SINGAPORE – At-Large - ICANN Accessibility Taskforce
Monday, March 24th 2014 – 14:00 to 15:00
ICANN – Singapore, Singapore

CHERYL LANGDON-ORR: …Go around. We'll go around the table. If we go around the table and introduce ourselves, make it short. A little introduction, but make it meaningful, something meaningful. We want to be able to share something; something about me so you know me better. Let's get started then. Ariel, you're the one that punches the time card and gets us going. Thank you.

ARIEL LIANG: Good afternoon to our participants here in Singapore. Good morning, good afternoon and good evening to our other remote participants. Welcome to the ICANN Accessibility Task Force Session on Monday, 24th of March at 14:00 Singapore Local Time. We have live interpretation in French, Spanish and Chinese, so please state your names when speaking in order to identify you on the various language channels, as well as for transcript services. Please also speak at a reasonable speed in order to allow for accurate interpretation. Over to you, Chair.

CHERYL LANGDON-ORR: Thank you very much Ariel. I think for a first time we can give you a round of applause. [applause] Okay, that's good. I'm going to take a little bit of time with each of you, but if I give you this sign I'm suggesting you should finish soon. Okay? Let us start with Glenn please.

GLENN MCKNIGHT:

Good afternoon everyone. My name is Glenn McKnight. I'm the Secretariat for NARALO. I'm also the Secretary Treasurer for ISOC Canada. My ALS is the Foundation for Building Sustainable Communities, and I'm very happy to be here. This is a great journey for all of us, and we're very committed in our ISOC Chapter to not just have an open Internet, accessible to everyone, but to reach out to the disabled community especially.

SPEAKER:

Hello everyone. May I say this again? Welcome to Singapore. I'm based in Singapore. I'm from ICANN, [hate? 00:02:38] Outreach and Public Responsibility in the Singapore hub. So I'm based in Singapore. The thing that's most meaningful, at least to me, is that this is my first ICANN meeting, so I'm all ears. I'm here to learn as well.

MARISSA MEDJERAL:

Hi. My name is Marissa Medjeral. I'm from the Disabled People's Association of Singapore. We're an advocacy organization for persons with disabilities in Singapore. We're the only advocacy group for all disability groups in Singapore. Here is my colleague Alvan as well.

ALVAN YAP:

I'm Alvan from DPA. I'm doing advocacy work with the organization.

CHRIS MONDINI:

I'm Chris Mondini. I work with ICANN. I'm Vice President in the Global Stakeholder Engagement Group, and I actually wear two hats. I do engagement with the business community, globally, and also with the

North American diverse stakeholder communities. I came to this topic through a lot of advocacy and interest shown by friends in the North American At-Large RALO. I would just say about my background, I started as a diplomat. I speak a few languages.

I did go on to work in the private sector, and I have also worked in the non-profit sector. What really fires me up and gets me up in the morning is this sense of cross-cultural communication; whether it's across disciplines, whether it's across time zones, continents, languages, or subject matter. Topics like this one are very near and dear to my heart. A group like this one, and the work ahead, I find really inspiring. Thank you.

SHAKEEL AHMED: My name is Shakeel Ahmed. I am from Pakistan, working with Pakistan Software Export Board. This is my second ICANN meeting. I just came here to learn more about At-Large.

SIRANUSH VARDANYAN: My name is Siranush Vardanyan. I'm originally from Armenia. I'm represented here as APRALO Chair, and having this opportunity I'd just like to thank our Singapore local staff for all efforts put together to have Marissa and Alvan as guests for this meeting. Thank you very much, and welcome, Marissa and Alvan.

PETER MAJOR: I'm Peter Major, a GAC Member from Hungary. If I understand correctly, and this is the right meeting, I'm also a co-coordinator of the Dynamic

Coalition on Accessibility and Disability, with Andrea Sachs, who is the main convener. Thank you.

ARIEL LIANG: Good afternoon everyone. This is Ariel Liang, ICANN staff. I'm from China and I'm based in Washington D.C.

GISELLA GRUBER: Gisella Gruber, ICANN staff.

SILVIA VIVANCO: Hello everyone, I am Silvia Vivanco, ICANN staff. I am a Manager of the five RALOs.

HEIDI ULLRICH: Heidi Ullrich, ICANN staff. I'm the Senior Director for At-Large.

CHERYL LANGDON-ORR: Cheryl Langdon-Orr, Google me.

MAUREEN HILYARD: Hi, I'm Maureen Hilyard. I have probably fairly recently, over the past few years, through my association with Gunela here, and the Pacific Islands Chapter of the Internet Society, supporting her advocacy for people with disabilities in the Pacific, I guess I've become a stronger advocate than I would normally have been, I guess. I'm also very supportive of the Cook Islands National Disability Council in the Cook Islands as well.

GUNELA ASTBRINK: I'm Gunela Astbrink, Internet Society of Australia.   I've lived and breathed disability and access to technology for the last 20+ years, and I'm absolutely delighted that we now have a start of an Accessibility Task Force group, and I think there's just so much exciting work we can do in this group, so thank you very much ICANN.

GARTH BRUEN: Garth Bruen, NARALO Chair. I'm from Boston in the United States. My organization actually fights cyber crime and user abuse, but my interest in the disabled community goes way back to my childhood, in the Boy Scouts, where we actually worked with a blind Boy Scout troop, guiding them on camping trips. I never forgot that experience. Also in a private sector job we created a deaf intern program, where we taught local high school students from a deaf high school how to scan and manage document imaging, repair and maintain document imaging machines and program workflows.

We actually ended up hiring several of these students as permanent employees. In my role as Chair of NARALO, I'm here to facilitate Internet users and make sure that they receive representation. When I became Chair I decided that if we're going to claim that we reach all the Internet users, we're going to do it for real. We're going to get everybody on board and make sure everybody has equal access. That's why I've been pushing for this. Thank you.

RAF FATANI:	Hello, Raf Fatani. I'm part of that At-Large Advisory Committee, part of the Asia Pacific region. I have a genuine interest to access, so this is the right place for me.
LAURA [BAMFORD]:	Hi, Laura [Bamford? 00:09:49], ICANN staff. I work in Los Angeles, and I am working on tools and website, so I'm primarily here to listen and learn, and work on those things that might be able to help accessibility in general. Thank you.
YJ PARK:	Good afternoon. YJ Park. I started with ICANN as the APTLD staff, and then I used to work on this NCUC work, as the Council Member for the NSO. Back then, the name of NCUC was Non-Commercial Domain Name Holders Constituency. So I have different involvements with ICANN in a different capacity. Now I'm participating in At-Large, with an organization called OSIA – Open Standards Internet Association. We're now in the process of changing our organization name.

Basically this is a very huge institution, that is the home for many academia, engineers and industry. For example, I'm one of the Executive Members of this institution. The whole number of Executives of this institution is more than 60, so you can guess the size of this institution.   One of the names we are considering for this new institution, it's not confirmed yet, but it's Internet and Society. So maybe I should report later with the Secretariat if the name of this institution has been changed. Yes.

PETER LOVELOCK: Hi, my name is Peter Lovelock. I run a research consultancy here in Singapore called TRPC. We've done a lot of work with not-for-profits and charities in accessibility issues for At-Large, and increasingly getting asked by governments to advise on these areas. So I was interested to come along and listen and learn about what you're discussing.

YUDHO GIRI SUCAHYO: Hi, my name is Yudho Giri Sucahyo. I'm from Jakarta, Indonesia. I work as a Professor of Computer Science at the University of Indonesia. I also serve as a Board Member of PANDI. That's the .id registry, Indonesian domain name. Currently we are actually in the process of having an ISOC Jakarta Chapter, so soon I'll get involved as well with ISOC. Thanks.

JEAN-JACQUES SUBRENAT: Hello, my name is Jean-Jacques Subrenat, a former ambassador, a former Member of the ICANN Board, currently serving on the ALAC. Why am I here? Because I feel deeply about disability. Disability can be physical, it can be mental, but it can also be social. By the time I became an adult I had not, practically, ever had any formal education. When I arrived in France at the age of 20 that was my reality.

So I wanted to share this with you to say that I feel – not in the same was as someone who has impaired hearing – but in a way, I think I also take part in the diversity, and therefore to the problems of accessibility of society in our Internet world. I'm now a candidate for a seat on the Board of Trustees of the ISOC. I think it's my duty, even as a simple candidate, without any assurance of being elected, to be aware of all the aspects of the diverse Internet society. Thank you.

GRAHAM MCDONALD: Good afternoon. My name's Graham McDonald. I serve with the Googled one on the outer board, and I'm interested in the not-for-profit sector generally. I just really want to come and observe and see what progress is being made, and what the problems are, with respect to access.

SYLVIA HERLEIN: Hello. My name is Sylvia Herlein. I come from Brazil. I am the LACRALO Secretary, but I'm here participating in my capacity as a representative of Internauta Brazil, which is an organization devoted to the digital divide in São Paulo. We have 23 million inhabitants, and our function is to help elderly people and housewives, among 30-50 years old. Whilst doing this task we've found people with accessibility problems.

Therefore I am here to try to learn from you, share experiences, and be able to take all that you can provide. We do not have experience in this topic, but we're trying to solve the digital divide. So the idea is to learn and work together with you, and to learn from your experience. We want to take the benefits of this experience to Brazil. Thank you very much.

CHERYL LANGDON-ORR: We have two people that have joined. Oksana and Veronica.

OKSANA PRYKHODKO: Hi, I'm Oksana Prykhodko, Ukraine European Media Platform. I am from a country without any media and Internet education culture, and I think

that we have to discuss not only maybe physically disability, as ailments for access, but also educational disability.

VERONICA CRETU: Thank you Cheryl. Good afternoon everyone. My name is Veronica Cretu. I'm a EURALO representative on the NomCom and a former At-Large Advisory Committee Member. I've been involved in the issues of Internet governance for the past almost ten years or so, ever since Tunis, sitting on the Multistakeholder Advisory Group to the IGF. My role is to contribute to the broader agenda of the global IGF, including bringing issues related to accessibility.

I come from Moldova. Back in Moldova I run an NGO, which is called the Open Government Institute. We are promoting the core principles of openness, transparency and accountability, making sure that the government embeds those principles and approaches citizens as partners. Including all groups – disability groups, marginalized groups and so on and so forth. Thank you very much for holding this important session today.

ANTHONY NIGANI: Good afternoon, my name is Anthony Nigani, and I'm one of the three first participants in the Pilot Mentorship Program here at ICANN. I have done a lot of work in the disability community, particularly in the indigenous disability community in Canada, more specifically in Manitoba. I do have a passion for ensuring that people with disabilities are able to effectively participate on the Internet, as well as how they can use the Internet to create community groups through social

networks, and connect with others, and find that they are not alone, and that other people share the same types of challenges that they face.

The Internet opens that possibility for them to meet others that share the same types of disabilities. In particular I'm just going to mention one group. The Faces of Ankylosing Spondylitis started two years ago, and my wife has ankylosing spondylitis and for years we had difficulty having people understand what type of disability that is. So what this project did was collect 1,000 stories from around the world of people with anklyosing spondylitis. Two years later it's now at 5,000 stories and growing, as a result of social networking, social media, and Internet connectivity.

CHERYL LANGDON-ORR: Thank you. You will have my story as a long-term sufferer of anklyosing spondylitis as soon as you give me the URL that I need to send it to. It's one of a number of complex issues that I live with, with this body I've been given. It's a very often hidden disability, and I'd be delighted to share my story with that particularly vicious disease. Simple rules, come to the table. There's room! Have we embarrassed you sufficiently yet? I can do better. We need to be inclusive, and in many cases, unless we have line of sight we don't know what's going on. A little introduction please.

YULIYA MORONETS: Good afternoon. Yuliya Moronets. I'm with the EURALO Secretariat here but I work for the organization called TaC – Together against Cybercrime. It's based in France, and actually one of our focus, except

from the work we do on cybercrime and cyber security is work on vulnerable people and niceties, because we've seen that vulnerable people are more fragile when it concerns illegal activities online. So I'd be happy to participate and bring this to the table. Thanks.

CHERYL LANGDON-ORR: Thank you. My name is Cheryl Langdon-Orr and I'm going to ask each of you to name yourselves again any time you take the microphone. You've named yourself as you've introduced yourself, but what we do in the wonderful world of At-Large and in these meetings is not only do we have the language interpretation and sign interpretation, we also create recording and transcript. So transcript only works if the name is there at the beginning of the sentence.

Now, I must say, the transcribers in this organization probably do recognize my dulcet tones, and will just put "Cheryl" when they start hearing this voice. But try and introduce yourself. You'll also note what I'm doing. I'm not speaking at my normal speed. I've slowed myself down a little bit, and when I do this to you I'm not just giving homage. I'm encouraging you to slow it down. We're making lie far too hard for our interpreters otherwise, regardless of what method of interpretation we're using.

Can I say, from the bottom o f my heart – and I suspect I'm speaking on behalf of a few people in this room – how delightful it is to see a full round table for something as under-recognized but as hugely important as accessibility. Because accessibility matters. It's not that hard to get right, but it takes guidance and it takes good information. That's part of what we'll do today.

I apologize that nobody had mentioned to me that somebody had their hand up in the Adobe Connect room. If you have done that, it's just that I can't see you at the other end of the room. Caller, would you like to introduce yourself please?

JOLY MACFIE: This is Joly MacFie. [inaudible 00:22:41].

CHERYL LANGDON-ORR: Thank you Joly.   You are ubiquitous. When anything is happening in webcasting world, you are there. I should always assume that the voice of Joly will come in from on high. Can I say, the type of work you've done over the years to allow visual and video representation of what's happening has allowed global engagement, probably more effectively than actually some of the organizations and structures who have that as their job title. So thanks for joining us, Joly. Is there anyone else on the line? Please go ahead Ariel?

ARIEL LIANG: Cheryl, there is a question from the chat room. It's from Rod: "How can ICANN's global presence and network help locate the missing Malaysia flight 370?"

CHERYL LANGDON-ORR: I suggest you all give whatever prayers to whatever deity you follow, because it is out of our remit and scope to do that sort of thing. But as a humanist I'm sure each and every one of you will find some way to put out some positive vibes. Thank you for your question Rod. Ariel, if I can

ask you to keep a really good eye on the Adobe Connect? I really can't see it. If there are questions just wave at me and we'll deal with them. That would be good.

We're pretty close to schedule, but what I'd like to do according to our Agenda, at this point in time, is look at our primary objectives. We'll look at possibilities of our mission statement, our short, medium and long-term objectives. I'm actually going to suggest that with your indulgence we don't do that at this point. If we have time at the end of our allotted hour we might go back to do that.

But I do think that the opportunity to have people who aren't in the core group of the Working Group at the table, and to not get your input and share your stories, and do the learnings that we can have, that would be a very bad thing. So I want to take advantage of this wonderful group of people here today. We'll put this administrivia to a later point in time.

However, what we do probably need to talk about is how we can outreach, with outreach to you all, but we'd like to continue to outreach to others with great interest in this subject. We need to talk about how we can perhaps better engage, should we have a meeting something like this at future ICANN meetings. That sort of question could be answered. I particularly want to have tabled some proposed objectives that Gunela has kindly put together for our consideration.

Ariel, that's me beginning to prime you to say you need to find that Wiki page so we can have that up on the screen shortly. What Gunela has done for us is put together a fairly extensive, large list of what she has heard those of us engaged in the conversation so far, what we might be able to put up as objectives. We will be putting them up on the screen,

and if we can't put it up on the screen, then I'd suggest we get it on somebody's laptop and we share that screen on the Adobe Connect room.

I'm going to get Gunela to speak to these matters. What I want to do is put them to you as tabled items, to see, when we go through them one by one, whether or not this is what you think we, as a group, to aid ICANN, to make itself a best practice model for accessibility, are doing this right. So while we're getting this up on screen, we have in fact got a few titles here that I think most of us who are engaged in this area would agree with.

For example the first one – building a culture of accessibility. Gunela, if I can get you to go through them one-by-one and see if we can get the temperature of the room, you can give me a thumbs up or down. Give me a feel on what your reaction is to these proposals. Over to you, Gunela.

GUNELA ASTBRINK: Thanks Cheryl. What I've done is divide the actions under three main objectives. They are very high-level, and there's quite a number of proposed actions. Some of this we have had input on, from initial members of this Working Group. Then I've built on it from there. I'm keen to hear if there's things that need to be added or taken away, as Cheryl suggested. Really, the first one is building a culture of accessibility.

I've used that heading because in many cases it's a matter of understanding what accessibility is, and how it actually can permeate

through an organization. So it's not saying, "Oh, it's good to work on accessibility, and we'll do it here, to one side." It's something that can go throughout the organization and be considered as ICANN does different types of work. To do that it's important to develop awareness of disability, different types of disability.

We heard that, as we went around the table, that it's not just thinking about the typical physical disability; vision impairment, hearing impairment, but learning disability, and there are a lot of others to consider as well. So developing a disability awareness toolkit would be a number one, and from that developing and providing disability awareness training, both to ICANN staff and members of various SOs and ACs. Also, it's thinking about having keynote speakers at ICANN meetings that include representatives from a disability community.

The main motto of the disability movement is "nothing about us without us". It's one thing us talking about disability, but some of us here have disabilities, and we want to ensure that as we develop with this, that there are more people who experience disability as part of their lives. Talking from that experience is very important, and building that into ICANN meetings on an open forum level would be very useful. Again, this thing of promoting disability through disability showcase events.

We have an APRALO showcase taking about what the region is doing, and we're all looking forward to that. That's on Wednesday at 18:00 pm, isn't it? Yes, a little promotion there. But in future, maybe we can look at disability showcase events, demonstrating various innovative ways that people with disability use the Internet. There would be a lot of things you'd never believe of how the Internet is being used. At the

Australian IGF last year I organized a panel, and part of that panel was a deaf-blind woman.

She participated strongly on the panel. She was part of a panel, and she had a deaf-blind interpreter. We have a sign language interpreter here for a person who is deaf or hearing impaired. But this particular deaf-blind interpreter is very different because it's totally tactile. They have a little table, they support their arms, and as Cheryl is demonstrating with Maureen, that is what is happening. The particular woman who is deaf-blind is vivacious, full of energy and excitement. I think she was traveling to the Philippines for an International Deaf-Blind Convention.

So there is so much that's possible. It's just that the environment provides the barriers to that full-on participation, and that is what we can work to improve upon. Okay, so the next point is about accessibility champions amongst ICANN staff. There might be people around this room who work for ICANN who say, "Wow, this is something that really grabs me," and it's on all different levels; on senior executive level. I've had short chats with Fadi, both at the APRIGF in Seoul, and also at the IGF in Bali.

I talked to him about disability and the importance of accessibility, and he listened, he's great at listening. I saw him in passing yesterday sitting down, talking to some people. He saw me, he leapt up and he came and said, "How are things going?" I was so pleased to be able to tell him that this Accessibility Task Force is meeting. So we may have an accessibility champion right at the most senior level, but to have those people permeating through staff so that when there are discussions about various issues they can say, "Hey, what about accessibility here?"

Then of course, if there are staff with disability employed at ICANN, then it's again the lived experience. Part of a process is there. Again, there's this thing about… The last bullet point is incorporating an accessibility trigger in policy development, as well as ICANN processes and practice. That means being aware of accessibility when it may have an impact on particular policies that are developed, say, in the ccNSO, gNSO. When it comes to how new gTLDs are delivered, is there some way – and I'll come to those bullet points in the next one – that best practice guides on web accessibility can be developed?

So just to have that as a type of triggering document would be very useful. Then coming to the next main heading – increasing web accessibility, a key point that Peter mentioned was about the need for ICANN to be a good model and show that, yes, the ICANN websites meet the internationally recognized W3C web content accessibility guidelines – WCAG version 2 level AA. Level AA is the common level that governments in many parts of the world accept as the way that government websites should meet the accessibility guidelines.

I believe that the web development team is aware of this, and I look forward to hearing some positive feedback about that. Then developing an ICANN policy on web accessibility generally, so that can then be taken out to outreach, to the Internet community, encouraging ccTLDs to develop a best practice guide on web accessibility. In various countries there can be awareness at that top level about web accessibility, that can filter down.

In Australia, .au registry last here did a blog on International Day of Persons with Disability. They asked me to put in ten top tips on web

accessibility. They had that published on the blog. It was picked up by a lot of online domain name publications. So the word spread easily, and that can happen more and more as more ccTLDs take that on. Encouraging registries to use this best practice guide in relation to registrars. That can be a way of alerting registrants to use the WCAG version 2 when developing websites.

So ICANN have an amazing, exciting possibility to influence web accessibility on a very broad scale across the world. It's a fantastic opportunity. The final set of objectives relate to ensuring minimal barriers to participation and engagement with ICANN processes and practices. We see some good things. We have a lanyard and it's easy to put on. There's no fiddling with pins. Persons with arthritis or limited mobility finds that difficult. We're in a venue that a wheelchair user would find easy to get around in, in most cases.

We don't think about that either, but that's built-in accessibility. That's universal design, and that's what we want to reach. So having processes in place within ICANN, so that for example looking at accessibility meeting guidelines that are available and seeing, "How does that fit in with the ICANN world?" and maybe adapting or adopting some of those. Also, the ICANN meetings are to be, when possible and practical, be accessible for people with disability, including real-time captioning.

We weren't able to get that here, but you saw, for those of you who went to the welcome ceremony this morning, there is a large screen where all the real-time captioning happens. That is, of course, valuable for people who don't have English as a first language. But it's vital for people who are deaf or have a severe hearing impairment. So it meets a

lot of different needs. Other facilities on request. One example here is sign language interpretation.

We're delighted that we have the opportunity of being able to have Alvan here, from a Disabled Persons Association. He wouldn't be able to participate in the meeting if it wasn't for ICANN obtaining the sign language interpreter. So that's really good. The other one is, of course, if there are blind people, blind people get material in different ways. They can be online, but if a blind person is a braille user, it can be really useful to have a braille document to go through the material quickly and easily.

Communication tools such as web conferencing, we would hope to have as accessible as possible. It's a real bug-bear with web conferencing. Andrea Sachs, at the IGF in Bali, presented about this particular difficulty, and it's something that we hope can be improved upon in future. Finally, something fairly basis, but very important, is that ICANN information material is produced with good color contrast, with sans-serif fonts, and in a good, adequate size. There's a lot of people amongst us – unfortunately we all age sooner or later – and we need to be able to read it in a easy way.

So I've put that together based on my experience from input from a number of people. I've said down the bottom, "Is this a suitable starting point? Is this too much to start with?" It's a long list. Is there other things that should be included, apart from this? Should some be excluded? Are there any other approaches we should take? Then, how can we move forwards on a suitable disability action plan, which has

realistic timelines? We have to be realistic. There's a lot there – and the assigned responsibilities. Thank you.

CHERYL LANGDON-ORR: Thank you Gunela. [applause] I notice Garth's put himself in the queue. If you wish to queue you can do the traditional and much appreciated nametag up, but for those of you who don't have nametags just make sure I recognize you and I'll put you in the queue. Garth, over to you.

GARTH BRUEN: Thank you very much Gunela. I think that you've covered all the points, especially concerning permeating this throughout the industry, and ICANN's role of being a leader in terms of making sure that their sites are accessible, and then impressing upon the registries and registrars to follow suit. Then the standards will trickle down throughout the entire web, hopefully. In terms of bringing the community in, I met with a blind user group in Boston and they told me something I didn't know.

They told me that unemployment among the blind community is 70% or more. In terms of really engaging the community, I think it's imperative that ICANN actually have disabled people on its staff. Obviously this is something that we have limited control over in our capacities, but I'm going to strongly suggest that ICANN recruit from the disabled community especially for these efforts. Until you've walked in the shoes – or not walked in the shoes – you're never going to really understand.

Those are my major points. Gunela covered everything else.

CHERYL LANGDON-ORR: Thank you very much. Peter, why am I not surprised to put you on the list?

PETER MAJOR: Thank you. It's a really, very impressive list, and I'm very glad to hear that. Implementing all that would probably be an enormous task, however I think there are already resources out there. So just as you mentioned the IGF in Bali, we had a session and I understand that there is a toolkit that's been developed, I think, in the ITU. It was probably a joint effort with [G3CIT? 00:44:11], and I'm sure that, probably, it would be a good idea for taking stock, on one hand.

Specifically on the issues related to ICANN, I fully agree that we have to do all these within ICANN, because nobody's going to do it. So this is something that should be done, and probably we should eventually have bigger priority on these issues within ICANN, and just bubbling down to your ISPs and RALOs. So I really am very grateful for your list. Thank you.

CHERYL LANGDON-ORR: I misspoke, it's Siranush next. Thank you.

SIRANUSH VARDANYAN: Siranush Vardanyan. Thank you Madame Chair. Gunela, it was a really impressive outline of all the envisaged steps that we could see and implement during the upcoming several years. I mean, you really outlined the most important aspects of dealing with disability groups. I'm working in Armenia on the project that's empowering disabled

people for employment opportunities. So this is one of the really major issues for employers; to develop a culture of accessibility, which you started with this.

Yes, I think we should start with developing this culture of accessibility, starting with ourselves. So, thank you very much.

ANTHONY NIGANI

Anthony Nigani. In Canada, particularly in Manitoba, my wife and I had developed an organization co-founded with a number of people called The First Nations People with Disabilities of Manitoba. One of the first discussions we had was building the culture of accessibility. The first item we came up with was looking at the disability first – identifying that it's the person with the disability, not the disability with the person. So when we share our stories I often say, "When I met my wife she was in a relationship. When I married her she was still in this relationship."

Back in the 1990s, in the first nation communities in Manitoba, we did a study of the level of disabilities, and what we found was that one in three people in first nation communities have a disability. But then we came across a barrier, the language barrier. There was no term for disability. So when we were going out and doing the studies we found one community with 100% disability rate and we had to go back and find out why. In the language, if you wore glasses, it was viewed as being a person with a disability.

So looking at how the data itself was skewed because of that also opened the doors to look at, "Okay, based on the rest of Canadian society, our rates are three times, back in the 90s, compared to the one

in seven, to the rest of Canada." So we did a lot of stuff that Gunela brought up. We prepared to do a toolkit. We did the Disability Accessibility Awareness Workshops. To the point where today, right now, my wife sits with the Province of Manitoba to develop the Accessibility Disability Act.

So Manitoba is now taking that lead. What we can start to do, when it comes to the Internet, is bring their participation in. Look at those people. Like Garth said, the rate is astounding. We have a friend that just lost her job. She lost everything. She was visually impaired so she had working dogs with her. Nobody would allow her to rent because the dogs were viewed as pets… But that's a physical world issue.

Getting to the virtual world, the challenge she had is she does use mobile technology, but can we look at planting the idea of, what if we can have somebody look at creating a touch-screen for mobile technology, for people with visual impairment. When we look at the accessibility guidelines, what can we do when looking at domain names? I don't think the people with disabilities would want ".disability". That [recreates? 00:48:54] the label that we're fighting against.

So we want to look at the person first. So it's the person first before the disability, when we talk about the culture of accessibility, and then looking at how can the Internet be accessible to all people with disabilities. It raises the language issue – how do the languages define disability and the types of disabilities? We broke it down into two terms – visible and invisible. It's most often the people with the invisible disabilities that face more discrimination than those with the visible disabilities. Thank you.

CHERYL LANGDON-ORR: Thank you. I've got a queue and I'm closing it. We have very few minutes left. Sorry about that, but I'd rather leave you wanting more, so we move to our next steps together, than I would rush. The queue is – and I'll ask you to be short please with each of your interventions – Jean-Jacques, Garth, Veronica, YJ, Gunela, and I have the last word to Glenn.

JEAN-JACQUES SUBRENAT: Thank you Chair. It's about technology and society. What I've learnt over the years, first as a Member of the ICANN Board and now for almost four years on the ALAC, is that in the earlier part of Internet history it was really technology which was driving the whole thing. Now looking back on it, I think it is the requirements – the human requirements, the social requirements – which more and more are having an impact of technology software, hardware, etcetera.

So my remark to you, which is perhaps also a plea or a suggestion, is this: what I see emerging now is that the all-powerful keyboard may be on the way out. Not totally, but partially. Have you, as a community, have we, as a community, thought about really all the consequences, negative, but perhaps also all the opportunities offered by this transformation of technology?

This may be a real problem for people with impaired hearing, but for others it could be a very great boon, for instance, people with impaired vision. Because of the use of automatic interpretation for instance, and also other signs of recognition without a keyboard.   This will be a very

great possibility. Have you thought about it? Otherwise, should we not think about it? Thank you.

CHERYL LANGDON-ORR: I think the answer is yes and yes. I would encourage all of us to perhaps start thinking about small whitepapers or proposals that we can also put together on the Wiki, share and talk about. Let me move through the list, and please be brief. I think I've got YJ, Garth, Veronica, Gunela and Glenn.

YJ PARK: The one accessibility issue I wanted to address are these language barriers, that the previous speaker was just saying. As we all know, language is a very important component. That's one of the reasons why we don't have many participants from specific regions and specific countries. I wonder whether this group can include these translations, [inaudible 00:52:41] and more interpretation service down the road.

One very exciting thing I just noticed from the GAC meeting was they were expanding those different language translations. This time they added [Portuguese? 00:52:57] which was not the case, because they used to be stick to the six UN languages. So maybe down the road that might be one direction we're heading towards.

CHERYL LANGDON-ORR: YJ, language services in ICANN have done a wonderful job, and it's a developing job, and I suspect they would be delighted to have some of

our input. So that's another yes and yes. We just need to do it. Garth, briefly?

GARTH BRUEN: Thank you. Just to pick up on what Anthony was saying, we want this to be normalized. We want the disabled community to not feel like a disabled community. We want them to feel like they're part of the At-Large community and we want them at the table. One important point – Ken Harrenstien, who was one of the original architects of the original Internet is completely deaf. He lives in the Los Angeles area.

I asked Steve Crocker at the Buenos Aires meeting if he could be invited to speak and present at the Los Angeles, and I want to make sure that that stays on our agenda. Thank you.

CHERYL LANGDON-ORR: I think that's an Action Item for staff to take on. Veronica?

VERONICA CRETU: Thank you Cheryl. Veronica Cretu for the record. Just a brief suggestion for the team working on putting this impressive list of Action Items together: I think it's also relevant to look at the work that OECD has been doing for the past few years on a very impressive program called "Transforming Disability Into Ability". They have been working a lot in the OECD member countries implementing interventions related both to policy and practical initiatives.

So it's really worth looking at what's been done. There is already a huge list of best practices and lessons learnt, and it's really relevant to look at that.

CHERYL LANGDON-ORR: We have a list of resources on our Wiki page. Everyone who's signed on today will get a link to that Wiki page. Put what resources you have on it for us to share. Thank you. Gunela?

GUNELA ASTBRINK: Very briefly, two points. One of them we've heard a lot about – employment, and the very large importance of employing people with disability. I've done a lot of research in public procurement, as in purchasing ICT products and services that are accessible, and having accessibility criteria. This is something that ICANN could also look at. Any purchase of software or hardware should meet accessibility criteria.

CHERYL LANGDON-ORR: Procurement is power.

GUNELA ASTBRINK: Yes, absolutely. Second point is: thank you for the information about the OECD. There's a lot of good work being done in a number of different international agencies, including the ITU. Also, I should say with Net Mundial comes an opportunity. I put in a submission about an inclusive Internet, and so we want to see that permeated as well. Thank you.

CHERYL LANGDON-ORR: Thank you Gunela. I know I'm pushing. Glenn, a microsecond?

GLENN MCKNIGHT: Thank you Madame Chair. I'd like to recognize when we brought this issue up, back in Argentina, to Chris Mondini; that we needed this kind of Working Group, I'd like to thank the ICANN staff for moving so quickly on this. It's great. I thank Madame Chair for running a great meeting. I'd like to just go back to this. Prior to this meeting I contacted a chap who's a blind Drupal expert and accessibility consultant. He mentioned to me that whatever you do make sure right from the start, and any changes on whether it's a website or anything else, get them at the table looking and testing. So I'd like to connect with Everett with the team. Thank you very much.

CHERYL LANGDON-ORR: Thank you. I want to say, for the record, you are all amazing. Please stay on this journey. Not "about us without us" but you do need to vacate now, the next meeting needs to begin.

[END OF TRANSCRIPTION]