



Total Conversation & 112 for all



## REACH112 Final Conference

21<sup>st</sup> 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](http://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](mailto: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