



Total Conversation & 112 for all



REACH112 Final Conference

21st Century Telecommunications Equality and Next Generation 112 Accessibility for the deaf and hard of hearing

28-29 June 2012
Santiago, Galicia, Spain

Date: 28-29 June 2012

Context of the event: The final conference will present the outcomes and impact of the REACH112 project (www.reach112.eu) so that countries and agencies can deploy REACH112 type of services. The REACH112 project has significantly improved telecommunications performance in person to person communications, in the provision of relay services and in direct access to emergency services ("112"). Person to Person Communications and Next Generation 112 Accessibility using Total Conversation (i.e. a combination of voice, video and real-time text) will be presented. The event will also look at the needs of the deaf and hard of hearing, regulatory issues, and standardisation. End-users, relay services and emergency services will explain their experiences and participants will have the opportunity to use the REACH112 implementation. Ways forward towards accessible communications and Next Generation 112 will be presented. Demonstrations and examples of Total Conversation calls between persons, via relay services and to 112 will be provided. Booths will be available to showcase REACH112 solutions and visits of the installations of REACH112 in a 112 Emergency Call Centre will be organised.

Participation: Free and open to all upon registration. The event will welcome users with disabilities, association of users with disabilities, emergency services, 112 authorities, decision makers, regulators and industry representatives.

Venue: Escola Galega de Administración Pública (EGAP), Rúa Madrid 2-4, 15707 Santiago de Compostela, Spain (see Map [here](#))

Registration to the event: Please fill in the attached form.

Hotel reservation: The hotel registration form is attached. Rates have been negotiated by the REACH112 project team. [Hotel Puerta del Camino](#), Calle Miguel Ferro Caaveiro, S/N. - 15703 Santiago De Compostela, Spain (see Map [here](#))

112 Emergency Call Centre visit - Registration Mandatory:

- Visit 1: 27 June, 6 to 8pm
- Visit 2: 28 June, 3 to 5pm
- Visit 3: 28 June, 5 to 7pm
- Visit 4: 29 June, 4 to 6pm

Deadline to register: 15 May 2012

Presentations: PowerPoint (not compulsory) - to be sent by 15 May 2012 to gm@eena.org and brought on USB sticks

Language: English and Spanish (with headsets). Velotypist for English text. Interpretation will also be provided in International Sign. Participants are invited to attend with their sign language interpreters if necessary.



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Draft Agenda

DAY 1 – 28 JUNE 2012

Registration 8:30 – 9:00

Introduction 9:00 – 9:30

Galicia Region representative

Yannis Yallouros, European Union of the Deaf

Adam Kosa, Member of the European Parliament, President of the Disability Intergroup

SESSION 1 – 9:30 – 10:15
What is REACH112?

Uberto Delprato, REACH112 Project Coordinator, IES Solutions, REACH112 background, presentation and demonstration

SESSION 2 – 10:15 – 11:00
Telecommunications for the Deaf and hard of hearing

Jim Kyle, Centre for Deaf Studies, Telecoms issues faced by Deaf and hard of hearing people, findings from REACH112 Total Conversation calls, impact and social change with REACH112

11:00– 11:45 TOTAL CONVERSATION DEMOS and COFFEE BREAK

SESSION 3 – 11:45 – 13:00
Total Conversation

Gunnar Hellström, Omnitor, History and background of Total Conversation

Emmanuel Buu, Ives, Functionalities of Total Conversations and path to mainstream

13:00 – 14:00 LUNCH

SESSION 4 – 14:00 – 15:00
Relay services

Lisa Åström, Omnitor, Overview of Relay services in Europe and REACH112 Relay Services

Sophie Dalle-Nazébi and Audrey Sangla, Websourd, REACH112 Relay Services: social aspects, training, ethics, privacy, security

SESSION 5 – 15:00 – 19:00
REACH112 Emergency Call Centre Visits (AXEGA 112)

Participants register to the 112 Emergency call centre visits 2 or 3 will depart from EGAP:

- Visit 2: 28 June, 3 to 5pm
- Visit 3: 28 June, 5 to 7pm

Other participants will be invited to visit the stands where demos will be provided.



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DAY 2 – 29 JUNE 2012

SESSION 6 – 9:00 – 10:45
Accessibility of emergency services and REACH112's contribution

Gary Machado & Hannes Tschofenig, EENA, Status of Emergency Services Accessibility in Europe, REACH112 deployments and Next Generation 112

Benoit Mongourdin, CHU Grenoble, and **Mélanie Hénault-Tessier**, Websourd, The Creation of National Emergency Call Centre for the deaf and hard of hearing with deaf call takers, a world premiere!

Per Palm/Bjorn Skoglund, SOS Alarm, Integration of Total Conversation in a standard 112 Emergency Call Centre environment and comparison with 112 SMS

10:45– 11:30 112 ACCESSIBILITY DEMOS and COFFEE BREAK

SESSION 7 – 11:30– 13:00
The Future of Total Conversation and Next Generation 112 Accessibility

Chair: Uberto Delprato, IES Solutions

Part 1: Total Conversation for P2P Communications

Discussion panel with relay services, deaf organisations, TC providers, handsets manufacturers about the plans for deployments of TC for citizens and in relay services (discussion on economical, legal, standards, etc..) (Maybe divided in 2 panels)

Draft participants: Emmanuel Buu, John Martin, Laurent Faucillon, Yannis, Nokia representative (TBC), Raymond Kruyer, Jim Kyle, Galician deaf association representative.

Part 2: Total Conversation and NG112 accessibility

Panel with 112 Industry representatives on accessible NG112 and their plans for deployments and 112 authorities, and VOIP providers (discussion on economical, legal, standards, etc..) (Maybe divided in 2 panels)

Draft participants: Hannes Tschofenig, Annika Pabsch, 112 Industry representative, Tony O'Brien, Gary Machado, Per Palm or Bjorn Skoglund

13:00– 14:00 LUNCH

SESSION 9 – 14:00 – 15:15
REACH112 Guidelines Recommendations

Chair: Annika Pabsch, EUD

Raymond Kruyer & Uberto Delprato, AnnieS & IES, How to sustain and deploy REACH112 types of services?

Gunnar Hellstrom, Omnitor, Recommendations on P2P communications

Gary Machado & Hannes Tschofenig, EENA, Recommendations on accessibility of 112

Conclusions 15:15 – 15:30

Uberto Delprato, IES Solutions

François Junique, European Commission

Yannis Yallouros, European Union of the Deaf