offer contracts and accessible digital billing and staff sensitized and trained to serve people with disabilities. Three years after the publication of this obligation, operators improve accessibility conditions and ICT by 100%.

In August 2018, the Mexican Federal Telecommunications Institute published the accessibility guidelines for national coverage channels, which must have hidden subtitling or sign languages.

2.10. ICT in favor of mobility

Best Practice: Mobility with Security

Alert Network is an application available in Ecuador to ensure safe and intelligent tourism. When a person faces an emergency, the family can find out about the emergency and where the family member is in order to contact the authorities. The communication is done on a digital platform where the user with disabilities can issue alerts.

Guía de Ruedas is a collaborative mobile platform available in more than 1300 cities. Users share with the network the conditions of physical accessibility of places in more than 1300 cities.

CONADIS in Ecuador published the technical standards of accessibility to the physical environment, more than 1000 people have been trained in this Ecuadorian technical regulation. As the standard for the physical space the rule of accessibility to web content was published.

In the city of Riobamba, Ecuador, investments are being made to become a smart city, today you can search for buses accessible through GPS.

2.11. The accessibility of ICT as a business opportunity

According to the Global Economics of Disability Report, people with disabilities, along with their friends and family, have a purchasing power of US \$8 billion. Eight billion dollars available since only 4% of companies worldwide have offers of products and services accessible to people with disabilities.

Accessible products and services are:

- synonymous with quality and inclusion
- contribute to sustainability and corporate social responsibility
- guarantee the safety, autonomy and satisfaction of products and services
- generate business opportunities for different actors in the value chain
- diversify the client/user profile and promote excellence in the service and/or product
- encourages public-private collaboration
- supposes a competitive advantage over other countries
- services and products of a higher level of quality enabling its use for all customers/users/citizens.

Governments worldwide are modifying their ICT procurement policies including accessibility features. Government purchases generally equal 20% of the GDP of any country.

Technology in this new society, is the opportunity to create social benefit with economic benefit. By becoming global, the economy opens up huge opportunities and business niches for any company in any sector.

Now the customer and consumer, of products and services, is anywhere.

The accessibility of ICT generates opportunities for:

- Incorporate new Clients (PwD). Accessible and usable goods, products and services.
- Higher consumption.
- Greater social welfare.
- Greater autonomy and participation. It generates competitiveness (affordable prices)
- Integrated communication solutions (voice, text, signs).
 - Tourism, Leisure and Entertainment
 - Education, Health and Employment
 - Home Automation, Home
 - Transportation Systems
 - Smart Vehicle

2.12. Web accessibility: Web for all!

Best Practice: Web Accessibility

The user's perspective is fundamental to make progress in web accessibility. Users with visual and hearing impairment showed the importance of digital accessibility for the empowerment and independent living of people with disabilities.

To support countries in advancing web accessibility issues, ITU developed several resources available on its [Digital Inclusion website](#):

- **Policy models**
 - ICT Accessibility Policy Model;
 - Make television accessible;
 - Make mobile services and phones accessible
- **Provides policy guidelines and legal and regulatory framework.**

Designed to help countries develop their own accessibility policies and regulations.

The modular design includes independent sections in:

1. Model of the legal, regulatory and regulatory framework of ICT
2. Model of ICT accessibility framework in public access
3. Model framework for the mobile communications accessibility policy
4. Accessibility framework model for television / video programming
5. Model framework for web accessibility policy
6. Accessible public procurement model of ICT

Online training

1. Online training on procurement (free).

Understanding of accessibility to ICTs, including knowledge of international standards for the acquisition of accessible ICTs and implementation of acquisition policies

- **Module 1.** Enable communications for all through the accessibility of ICT
- **Module 2.** Regulations and standards of the ICT accessibility policy
- **Module 3.** Achieve ICT accessibility through public procurement

2. Online training at your own pace, free of charge - Certified by the ITU Academy

Develop a general understanding of the main issues related to web accessibility for Governments and all other interested Parties

- **Module 1.** Executive tools to develop a web accessibility policy
- **Module 2.** Fundamentals of implementing a web accessibility policy
- **Module 3.** Technical skills to design and develop accessible websites

National Programme on Web Accessibility – Internet for All

Five-day program developed by ITU to support countries to implement web accessibility and capacity building policies.

Political dissemination: Presentations on accessibility of ICTs to relevant actors, including ministers (ICT, education, health, etc.), telecommunications operators, university deans, civil society organizations, representatives of people with disabilities, industry, among others.

The ultimate goal of this series of conferences is to consolidate the government and national commitment to digital inclusion, particularly in web accessibility, to ensure accessible digital information, products and services for all citizens without discrimination and promoting socio-economic integration.

Trainings:

- Training in the creation and remediation of accessible digital documents.

It is aimed at all people who create digital content.

Target audience: government representatives, university professors, NGOs, people with disabilities representatives, will understand the requirements to create accessible digital content.

Accessibility features will be exposed. Participants will learn to use Microsoft Office Word, PowerPoint and Excel accessibility validators, PDF documents, as well as accessibility features found in social networks such as Facebook and Twitter and online services such as Google.

The ultimate goal of this training is for participants to understand the importance of accessible digital content and obtain the tools and information to become trainers on the subject.

- **Training in design and development of accessible websites**

All technical personnel and programmers are digested to learn to develop accessible websites in accordance with the WCAG 2.0 Internet Content Accessibility Guidelines for compliance levels A, AA and AAA.

- **Video tutorials**

The ITU developed 5 tutorial videos on the creation of accessible digital documents and their remediation (available in English, French and Spanish).

1. General accessibility requirements for electronic documents
2. Accessibility documents in word format
3. Accessibility documents in excel format
4. Accessibility documents in power point format
5. Accessibility PDF documents

2.13. Women and social entrepreneurship

The *Rinconsito Inclusivo* is a social entrepreneurship project created by a Costa Rican woman with visual impairment. This organization works to inform about the inclusion of people with disabilities. The organization offers workshops and practical advice for all people to be part of an equitable and inclusive society.

2.14. Women in ICT: Equality and Equal Opportunities

The digital gender gap in ICT is a major challenge in the Americas region. Taking this into account, ITU is promoting initiatives at the global level to support women and encourage their participation in the ICT sector.

International Girls' Day in ICT is celebrated every year on the fourth Thursday of April and next April 23, 2020. The ITU invites everyone to organize events that attract as many girls and young women as possible.

Some ideas to organize and celebrate the International Day of Girls in ICT may be:

- Practical workshops and activities.
- Open days at ICT companies, government agencies, universities or any institution related to ICT.
- Competitions
- ICT career fairs
- Know and participate from role models
- Social networks
- Working with partners and sponsors

Statistics on the ICT sector were presented that need to be changed in the coming years as many women are heads of households and represent an essential force in society and for economic growth. Special attention is given to women living in rural areas and the importance of contributing to the development of these women's digital skills, especially so that they can play a social and economic role through digital entrepreneurship.

The importance of academia in working to attract young women to ICT careers was highlighted, as well as the broadening of the discussion in public education policy bodies so that ICTs become part of the school curriculum from the perspective of fundamental education in the different countries.

2.15. ICT in favor of education and development of digital skills

Good Practice: Technology in Education

The available technologies could empower educators to customize the educational experience for each individual. In this way we will achieve a more inclusive educational system in accordance with the needs of each student.

Fundación Telefónica: links with educational systems to provide technology in populations of high vulnerability. Its objective is the incorporation of new technologies in educational environments in order to develop new skills. In its Profuturo program tablets are given to children under 12 years.

The connect employment program is an alliance between universities to support young people to find employment. Universities must work together to impact and reduce unemployment rates among young people.

Online university programs are the ideal platform to scale education to rural areas. The Universidad Técnica Particular de Loja (UTPL) serves students throughout the country, 64.44% live in rural areas and 35.56% live in urban areas. More than 66% of students are over 25 years old. Thanks to the ebook project, students can

purchase a tablet thanks to a technology scholarship and be able to follow their online courses.

Jobs of the future will require digital skills. Students must acquire them to be competitive in the future. The ECX Labs team in Ecuador uses virtual reality videos to teach students different topics.

2.16. Digital inclusion to promote the digital economy

G3ict³ is a non-profit organization that, globally, analyzes the progress of countries in terms of the access to information commitments established in the Convention on the Rights of Persons with Disabilities⁴.

With information from public civil society organizations, the Digital Accessibility Rights Index (DARE) is a tool that can be very useful to monitor your country's progress in implementing digital accessibility policies and programs. This index is a consistent human rights monitoring framework. Through information provided by civil society organizations from different countries, it is possible to analyze:

- Country commitments
- Country capacity to implement
- Implementation and results

Some results of the region:

Countries that:	Latin America and the Caribbean	Global Results
Ratified the CRPD	95%	93%
General laws that protect persons with disabilities	80%	84%
Definitions and reasonable adjustments	65%	63%
Definitions on accessible ICTs	50%	49%
Universal Design obligations for PwD	40%	35%
Average commitment	66%	65%

³ G3ICT: <https://g3ict.org/>

⁴ UN CDPD: <https://www.un.org/development/desa/disabilities/convention-on-the-rightsof-persons-with-disabilities.html>

Governments with persons with disabilities special agencies	75%	84%
Governments with ICT agencies	100%	99%
Processes that involves PwD in the digital accessibility policy creation process	15%	23%
Countries that refers to international accessibility standards	25%	40%
Trainings on accessibility in principal universities	35%	37%
Average for implementation	50%	57%

Advances in ICT accessibility areas	Latin America and the Caribbean	Global Results
TV	45%	48%
e-books	45%	40%
Internet appropriation by persons with disabilities	40%	33%
Web	35%	45%
Assistive technologies and independent living	35%	34%
ICTs for education	30%	44%
ICTs for employment	30%	39%
E-government and smart cities	30%	35%
Mobile	20%	32%
Procurement	15%	31%
Average	33%	38%

The International Association of Accessibility Professionals (IAAP) is an international organization that seeks to promote and improve the worldwide accessibility profession through networks, education and certification of different accessibility functions. To date, more than 1600 professionals have been certified and more than 1000 companies are members.

“When the government says it needs to build technology in a certain way, for suppliers like us, that is a very convincing maxim. We need to build products that

can be sold to the government. It is not very practical for us to build multiple versions of our products. "Adobe

- **The global disability / accessibility market has a value:**
 - 2017 \$ 1.3 trillion / for just 1.1 billion people who need accessible ICT
 - \$ 2050 + 5 trillion / for more than 4.3 billion people who will need accessible TICS

- **People with disabilities are consumers:**
 - More than 20% of people worldwide will benefit directly from accessibility
 - An estimated 50% of people worldwide will benefit indirectly

- **Development of accessible ICTs is worth it because:**
 - Encourage manufacturers and suppliers to innovate and produce better
 - Improves the overall quality of ICTs by making them easier to use
 - Create a market for accessible ICTs.
 - Improve business profit

An example of good practice is that carried out by the Scotiabank Bank in Latin America and the Caribbean. The bank software factories aim to create a bank that you can see, that you can hear, that you can play and that you can understand. They developed a design system for all their products where users with disabilities are involved from the beginning of the process to ensure the accessibility of the developments.

The staff of the software factories in Mexico, Peru, Chile and Colombia are frequently trained in digital accessibility (web, IOS and Android).

3. Interactive Session

At the end of three intensive days of presentations, best practices and exchanges in this interactive session led by ITU, participants have the opportunity to express comments, doubts and suggestions for future e-inclusion events.

In addition to congratulating the ITU for this effort, some participants proposed to reinforce the trainings, which were very useful.

The issue of labour and justice was one of the most mentioned, in fact it is important for the development of vulnerable groups to ensure access to work in this industrial revolution, as well as access to justice.

Finally, participants are invited to further encourage the participation of people with disabilities and vulnerable groups in this important event.

4. Conclusions

Best practices were shared to help stakeholders to ensure a more inclusive digital society. The discussions that took place on a variety of topics helped to conclude that:

- a) Accessibility to ICTs can eliminate the barriers faced by people with disabilities.
- b) The appropriation of ICTs is essential for all vulnerable groups to participate in this digital economy.
- c) Research and innovation should be encouraged for inclusion.
- d) Artificial intelligence, machine learning are tools that should be used to benefit everyone in the digital society.
- e) ICT products and services must be accessible and affordable.
- f) Accessible ICTs are key to the social and economic inclusion of people with disabilities and essential for their independent life.
- g) All stakeholders are encouraged to participate in regional and global activities that promote the accessibility of ICT. Increase public awareness about the accessibility of ICT.
- h) Strengthen the use of ICT for the education of people with disabilities;
- i) Use accessible ICTs and provide ICT skills and capacity building as a means to promote the employment of people with disabilities;
- j) Promote the use of accessible ICTs to promote human rights; and
- k) Promote intersectoral collaboration to empower people with disabilities.

The participants in this regional event thank the ITU, the Ministry of Telecommunications and Information Society of Ecuador for organizing this valuable meeting and presenting contributions and achievements to continue the development of accessibility of telecommunications and ICT in the Americas region.