

Project Deaf Access 112

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Pre-history of the project

- December 9th , 2004, Nr. 1V-412, Vilnius
PROGRAM FOR PUBLIC INFORMATION ON SINGLE EMERGENCY NUMBER 112 AND ITS ACCESSEBILITY FOR PEOPLE WITH DISABILITIES
- Lithuanian Association of the Deaf (LAD) meeting with Emergency Response Center
- Round table with representatives of 2 ministries and LAD.
- Decision: Make an Feasibility study on 112 help need for deaf people and the costs of accessibility.
- Search of opportunities for feasibility study...
- ...untill call for application for Norwegian Financial Mechanisms on July 2009 and contacts with Norwegian partners..



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Norwegian Financial Mechanisms

- The aim of the Cooperation Fund is to transfer and promote cooperation between the Lithuanian and Norwegian local, regional and Euro-regional partners, thus contributing to the enhancement of regional policy in Lithuania.



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Project application

- Contacting with ERC and short introduction of the project theme and activities.
- Making a partnership of concerned organizations (Lithuanian Association of the Deaf, Emergency Response Center and ...)
- Short discussion on project administration and implementation, application.
- Norwegian partner search by email to an e-mail to the Ministry of Justice and the Police.
- A response from Mr. Egil Bovim.



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Project partners

- Vilnius Rehabilitation Center of the Deaf (applicant)
- Republican Rehabilitation Center of the Deaf (Partner)
- Lithuanian Association of the Deaf (Partner)
- Emergency Response Center (Partner)
- KoKom National Centre on Emergency Communication in Health (Partner)
- The Department of the Affairs of the Disabled at the Ministry of Social security and labor (Associate partner).



Main problem of the project

- In Lithuania since 2003 when the Emergency Response Centre was established and one call 112 system was implemented its' access for deaf people is still impossible. Around 8000 deaf people in Lithuania have no possibility to call for help because the 112 call system is not adjusted for incoming SMS. One of the main problems – low level of technology and low level of personal competences of workers to provide this kind of service for deaf people. The real problem dimension is still not explored yet and this for it is difficult to calculate expenses needed for this problem solution: should we invest into technical solution or into personnel? Lithuanian is just starting this problem solution together with few European countries and is looking around for experience in other European countries. Also Lithuanian Deaf Association is working hard in this field and can be considered as one of the service providers. That is why it is needed to investigate its' technical possibilities.*



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The aim of the project

To survey the real situation of the 112 help service accessibility for deaf people problem in Lithuania and provide constructive decisions on the access of the public services (112 help) by using Norwegian experience and to improve cooperation between organizations and competences of workers working in this field.



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Target group of the project

- 22 workers of the partners institutions in Lithuania.
Employees of: Vilnius Rehabilitation Center of the Deaf (3), Lithuanian Association of the Deaf (1), Republican Rehabilitation Center of the Deaf (4), Emergency Response Center (4), The Department of the Affairs of the Disabled (2), Members of the Lithuanian Association of the Deaf (workers) (8).
- Beneficiaries do not all belong to organizations directly involved in the partnership but are **employees** of related institutions.
- Related target group is more than 8000 deaf people in Lithuania that will get access to 112 service after the project will be implemented.



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Main activities planned

- *Study visit of Lithuanian partners and other institutions workers to Norway;*
- *Implementation of Feasibility Study, to prepare recommendations for further actions;*
- *An evaluation of the Lithuanian Deaf Association possible participation in 112 service providing by evaluating it's technical issues;*
- *Round table discussions with related institutions representatives to put in practice recommendations;*
- *Visit of Norwegian partners to Lithuania;*
- *Dissemination of the project activities and outcomes.*



Expected results

- The Feasibility study in order to initiate changes on governmental level in making 112 call service acceptable for deaf.
- Good practice sharing, discussions and cooperation on national and international level.
- Constructive decisions and commitments of responsible institutions (Ministries) in order to implement results of Feasibility study.
- Dissemination and visibility of results for wider audience.



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Project results

- Norway partners visit to Lithuania
- Lithuanian partners group visit to Norway
- Inquiry of the deaf community about 112 (over 200 respondents).
- Meeting at the Department of the Affairs of the Disabled on 112 topic and discussions on responsibilities and possibilities (April 22nd)
- Feasibility study (March – August)
- Articles in local newspapers, local TV
- Round table on 16th of September at the Department of the Affairs of the Disabled for future action



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Solutions found for 112 deaf access

- Standard SMS to 112 or dedicated long number
- Advanced/adapted SMS
- SMS via intermediary (sign language interpreter).
- **Pre-registration + silent call to 112 + SMS for further communication**
- Dedicated Real Time Text application on Smartphone
- 112 video call via video enabled mobile phone
- **Text transmission of a voice call (SPA technology)**
- **Reach 112 / Total conversation / Future networks**



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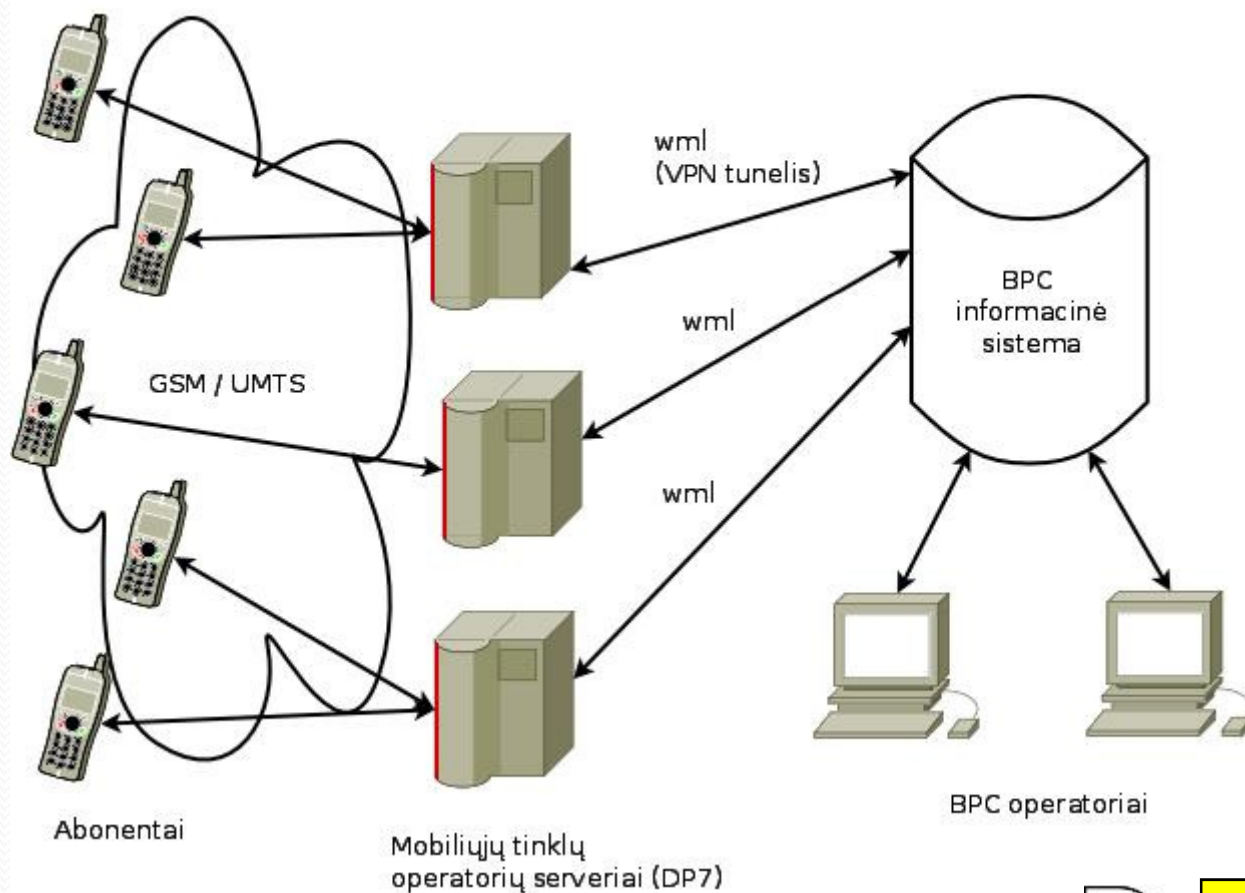
Text transmission of a voice call (SPA technology)

Satellite technology-based solution, like "Dedicated real-time text" not based on SMS. Technically and functional potential of this solution is close to real time dedicated text and voice chat - it is free to consumers, the ERC receives the location information, timely communication, close to the actual receipt of the notification information, as well as the number insurance (as in a normal call). Users are subscribers of the database. Priority in the network.



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SIM Application Toolkit (SAT)



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Implementation activities

- Implementation of the 112 accessibility for the deaf can start from the year 2012 after the ERC will cover all Lithuania.
- Before that a detailed functional requirements for the preparation of the ERC information system application for text dialog should be implemented (first tested and then integrated)
- Database of deaf consumers of 112 service started to be programmed and collected (LAD is in charge)
- Temporary solution before 2012 - dedicated long number connected to 112 number for SMS dialogue



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Thank you.

Special thanks to representatives of ERC, KoKom,
Department of the Affairs of the Disabled for co-
operation and learning from each other.



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