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HAICU Video Remote Interpreting Platform —
Our Experience from the Pandemic

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ITU, 24th IRG-AVA meeting, Geneva

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Challenges during Covid-19 pandemic

- Restricted access to health and other essential services

- Risk of being prevented from obtaining (appropriate) care

- Persons with disabilities particularly vulnerable or at risk of exclusion

- Alternative approaches needed for continuing care

- Challenges for persons with disabilities in accessing and using alternatives

- Lack of accessibility standards and guidelines, especially for health care

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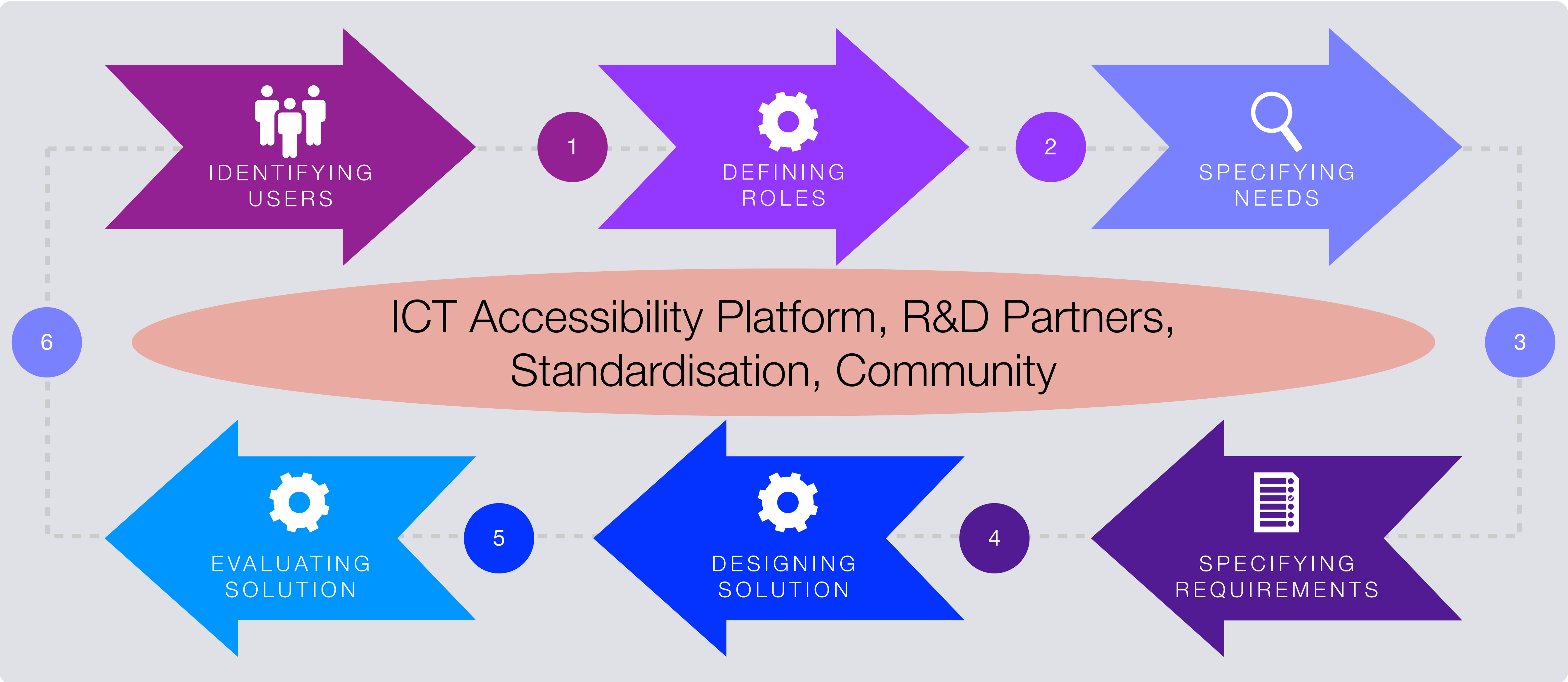# Alternative solutions

Video calls

Web-based remote sign language interpreting services

Our approach: collaboration — ICT Accessibility Partnership

- Our goal: to improve inclusion and participation of the deaf and hard of hearing

- We offered support by providing expertise, advice and advocacy

- We connected stakeholders and established the »ICT Accessibility Platform«

- Nine partners initially joined the platform and participated in testbed activities

- Our primary focus was on video interpreting solutions

- How we came from challenges to requirements

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Collaborative and inclusive development

IDENTIFYING USERS

1

DEFINING ROLES

2

SPECIFYING NEEDS

6

ICT Accessibility Platform, R&D Partners, Standardisation, Community

3

EVALUATING SOLUTION

5

DESIGNING SOLUTION

4

SPECIFYING REQUIREMENTS

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Basic features of our Web VRI solution — HAICU

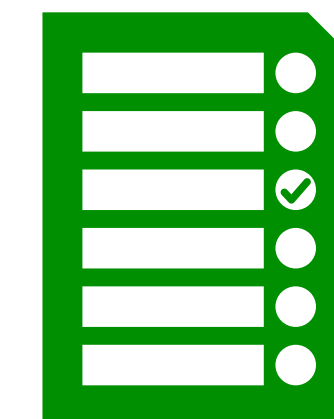Video, voice and
text communication

High quality
voice and video

High security
and privacy

Compliance with ITU-T Guideline
on web-based remote sign language
interpretation / VRI system
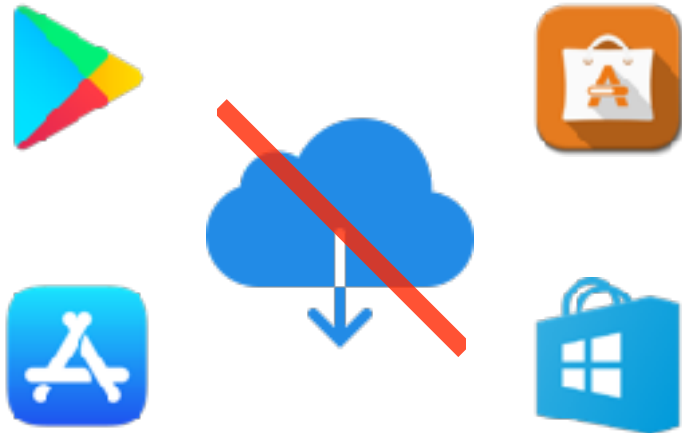
Simplicity of use

Most common use cases
(e.g. health care)
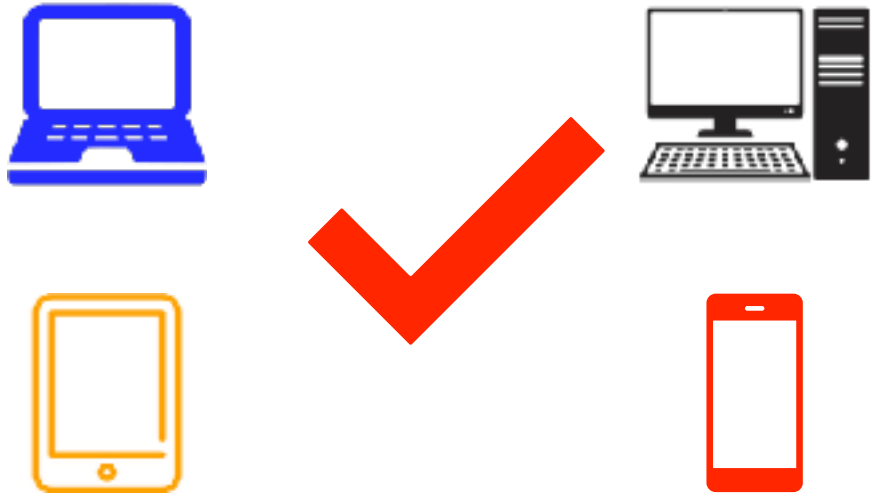
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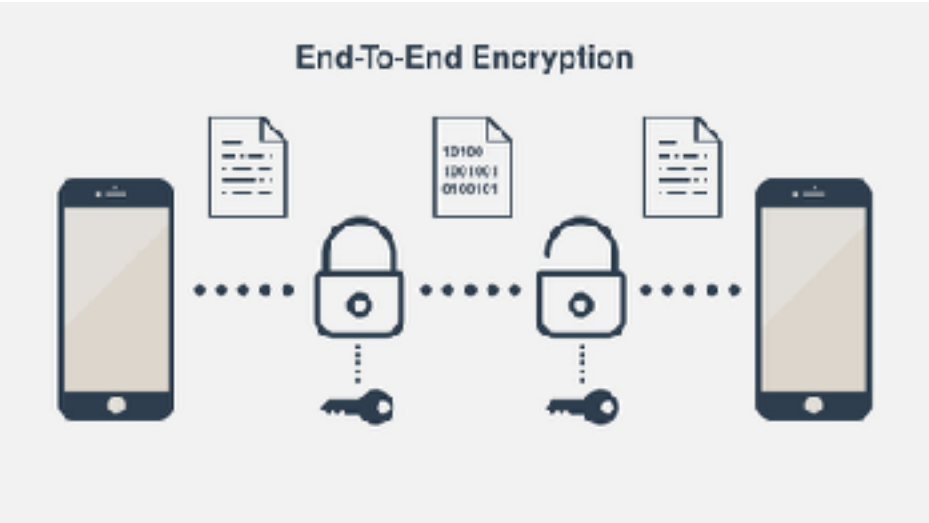
Some other HAICU's features
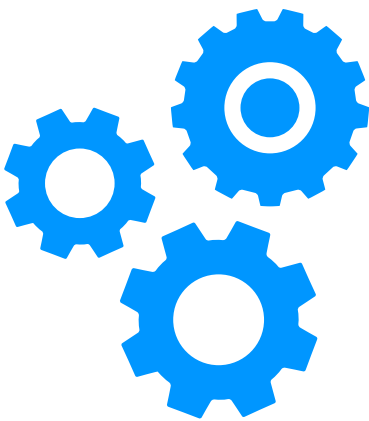
Browser independent

Platform independent

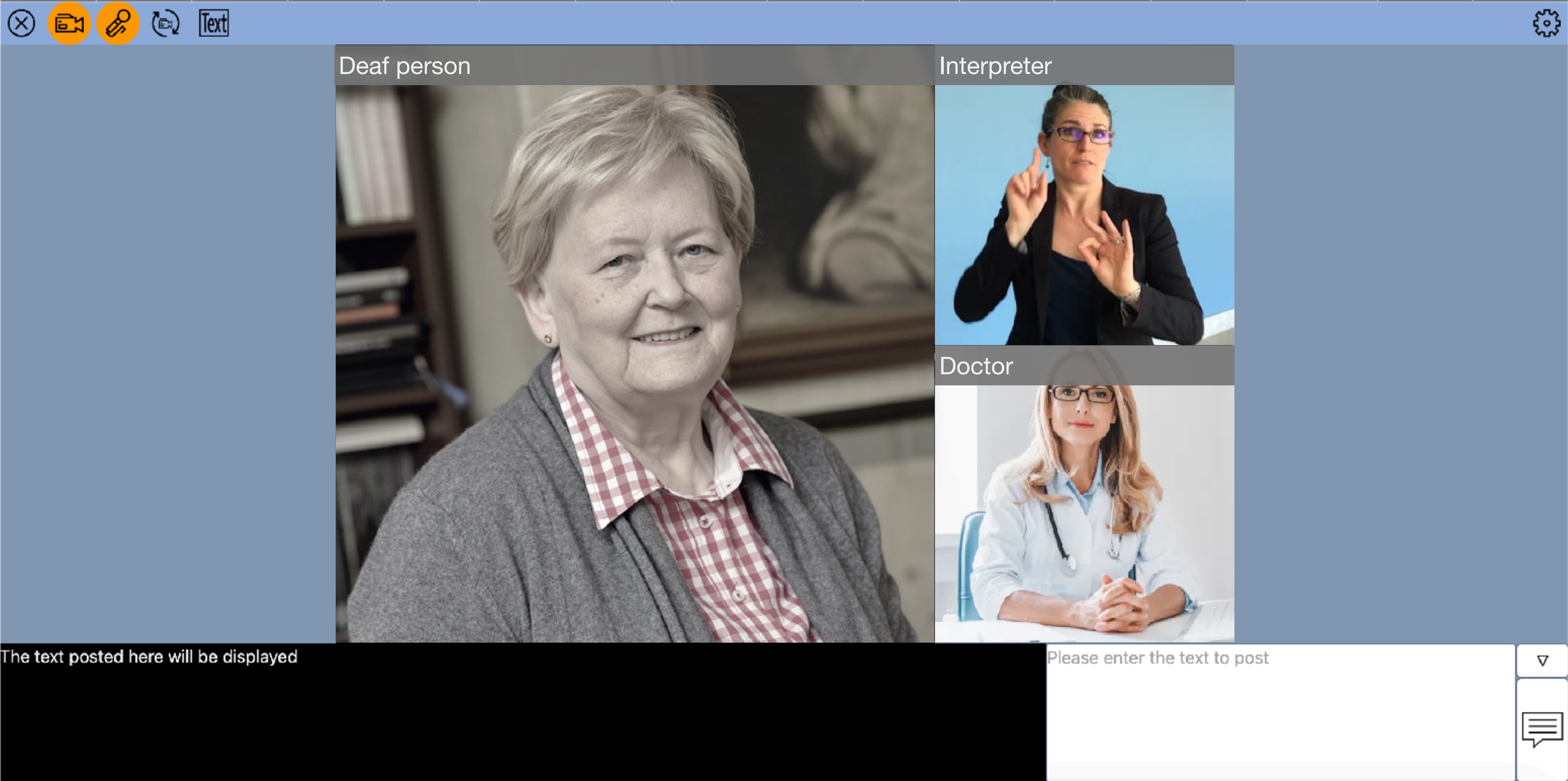Compatible with various equipment

Private and secure

Video calls not recorded

Effective management

Implementation in Croatia — application named »Slavica«

About Slavica Web VRI

- Based on HAICU Web VRI, operated by the Digitas Institute

- Service offered by the Croatian Association of the Deaf and Hard of Hearing

- Umbrella organisation of 22 local societies with over 6.500 members

- Web VRI service offered nationwide

- New sign language interpreters employed

- Project financed by the European Social Fund

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Our current work

- Development of comprehensive Web VRI telehealth platform

- Connecting to emergency services via video, voice and text communication

- Consideration of ITU-T FSTP.ACC—WebVRI Guideline on web-based remote sign language interpretation or video remote interpretation (VRI) system

- Consideration of Recommendation ITU-T F.780.2—Accessibility of telehealth services (and its revision)

- Defining organisational, cyber security and privacy requirements

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Thank you