



# Standard Operating Procedure

---

## Accessible Meetings and Conferences

---

Approved by: Corinne Momal-Vanian, Director DCM

Effective date: *1 November 2019*

Contact: *Office of the Chief of the Central Planning and Coordination  
Service (CPCS)*

Review date: *30 October 2021*

---

---

## DCM STANDARD OPERATING PROCEDURE ON Accessible Meetings and Conferences

---

<b>Contents:</b>	<b>A. Rationale</b>
	<b>B. Scope and Applicability</b>
	<b>C. Purpose</b>
	<b>D. Procedures</b>
	<b>E. Terms and definitions</b>
	<b>F. References</b>
	<b>G. Monitoring and compliance</b>
	<b>H. Contact</b>
	<b>I. Revision Record</b>
	<b>J. Annexes / Checklist</b>

---

### A. RATIONALE

1. In his report of August 2016 ([A/71/344](#)), the UN Secretary-General stated that the Secretariat shall strengthen and systematize efforts to build a more inclusive and accessible United Nations, in line with General Assembly resolution [65/186](#), and that it has the aim of harmonizing planning and operating procedures with respect to accessibility elements in the provision of conference services, including access to the physical environment and full and equal participation. The UN Chief Executive Board for Coordination has for this purpose adopted the [UN Disability Inclusion Strategy](#) (UNDIS) at its May 2019 session.
2. Accessibility and full and effective participation and inclusion are, indeed, fundamental principles of the [Convention on the Rights of Persons with Disabilities](#) (CRPD). Accessibility, therefore, encompasses not only the physical accessibility of the built environment for persons with reduced mobility or visual impairments, but rather is underpinned by a holistic approach to identifying and removing all existing barriers to access; information; communication, and participation. [Accessibility services](#)<sup>1</sup> for conferences and meetings ensure that persons with disabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive and impart information and ideas on an equal basis with others and through all forms of communication of their choice.

---

<sup>1</sup> Terms in green are explained in Section E. below

3. Not providing for accessibility creates exclusion, feeds under-representation of persons with disabilities among conference participants at UNOG, and possible [discrimination on the basis of disability](#). All meetings, whether disability-related or not, should fulfil broad accessibility standards and adequate resources should be allocated for disability inclusion. When general accessibility measures do not meet individual requirements, conference participants may request [reasonable accommodation](#), which is also a right enshrined in the CRPD and UNDIS, and is a fundamental component of working towards the full realization of an inclusive and accessible United Nations.
4. Conferences and meetings can typically be made more inclusive by ensuring the accessibility of the following components:
  - i) Conference announcements
  - ii) Registration procedures
  - iii) Travel arrangements
  - iv) Conference design and programming
  - v) Information and communication materials
  - vi) Conference centres and meeting roomsand, of course, by providing appropriate meeting services.
5. In addition to a number of improvements to render the built environment of the Palais des Nations more accessible, UNOG has also accumulated considerable experience and expertise in organizing accessible meetings, particularly through the provision of services in the context of the CRPD Committee, which has held two sessions per year in Geneva since 2009; the accessible panel discussions; interactive dialogues, and other annual debates and meetings of the Human Rights Council, and the sessions of the Expert Mechanism on the Rights of Indigenous Peoples (EMRIP).
6. Accessibility services, which can be provided according to [entitlements](#) by UNOG during the actual meeting or conference, typically include:
  - i) Webcasting and on-line live audio broadcast
  - ii) [Real-time captioning](#) (for persons who are deaf or hard of hearing, and all persons who may find it easier to following the meeting by having the text as well as the spoken language)
  - iii) [Interpretation in International Sign and National sign languages](#) (it should be noted that there are many different sign languages, and even in cases in which the spoken language is the same, e.g. English, sign languages vary from one country to another and are not mutually understandable, e.g. British sign language users do not understand American sign language and vice versa).
  - iv) Embossing in Braille
7. In its 2018 report on enhancing accessibility, [JIU/REP/2018/6](#), the Joint Inspection Unit recommended that UN conference management services establish standard operating procedures that cover: (i) measures to coordinate with meeting organizers and other relevant units to assess and communicate accessibility requirements and information; (ii) measures to

contract and deliver accessible services and documentation; and (iii) measures to make conference staff aware of how to interact with and service the requirements of conference or meeting participants with disabilities.

---

## B. SCOPE AND APPLICABILITY

---

8. The organisation of an accessible meeting requires the involvement and coordination of a number of different services and a pro-active and whole-of-UNOG approach to meeting the specific needs of conference participants.
  9. However, this SOP is primarily intended for all DCM staff, in particular CPCS staff, and meeting organizers (Secretariats and Programme Assistants).
  10. Others who should be aware of this SOP include the Division of Administration; ICTS staff; the Security and Safety Service, and the [Travel Agency](#) contracted by the UN.
  11. This SOP is applicable to the organization of accessible conferences and meetings to be held on the premises of the United Nations Office in Geneva, but it does not cover all the aspects relating to the organization of accessible conferences and meetings off UNOG premises.
  12. This SOP is also applicable to the management of requests for [reasonable accommodation](#) from individuals who wish to attend and fully participate in a conference or meeting to be held on UNOG premises.
- 

## C. PURPOSE

13. This SOP provides mandatory guidance on the planning and organization of accessible meetings, with a view to enabling all individuals to attend and fully participate on an equal basis.
14. This SOP aims to promote a holistic and whole-of-UNOG approach to accessibility, by considering accessibility as a right of all participants in meetings and conferences and the responsibility of all departments and services.
15. This SOP, therefore, seeks to build on existing expertise within UNOG, with a view to promoting strong leadership; raising awareness, and improving knowledge of managing accessibility among a broad range of staff, working in diverse services, but which all intersect

with accessibility issues; establishing clear guidelines regarding the role of each service concerned in enhancing accessibility and the inclusion of persons with disabilities, and identifying and disseminating best practices.

---

## D. PROCEDURES

---

### I. General Principles

16. Planning an accessible meeting shall encompass all relevant aspects of conference participation, namely:

- [conference announcements](#);
- [conference design and programming](#);
- communication and information;
- [registration procedures](#);
- [travel](#); [security and accreditation](#);
- mobility and accessibility within UNOG;
- meeting rooms;
- [accessibility services](#);
- catering arrangements;
- [conference evaluation](#), and
- publication of conference outcomes.

17. Specific procedures for each of these aspects are described hereunder. Each of these procedures shall be guided by the [general principles](#) contained in Article 3 of the CRPD, *inter alia*, *non-discrimination* and *full and effective participation and inclusion*, with a view to setting broad standards of accessibility. All arrangements shall always be considered from the user's perspective. Any and all interaction with persons with disabilities shall make them feel welcome, including through *language* used, and not that they are a burden on the organization.

18. All meetings at UNOG shall respect the following broad accessibility standards:

- Conference websites shall respect the [Web Content Accessibility Guidelines](#) and [Accessibility Guidelines for United Nations Websites](#);
- Conference registration procedures shall be accessible;
- Information concerning accessibility shall be provided to delegates;
- Fast-track access to accreditation at Pregny Gate shall be provided to all registered conference participants with disabilities;
- All video statements and presentations made by UN officials shall be made accessible;
- All public meetings shall be broadcast live in audio,

- All conference records; outcomes; decisions, and resolutions shall be made available on conference websites.
19. Persons with disabilities, nevertheless, are a heterogeneous group within our community and have different accessibility requirements, which may necessitate individual measures, known as [reasonable accommodation](#). Meeting Secretariats shall, at the earliest possible stage, contact individuals who request reasonable accommodation through their Indico registration in order to gauge their exact requirements for the purposes of correctly identifying and planning appropriate accommodations for their meeting.
  20. All Meeting Secretariats hosting meetings at UNOG should appoint a Meetings Accessibility Focal Point, who shall take responsibility for communicating with all relevant stakeholders for ensuring the successful achievement of accessibility of the meeting, in particular, other UNOG services and interested delegates.
  21. Meeting Secretariats should use this [checklist](#), to guide them in their preparations for an accessible meeting.

*For ease of reading the sections hereunder, it should be noted that a meeting is made accessible by taking general measures that allow as many people as possible to participate, whereas reasonable accommodation refers to specific measures taken to enable one or more individuals to participate.*

## **SUB-SECTION ONE: CONFERENCE PLANNING**

### **II. Provision of accessibility in Regular and Extrabudgetary Meetings**

#### **a) Regular Meetings**

22. In addition to the broad UNOG-wide accessibility standards mentioned in paragraph 20, a resolution adopted by a legislative authority, such as the General Assembly or the Human Rights Council, may confer an [entitlement](#) to [accessibility services for conferences](#) (such as [captioning](#) or [sign language interpretation](#)) on the [Regular meetings](#) of UN bodies, as part of their [mandate](#). Such services are then financed from the regular UN budget for calendar meetings.
23. In such cases, following adoption of such a resolution and/or the Calendar by the General Assembly, the Meeting Secretariats shall complete the [Table of Conference Services – Part One: Entitlements](#), paying careful attention to the [instructions](#) for completion, and send it to the [Meetings Management Section \(MMS\)](#) in the Division of Conference Management (DCM).
24. MMS shall reflect the accessible nature of a meeting and the accessibility services to be provided in the e-meets request.

## **b) Extrabudgetary meetings and services provided on a reimbursable basis**

25. In accordance with current procedures, there are scenarios in which DCM may provide conference services, and with particular regard to this SOP, accessible conference services, on a reimbursable basis. For example:
- Regular meetings for which there is a request from the Meeting Organiser for services which do not fall within their mandated entitlement.
  - Extrabudgetary meetings, which do not have an entitlement.
  - Meetings which take place outside official meeting hours, including lunch-time events.
26. In addition, individuals attending UNOG conferences may request reasonable accommodation through their registration on Indico, possibly necessitating both careful assessment of the accessibility conditions of the planned meeting room by MMS and the meeting organiser, and the procurement of accessible conference services.
27. In the situations described above, Meeting Organisers should take note of the following [Cost Guidelines for Accessibility Services](#). Once budgetary funds have been earmarked for the provision of the relevant services, Meeting Secretariats shall complete the table, [Table of Conference Services – Part Two: Non-Mandated Conference Services](#), and submit it to [MMS](#) for further guidance and finalisation.
28. When third parties organize side events, Meeting Secretariats shall forward the following [Guidelines and Summary Table for side events](#) and [Cost Guidelines for Accessibility Services](#) to the organisers, requesting them to return it at their earliest convenience and not later than one month before the event.
29. Meeting Secretariats shall forward the completed Summary Table to [MMS](#), for further guidance and finalisation.

## **c) Forward planning for accessibility services**

30. In view of the low number of accredited International Sign interpreters, as soon as meeting organisers know that they wish to provide this service, they should alert the Sign Language Interpretation Focal Point, in order for provisional arrangements to be made.
31. Once a request for Non-mandated (Accessible) Conference Services has been finalized with MMS, the Executive Office of DCM shall submit a detailed cost estimate to the Meeting Secretariat or organiser of a side event for approval by the respective authorizing officer for expenditure.
32. The [JIU Inspection Report](#) recommends that UN authorising officers determine whether the accommodation requested would give rise to a disproportionate burden on the organisation, taking into account factors such as: (i) financial and other costs; (ii) the overall resources of the organisation; (iii) the possibility of obtaining funding from a third party for the accommodation; (iv) the potential benefits of the accommodation to persons other than the individual making the request; and (v) UNOG's obligations to

protect the safety and health of the individual making the request and any other person who may be affected.

33. Authorizing officers shall approve or reject the cost-estimates for reasonable accommodation and, in light of UNOG's commitments under UNDIS, justify any rejections.
34. Upon completion of their analysis and, following the decision of the authorizing officer, Meeting Secretariats shall inform applicants of the outcome of their request for reasonable accommodation and the exact nature of the accommodation being provided, as well as any contingency measures, when accommodation cannot be provided in full.
35. If reasonable accommodation cannot be provided at all, Meeting Secretariats shall inform applicants of the reasons for rejection, as well as their right of appeal.
36. Meeting Secretariats should be aware that the provision of non-mandated services, including for side-events, shall only be confirmed by DCM once the cost-estimate has been approved and the invoice settled by the meeting organizer.

### III. Conference Announcements

37. Meeting Secretariats shall progressively ensure that the announcement of all conferences hosted by UNOG, whether directly related to disability issues or not, shall be made accessible; in particular, that:
  - they can be read using a screen reader (accessible word or pdf format);
  - [Alternative Text](#) is provided for any images or videos;
  - there is a version in [plain language](#).

For this purpose, Meeting Secretariats should refer to the [Web Content Accessibility Guidelines](#) and/or the [UN Guidelines on Web Accessibility](#).

38. Meeting Secretariats should refer to the detailed instructions contained in the [Event Manager Guide](#) for creating accessible events on Indico.
39. Meeting Secretariats shall provide the contact details of the Meeting Accessibility Focal Point /person to accompany participants who have requested support in finding the meeting room from Pregny Gate on their Events page, on Indico.
40. All Events Pages on Indico shall also include the [UNOG Accessibility Guide](#), providing information on how to create an account and register for an event on Indico; the fast-track accreditation procedure for all persons with disabilities and their support persons, and mobility in Geneva and the Palais des Nations.
41. Meeting Secretariats shall ensure that conference announcements on Indico include icons denoting the Accessibility Services already foreseen for their event. Click [here](#) for instructions on how to use Indico to announce accessibility and guidance on the meaning of the icons.

#### IV. Conference Registration

42. Until such time as Indico becomes fully compatible with screen reader applications and offers a registration form in plain language, Meeting Secretariats shall provide the necessary support to ensure that registration is accessible to all.
43. In accordance with the Event Manager Guide referred to in paragraph 40, Meeting Secretariats shall ensure that the mandatory Accessibility and Accessibility Requirements fields are incorporated into the Indico registration form for their event, in order that:
  - persons with disabilities may register as such and request accessibility arrangements;
  - their accompanying support persons may register as such, and thus be able to accompany them during the accreditation procedure;
  - persons with disabilities and their support persons are informed through the Registration Approval e-mail sent to them, that they can approach the Security Officer at the entry to the Pregny Gate scanning area, using the dedicated lane on the right.
44. Should there be objective reasons to believe that bad-faith registration has occurred, Meeting Secretariats shall be entitled to seek additional documentation to verify that the person concerned is truly a person with disability requiring accommodation and reject registration if bad faith is confirmed.
45. Meeting Secretariats shall forward details of requests for accessible seating and presence of live assistance (guide-dogs) recorded on Indico to [MMS](#), who shall in turn notify the Meetings Room Assistants assigned to the event in question.
46. On the last working day before their meeting starts and whenever additional registrations of persons with disability occur during the session, Meeting Secretariats shall forward the names; badge dates and contact numbers of persons with disabilities, as well as the presence of live assistance to [UNOG Security](#) (see [Event Manager Guide](#) for instructions). By way of good practice, Meeting Secretariats shall also forward a list of Support Persons to UNOG Security.
47. When large groups of persons with disability have registered for an event, the Meeting Secretariat may choose to contact the [Identification Unit](#) (ext. 75002) of the UNOG Safety and Security Service to arrange collection of their badges the day before their arrival, in order to distribute them before the participants enter Pregny Gate, with a view to reducing waiting time.

#### V. Travel and Accommodation

48. When UNOG is responsible for making travel arrangements for delegates with accessibility requirements and until such time as accessible travel requests can be entered directly on

UMOJA, Meeting Secretariats shall forward the [Accessible Travel Request Form](#) to interested delegates, asking them to complete it and attach it to their Travel Requests in UMOJA.

49. The UN Travel Agency shall take into consideration the information contained in the Accessible Travel Request Form when making corresponding bookings and shall refer back to the UN Travel Office and/or Meeting Secretariat, to resolve any doubts.
50. In particular, the UN Travel Agency shall endeavor to ensure that Accessible Air Travel enables interested delegates to:
  - travel on schedules that are compatible with accessible transfers to and from the airport;
  - have the same baggage allowance throughout their trip;
  - travel seated next to their personal assistant;
  - be seated close to an accessible toilet facility;
  - have a comfortable stopover when changing planes.
51. Since persons with disabilities spend considerable amounts of time sourcing accessible services, Meeting Secretariats should consider sending an [indicative list](#) of local accessible airport transfer service providers and hotels with accessible rooms to participants who request such information.

## **VI. Access and Mobility at UNOG**

52. UNOG Security Officers are requested to take note that this SOP foresees that participants registering on Indico as having a disability and their support persons shall be granted fast-track accreditation at Pregny Gate, meaning that they will not have to wait in line, but shall instead be able to pass to the right of the queue and approach the Security Officer at the door directly, with the aim of avoiding undue physical or mental discomfort and ensuring that support persons are not separated from their participant at any time and therefore prevented from performing their function.
53. Whilst the [Strategic Heritage Plan](#) foresees considerable improvements to the physical accessibility of the Palais des Nations and its meeting rooms, the refurbishment works spanning the next few years will have significant repercussions on physical accessibility. In view of a constantly changing situation in this regard, MMS should inform Meeting Secretariats ahead of time of any restrictions on accessibility caused by the refurbishments under the Strategic Heritage Plan, so that Meeting Secretariats can take appropriate measures to inform participants of the latest situation.

## VII. Accessible meeting rooms

54. A conference venue becomes accessible when there is an easy step-free route from Pregny Gate to an accessible door, from which an accessible lift gives access to the level on which the meeting room is located. Accessible bathrooms must also be within easy reach. Meeting Secretariats should refer to this [guide](#) for indications concerning the ease of access to each of the conference rooms in the Palais des Nations, at the time of drafting of this SOP.
55. The design of the meeting room itself also determines to what extent it is accessible to persons with reduced mobility. Meeting Secretariats, with the support of MMS, shall gauge the accessibility conditions of the room(s) assigned to their meeting, using this [checklist](#) to verify, in particular:
- the availability of an accessible route from Pregny Gate;
  - physical accessibility within the room and to the podium, including but not limited to sufficient space for wheelchairs and places for personal assistants;
  - appropriate lighting, and
  - suitability of the room for the accessibility services requested.
56. When meetings are scheduled for rooms which are not fully accessible and it becomes known that persons with accessibility requirements are attending, the Meeting Secretariat, together with MMS, shall make every effort to identify an alternative meeting venue.
57. Additional smaller rooms may be required for members of a delegation to hold consultations or for participants to relax in a peaceful environment. Such rooms should also be accessible, particularly with regard to adequate manoeuvring and seating space for persons using wheelchairs and shading from strong sunlight.
58. Solutions to ensure the accessibility of meeting rooms shall always make an [inclusive environment](#) a priority. See [checklist](#) for arrangements inside the meeting room.

## VIII. Programme Design

59. Meeting Secretariats should take note of the following considerations when planning the schedule of their accessible meetings:
60. Meetings last up to three hours long and are normally held between 10 a.m. and 1 p.m. and between 3 p.m. and 6 p.m. Entitlements to conference services, including accessibility services, cover these official meetings only. Any additional requirements for parallel meetings, lunchtime or side events can be requested, at the earliest possible date, on a [reimbursable basis](#).
61. The conditions of employment of Sign Language Interpreters are governed by the [Agreement between the United Nations Common System Chief Executives Board for](#)

[Coordination and the Association Internationale des Interprètes de Conference](#) regulating the conditions of employment of short-term conference interpreters, in particular, [Annex G](#). In general, they stipulate the same team strength and rest periods between meetings as for spoken language interpreters.

62. In order to be able to participate fully and effectively in meetings, some delegates may require regular breaks during meetings and that are also long enough to allow several people to use an accessible bathroom. The European Disability Forum recommends a minimum 20-minute break, halfway through a 3-hour meeting.
63. When keynote speakers and panelists have confirmed their participation, the Meeting Secretariat may choose to send them [guidelines](#) on how to make their presentations more accessible.
64. Once finalized, the Provisional Agenda and Programme of Work should be made available in accessible formats on the conference website.
65. Meeting Secretariats shall ensure that an [Accessibility Evaluation Form](#) is made available to all persons with disabilities who are attending.

#### **IX. Documentation in Braille**

66. At the time of drafting this SOP, capacity in the Documents Management Service (DMS) for transcribing documentation in Braille is limited to the fulfilment of entitlements (i.e. CRPD).
67. Documents with an entitlement to transcription and embossing in Braille shall follow the normal forecasting, slotting, and submission procedures, meaning that pre-session documents shall be submitted ten weeks in advance of the meeting, to enable four weeks' processing time, with publication occurring six weeks in advance. For certain bodies, the agreed time frame is 8-4-4 (submission eight weeks in advance, etc.)
68. With regard to their entitlements to documentation in Braille, Meeting Secretariats shall take note of the following considerations:
  - as transcription into Braille of tables and graphs is particularly challenging, Meeting Secretariats shall request editable files of documents containing such features, from the submitting entity (e.g. the authorities of a State Party submitting a periodic report) and forward them to DMS;
  - Braille transcription of a translated language version of the document may require additional processing time;
  - the transcription of in-session documents requires careful planning in light of time constraints. Meeting Secretariats, therefore, shall discuss their needs with DMS at the earliest possible stage of forecasting.
69. As a matter of good practice, Meeting Secretariats should, at the earliest possible stage, check with interested delegates which language version they want to have translated into Braille.

70. In-session documents and delegates' own statements can be submitted for embossing if already transcribed into a ready-to-emboss file in Duxbury format (configured to print 32 characters per line and 27 lines per page). This should be done at least 24 hours in advance. Such files shall be submitted to the [Print Shop](#) directly.

## SUB-SECTION TWO, PART A: PLANNING AND PROCUREMENT OF ACCESSIBILITY SERVICES

### I. General Principles

71. The technical information and procedures contained in this section, with specific regard to the provision of real-time captioning and sign language interpretation are addressed to vendors (service provider); clients (Meetings Organisers and Secretariats); Audiovisual Services to Conferences Sub-Unit; UN Web TV; Meetings Management Section and ICTS technicians.
72. MMS shall ensure good communication between the DCM Interpretation Service, sign language interpreting team; captioning providers, IT Technicians and AVSC technicians and sound operators; UN Web TV; précis-writers and revisers, and meeting secretariats, by disseminating a list of contacts to them all, for each accessible conference or meeting. Click [here](#) for template.
73. MMS shall source and procure accessibility services in-house and from external suppliers for RB Calendar meetings on the basis of the [Table of Conference Services – Part One](#) containing their entitlements submitted by the Meeting Secretariat and requested non-mandated accessibility services for which cost estimates have been approved by the Meeting Organizer on the basis of the [Table of Conference Services: Part Two](#).

### II. Real-time captioning services

74. MMS shall engage the services of the closed captioning providers in line with the captioning needs expressed in the Table of Conference Services, notably with regard to the dates and times of the official meetings and the languages requested.
75. MMS can provide the contact details of captioning providers used for regular meetings to side event or other meeting organizers, upon request.
76. MMS shall send the Table of Conference Services to the Service Operations section of the Information and Communication Technology Service (ICTS), so that IT technicians can be assigned to monitor the captioning connection during each meeting.
77. ICTS Service Operations shall share a weekly plan of assignments with MMS and the Real-time captioning service provider by Thursday of the week preceding that in which the services will be provided.
78. The Real-time captioning service provider shall, at the earliest opportunity, send the Captioning weblink to ICTS; MMS, and the Meeting Secretariat for publication on the conference website (public meetings only) and dissemination to interested delegates (public

and private meetings). For private meetings, the captioning service provider shall provide a secure link which is password-protected.

79. If captioning in a language other than English or French is required, the Meeting Secretariat shall inform MMS and AVSC of the exact requirements of the meeting.
80. AVSC shall then programme channel 4 of the Conference Monitoring system to the appropriate language.

### III. Sign Language Interpretation

81. Sign language interpretation services may consist of interpretation in International Sign and/or national sign languages of the six official UN languages.
82. Meeting Secretariats should always check with Deaf participants which form of communication they prefer and which others they are proficient in using: International Sign; a national sign language (and which one, specifically) or real-time captioning. Meeting Secretariats are hereby encouraged to consult the authoritative [guidelines](#) issued by the World Federation of the Deaf and the World Association of Sign Language Interpreters concerning the procurement of Sign Language interpreters, and to refer organizers of side events to those guidelines, if they indicate that they will be recruiting their own interpreters directly.
83. Given the very low number of accredited interpreters of International Sign, the DCM Interpretation Service (DCM/IS) shall make provisional arrangements, by submitting relevant requests for the availability of such interpreters to service regular meetings with an entitlement, at the earliest possible opportunity after the publication of the Calendar of Meetings.
84. As soon as the Meeting Secretariat submits the Table of Conference Services, MMS shall forward it to DCM/IS for the purposes of recruiting both International Sign and national sign language interpreters in line with the needs expressed therein and in accordance with the [Agreement regulating the conditions of employment of short-term conference interpreters](#).
85. DCM/IS, through its Sign Language Interpretation Focal Point(s), shall determine the workload on the basis of the information contained in the Table of Conference Services and offer options accordingly to accredited interpreters of International Sign and national sign language interpreters.
86. In accordance with Article 21 (b) of the Agreement mentioned above, when an interpreter requests confirmation of an option as a firm offer, the Sign Language Interpretation Focal Point shall, within 24 hours of the first working day of receipt of the interpreter's request, provide a response and endeavor either to confirm the option as a firm offer or to cancel it and thereby release that interpreter.
87. Since almost all International Sign interpreters are currently domiciled outside Geneva, the Sign Language Interpretation Focal Point shall liaise with the Meeting Secretariat to ensure that all options can be confirmed in good time to allow travel arrangements to be made in accordance with UN travel policy.

#### IV. Preparation of Accessibility Services in the Meeting Room

88. MMS shall inform AVSC of the number of wireless headsets required for the Sign Language Interpreters and the languages they should be programmed in.
89. Having consulted the Meeting Secretariat, MMS shall send AVSC a table with the configuration requirements for the screens in the room and the webcast on UN Web TV, with a view to ensuring that captioning and sign language interpretation are correctly displayed. Click [here](#) for a list of scenarios and a model table.
90. The Sound Operators shall keep a copy of this information in their operating booth.
91. AVSC shall ensure that all necessary portable equipment is brought to the meeting room, including portable hearing loops; the requisite number of programmed wireless headsets (for both ears and to include cushions) and receivers for the sign language interpreters; hand-held microphones, and extended microphone stems, and install it as necessary, in conjunction with the Meetings Room Assistants. Click [here](#) for checklist.
92. AVSC, in conjunction with the Meetings Room Assistants, shall ensure that the wireless receivers and hand-held microphones are always operational (charged or with live batteries) and easily accessible to the sign language interpreters, so that Deaf delegates do not face any delay in being able to take the floor.
93. As sign language interpreters cannot see information or images projected on to the main screen, the AVSC shall, taking the architectural and security conditions of the meeting room into consideration, strive to provide a device which enables different screen scenarios to be displayed (speaker, presentation and/or captioning) for the sign languages interpreters' benefit.
94. When required for the purposes of displaying captioning in more than one language, ICTS shall bring a laptop computer for every additional language to the meeting room or the technical booth and connect them directly to the screen so that the captioning can be displayed.
95. The Meetings Room Assistants shall bring the blue background screens for sign language interpretation from the storage space next to the emergency exit behind Room XVII.
96. The Meetings Room Assistants shall endeavor to ensure that seating arrangements are as inclusive as possible, including by ensuring that participants with reduced mobility, users of [tactile interpretation](#), and all others requiring personal support can be seated among their peers and that users of sign language interpretation have barrier-free visibility of their interpreters.
97. At the same time, Meetings Room Assistants shall make the necessary changes to the natural seating order to accommodate requests for accessible seating, in accordance with the procedures outlined in [GA Resolution 73/341](#).
98. The Meetings Room Assistants, in conjunction with the Facilities Management Section, shall ensure that the mobile ramps for podium access are installed whenever necessary and in good time.

99. Meeting Secretariats and Meetings Room Assistants shall familiarize themselves with emergency evacuation procedures and ensure that essential information in this regard is disseminated to participants.
100. Meeting Secretariats shall prepare a short statement to be read out by the Chair at the start of every meeting with new delegates, detailing the accessibility services available and how to obtain them (possibly through an Accessibility Desk), and evacuation procedures in case of an emergency. Click [here](#) for template.

## **SUB-SECTION TWO, PART B: DELIVERY OF ACCESSIBLE CONFERENCE SERVICES**

### **I. Real-time captioning**

101. Additionally, Meeting Secretariats shall strive to facilitate the work of the Captioners and Sign Language Interpreters by ensuring that basic conference documents, including the names of committee members, chairs, moderators, panelists and invited speakers, in addition to the Programme of Work, Agenda and any statements to be delivered are made available to them not later than 48 hours in advance. For this purpose, they shall forward the documentation in question to the Focal Points for [Captioning](#) and Sign Language Interpreting.
102. Captioning service providers shall telephone the UNOG Conference Monitoring system +41 22 91 70901, in order to be connected to the live audio output from the conference room. Using a voice navigation menu, they should first choose the conference room (e.g. "21" for room 21 in Palais des Nations), and then one of the following language channels:
- 1 for the floor (not relevant for captioners)
  - 2 for the English channel
  - 3 for the French channel
  - 4 for other languages
103. Since the Conference Monitoring system referred to in the previous paragraphs only enables access to public meetings, a dedicated telephone line has been set up to enable captioners to access [private meetings](#) in Room XVII. As there is only one such line, the connection can only be made to one language. MMS shall inform the Audiovisual Services in advance which language needs to be connected to the private line.
104. In such cases, captioning service providers shall telephone +41 22 91 71590 to obtain access to the audio output from the conference room.
105. In case of connection difficulties to the Conference Monitoring System, captioners may also connect to public meetings through the UNOG [live audio broadcast site](#).
106. The captioner shall listen to the meeting and transcribe all interventions using shorthand transcription software, or by re-speaking and using voice recognition technology, and send the captioned text to the service provider's Internet platform (i.e. the hyperlink provided in advance to ICTS; the Meeting Secretariat and MMS).

107. The ICTS technician shall ensure that the hyperlink with the captioned text is shown on the screen in the meeting room (output).
108. In addition, the ICTS technician shall monitor captioners' telephone connections to the conference; that the disclaimer is shown on the screen, and that the correct screen set-up is displayed in the room.

## II. Other services

109. Meeting Secretariats shall make the necessary arrangements to accompany participants who have requested support in finding the meeting room from Pregny Gate to the conference venue.
110. The Accessibility Desk/Meetings Room Assistants shall distribute portable assistive devices (such as hearing loops) and manage any requests for Braille embossing.
111. Throughout the meeting, the sound operators shall ensure that the correct configuration of images is displayed on the screen in the room and on UN Web TV.
112. They shall also ensure that the camera is focused at the correct height on the sign language interpreter(s).
113. The Meetings Room Assistants shall provide one copy of any statements submitted, prior to delivery, to the Sign Language interpreting team. This should be done before the statements are distributed to the spoken language interpreting booths.
114. At the end of the meeting, the Meetings Room Assistants shall collect all the portable equipment and ensure that it is in good working order for the next meeting at which it is required.
115. ICTS technicians shall save the transcribed caption text in all available language versions of public meetings and forward them immediately at the end of the meeting to the précis-writers, using the generic [e-mail address](#) and the personal e-mail addresses of the English Translation Section Focal Point and Revisers.

### SUB-SECTION THREE: FOLLOW-UP AND QUALITY CONTROL OF ACCESSIBILITY SERVICES

116. For the purposes of fostering access to information by persons with disabilities, who often cannot attend meetings in person as a result of their disability, Meeting Secretariats shall publish records of meetings; outcome documents; decisions, and resolutions adopted on the conference website in an accessible format.
117. The captioning service provider shall send the captioning transcript to the MMS, as soon as possible after the end of the meeting.
118. MMS shall save the transcript on a shared drive in accordance with an agreed file-naming convention and forward it to the Meeting Secretariat.

119. MMS shall keep a record of all accessibility services provided in eMeets.
  120. MMS shall keep a record of all captioners and ICTS technicians servicing accessible meetings with real-time captioning.
  121. UN Web TV Services shall periodically send a table with the number of viewers of accessible meetings to MMS.
  122. On the basis of a dashboard Meeting Accessibility Report, the Evaluation, Analysis and Monitoring, Section (EAMS) shall periodically monitor and report on the implementation of accessibility measures.
- 

## E. TERMS AND DEFINITIONS

123. This section contains certain key terms used in other sections of this SOP and is intended to clarify their meaning and significance for users.

**Accessible formats** make documents and information accessible to persons with diverse disabilities. Examples include Braille and accessible word and pdf, in which the documents are read aloud by a screen reader, for persons with visual impairments; large print, and plain-language or Easy Read versions, for persons with reading difficulties or learning disabilities, among others.

**Accessibility services for conferences and meetings** - Provision of features intended to make conferences and their content accessible to users with specific needs. They typically include but are not limited to: a) accessible seating and delegate consoles; b) captioning; c) information in Braille and/or audiotext; d) on-demand Braille embossing; e) sign language interpretation; f) accessible formats of electronic documentation; g) backup wheelchairs and other accessibility devices (e.g. portable or neck hearing loops) for loan to participants. [Go back](#)

**Alternative Text (Alt-text)** A short text, usually of 125 characters or less, used to describe non-text elements on webpages and in presentations, namely images, graphics, logos or flow charts, which are inaccessible for people who are blind or deafblind and use assistive technology, such as screen readers.

**Captioning - Real-time Captioning or CART** (Communication Access Real-time Translation) - The provider listens to the meeting and instantaneously translates all the speech to text. The text can be displayed on projection screens, monitors or delegate consoles. The real-time text may be displayed as a full screen of large text or be incorporated as a band at the bottom of the same screen as the image of the speaker. [Go back](#)

**Conference services** – meetings planning, scheduling and coordination, use of conference rooms, presence of meeting-room support (meeting services assistants, sound operators), documentation services (pre-, in- and post-session), including documentation management, editing, translation, text-processing, reproduction and distribution, and interpretation services in any or all of the six official languages of the United Nations.

**Colour Communication Cards** – used by individuals with *intellectual or learning disabilities* to ask speakers to slow down (yellow card) or repeat what they have said (red card) because they have not been understood. A green card indicates agreement or understanding. [Go back](#)

**Discrimination on the basis of disability** means any distinction, exclusion or restriction on the basis of disability, which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of **reasonable accommodation**. [Go back](#)

**Easy Read** - is a way of presenting written information for adults and young people with learning disabilities. Words are made easier and images support the words. Typically, easy read uses short sentences of no more than ten to fifteen words. Each sentence should have just one idea and one verb. Active sentences are used instead of the passive voice. Difficult words or ideas are underlined and explained separately. Easy Read documents are proof-read by members of their intended audience. Click [here](#) for an example of easy read drafting guidelines.

**Entitlement** – in reference to an intergovernmental or other body, includes three elements: (a) the length of time – usually expressed in working days, which is normally taken to mean two meetings per day with full conference services, or in weeks – that a body sits in session, as contained in its originating mandate and/or as subsequently modified by other legislative authority, and the frequency of sessions; (b) languages of translation of official documents and of interpretation; and (c) provision, type and languages of meeting records. [Go back](#)

**Evacuation plans** - Procedures for vacating premises in a short time frame in the case of an emergency. These should be inclusive of the needs of persons with disabilities and should be clearly communicated at the beginning of meetings.

### **General Principles of the CRPD (Article 3) -**

- a. Respect for inherent dignity, individual autonomy including the freedom to make one’s own choices, and independence of persons;
- b. Non-discrimination;
- c. Full and effective participation and inclusion in society;
- d. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- e. Equality of opportunity;
- f. Accessibility;
- g. Equality between men and women;
- h. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

**Inclusive environment** - An environment that has either been designed and built with the principles of universal design from inception, or else has been adapted to be inclusive.

**International Sign (IS)** - a dynamic and complex signed communication system often used at international meetings. IS is promoted by many as a ‘sign lingua Franca’ to be used in international contexts. It is used in the webcasts of the Committee on the Rights of Persons with Disabilities and the accessible meetings of the Human Rights Council.

**Mandate** – the legislative authority – General Assembly or Economic and Social Council resolution or other (such as the rules of procedure) – by which a body is established and according to which it has the right to meet and obtain conference services for its meetings. [Go back](#)

**Official meeting** – a conference or meeting convened by or on behalf of a calendar body, which may also be termed a formal meeting, during which the body concerned makes use of conference services in accordance with its entitlement.

**Plain language** – focuses on expressing ideas clearly and using only as many words as necessary. Ordinary, uncomplicated vocabulary is used and sentence construction is straightforward. Readers can find what they need easily and can understand the document at first reading. [Go back](#)

**Support persons** – someone who accompanies a person with disabilities, in order to provide them with support during meetings. Persons with disabilities may be accompanied by personal assistants; peer support; communication support and their own sign languages interpreters and enter the building in a private vehicle with a driver.

**RB (Regular) budget meeting** – a meeting or session the conference services costs of which are included in the biennial budget of the Division of Conference Management (DCM) and which are thus provided at no cost to the body itself or its secretariat within the limits of the body's entitlement. [Go back](#)

**Reasonable accommodation** - Necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, to ensure that an individual with disabilities can enjoy and exercise all human rights and fundamental freedoms on an equal basis with others.

**Sign Language Interpreter** - Sign language interpreters are conference interpreters who work between spoken and sign languages or between different sign languages. The interpreter's task is to facilitate communication in a neutral manner, ensuring equal access to information and participation. Their working conditions are the same as for all other conference interpreters. [Go back](#)

**Strategic Heritage Plan** – construction work which includes the renovation of facilities at the Palais des Nations. Whilst one of the stated aims of the Plan is to improve accessibility for persons with disabilities, during the construction works (projected to last until 2023), accessibility will be affected, particularly accessible routes, as parts of the current buildings are taken out of service. [Go back](#)

**Tactile Interpretation** - is a form of communication for those who are blind and deaf or hard of hearing. One person, the tactile interpreter, puts a hand either on top of or below the other person's hand. They will then make tactile signs on the person's hand so that they can feel and understand what's being said. Tactile interpreters do more than simply translate words. They also describe the person's facial features, body language, and the environment, providing their client with the same experience anyone else would have. Tactile interpreters work on a one-to-one basis. [Go back](#)

**XB (extrabudgetary) meeting** – a meeting or session whose conference servicing costs are not contained in the regular biennial budget of the United Nations and are to be paid by the requesting secretariat entity or organization. For bodies serviced on a regular budgetary basis, any service requested and provided beyond its entitlement must be considered as **extrabudgetary**. [Go back](#)

---

## F. REFERENCES

### Normative or superior references

124. This SOP arises from the following normative and superior references:

United Nations Convention on the Rights of Persons with Disabilities [UNCRPD](#)

Committee on the Rights of Persons with Disabilities, general comment [No. 2](#) (2014) on Accessibility

General Assembly Resolution [70/170](#)

United Nations Disability Inclusion Strategy [UNDIS](#)

Resolution of the Human Rights Council [31/6](#)

### Related procedures or guidelines

125. This SOP is related to the following procedures:

Report of the Secretary-General [A/71/344](#): Towards the full realization of an inclusive and accessible United Nations for persons with disabilities

Report of the Joint Inspection Unit [JIU/REP/2018/6](#): Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations System

OHCHR Policy on Reasonable Accommodation [OHCHR Policy](#)

Task Force of the Human Rights Council on Accessibility for Persons with Disabilities: [Accessibility Plan](#)

Accessibility Guide to the Human Rights Council for Persons with Disabilities [HRC](#)

European Disability Forum guide for accessible meetings for all [EDF](#)

Department of Global Communications: Accessibility Guidelines for the United Nations [websites](#)

---

## G. MONITORING AND COMPLIANCE

126. Monitoring of compliance with the present standard operating procedure falls under the responsibility of the Office of the Chief of the Meetings Management Section. A shared monitoring role is played by the Evaluation, Analysis and Monitoring Section.

127. For the purposes of measuring compliance with the procedures set out in Section D of this document, a dashboard Meeting Accessibility Report shall track those services that are recorded in eMeets as being provided for each meeting. This is in accordance with the requirements set out in UNDIS.
128. On the basis of the dashboard Meeting Accessibility Report, EAMS shall make Meeting Accessibility Performance Indicators continuously available to MMS, the Director of DCM and the Director-General of UNOG on a quarterly basis.
129. EAMS shall make an annual aggregate of the Meeting Accessibility Report available to MMS and the Director of DCM on a continuous basis.
130. DCM shall invite Organizations of Persons with Disabilities, the staff and members of the Committee on the Rights of Persons with Disabilities, and other interested mechanisms of the Human Rights Council to discuss progress in the implementation of this SOP on a regular basis.
- 

## H. CONTACT

131. For any queries concerning this SOP, please contact the [Meetings Management Section](#).
- 

## I. REVISION RECORD

132. This is the first version of this SOP. No updates have been promulgated.
- 

## J. ANNEXES / CHECKLIST

133. This section contains practical guidance and templates, in accordance with this index:

- [Checklist for Meeting Secretariats](#)
- [Table of Conference Services](#)
- [Instructions for Completing Table of Conference Services](#)
- [Cost Guidelines for Accessibility Services](#)
- [Side Events Organisers: Information Letter and Summary Table](#)

- [Guide for Announcing Accessibility on Indico](#)
  - [Indico step-by-step user guide](#)
  - [Accessible Travel Request Form](#)
  - [Accessible Transfers and Hotels \(indicative List\)](#)
  - [Table of Delegates requiring Assistance](#)
  - [Accessibility of Palais des Nations Conference Venues](#)
  - [Guidelines on Physical Accessibility](#)
  - [Physical Accessibility Checklist](#)
  - [Checklist for Meeting Room Assistants \(for an inclusive environment\)](#)
  - [Extract from GA Resolution 73/341 on Accessible Seating](#)
  - [Guidelines on securing and utilizing the services of sign language interpreters for the United Nations \(document issued by WASLI and WFD\)](#)
  - [AIIC Guidelines on the positioning of sign language interpreters](#)
  - [UNCEB-AIIC Agreement regulating the employment conditions of short-term conference interpreters](#)
  - [Annex G of UNCEB-AIIC Agreement on sign language interpretation](#)
  - [Guidelines for Accessible Presentations](#)
  - [Contact List for Accessible Meetings \(template\)](#)
  - [Screen scenarios in an accessible meeting](#)
  - [Chair's Statement on Accessibility, Evacuation and Evaluation](#)
  - [Accessibility Evaluation Form \(for Participants\) \(link to on-line version\)](#)
  - [Accessibility Evaluation Form \(print version\)](#)
  - [UNOG Accessibility Guide](#)
- 

**APPROVAL SIGNATURE:**



**DATE OF APPROVAL:**

**23.10.2019**

## Annexes

### MEETING SECRETARIAT CHECKLIST FOR ORGANISING AN ACCESSIBLE MEETING

References in brackets refer to the relevant paragraphs in the SOP.

Action point	Status	Action required
<b>FORWARD PLANNING:</b> Meeting Accessibility Focal Point appointed. (para. 22)	<input type="checkbox"/>	<input type="text"/>
Conference Website checked for Accessibility (para. 39) Conference Announcement in Plain Language has been posted (para. 39)	<input type="checkbox"/>	<input type="text"/>
Agenda and Programme of Work made available in accessible format on the website (para. 67)	<input type="checkbox"/>	<input type="text"/>
Persons with Disability can register for Accommodation (para. 44)	<input type="checkbox"/>	<input type="text"/>
Requests for Accommodation have been followed up on (paras. 28, 48-50) including language version of Braille documents (para 72) and Deaf participants preferred form of communication (para. 85)	<input type="checkbox"/>	<input type="text"/>
Essential information has been sent to delegates, namely contact details of focal point, evacuation procedures and services provided (paras. 36 & 40)	<input type="checkbox"/>	<input type="text"/>
Editable files of State Party reports have been requested for transcription into Braille (para. 71)	<input type="checkbox"/>	<input type="text"/>
Accessible Travel Request Form has been sent to interested delegates (para. 51)	<input type="checkbox"/>	<input type="text"/>
Regular Budget - Table of Conference Services: Part One has been sent to MMS (para. 25)	<input type="checkbox"/>	<input type="text"/>
Extrabudgetary Meetings/Services – Table of Conference Services: Part Two has been sent to MMS (para. 29)	<input type="checkbox"/>	<input type="text"/>
Accessibility of Meeting Room has been checked (paras. 57-58)	<input type="checkbox"/>	<input type="text"/>
Guidelines have been set to speakers/presenters (para. 66)	<input type="checkbox"/>	<input type="text"/>

<b>SIDE-EVENTS:</b> Summary Table and Cost Guidelines have been sent to the Organiser (para. 30)	<input type="checkbox"/>	<input type="text"/>
Summary Table has been returned by Organiser and has been forwarded to MMS (paras. 30-31)	<input type="checkbox"/>	<input type="text"/>
<b>BUILD-UP:</b> List of participants with disability has been sent to UNOG Security (para. 50)	<input type="checkbox"/>	<input type="text"/>
Captioning weblink has been published on website (para. 81)	<input type="checkbox"/>	<input type="text"/>
MMS has been informed of captioning in languages other than EN or FR (para. 82)	<input type="checkbox"/>	<input type="text"/>
MMS has been informed of requests for accessible seating and live assistance expected (para. 48)	<input type="checkbox"/>	<input type="text"/>
Basic conference documents have been forwarded to the captioners and sign language interpreters (para. 104)	<input type="checkbox"/>	<input type="text"/>
A statement on accessibility has been prepared for the Chair. (para. 103)	<input type="checkbox"/>	<input type="text"/>
<b>FOLLOW-UP:</b> The Accessibility Evaluation Survey has been made available to participants. (para.68)	<input type="checkbox"/>	<input type="text"/>
Meeting records; outcome documents; decisions, and resolutions have been published on the conference website (para. 119)	<input type="checkbox"/>	<input type="text"/>





INSTRUCTIONS FOR TABLE OF CONFERENCE SERVICES – PART ONE: ENTITLEMENTS – see example below

**TABLE OF CONFERENCE SERVICES – PART ONE: ENTITLEMENTS**

Columns **5 to 10** are strictly for entitlements only. Click [here](#) for instructions.

**Title of Conference**  
**Start of Session to End of Session**      **Room Number**      **Document version no.**      **Date:**

**Week no. Beginning**

Date	Time (from-to)	Screen D6/D40	Public Private	Interpretation	Recording	Summary Records	IS	NSL	Captioning	Remarks

**Screen D6/D40**  
Meeting announced on screens at doors 6 & 40 at the Palais des Nations (*yes/no*)

**Public/Private**  
Meeting open to the public or not (closed)

**Interpretation**  
Languages requested for interpretation as per entitlements. Please use these abbreviations:  
A: Arabic / C: Chinese / E: English / F: French / R: Russian / S: Spanish

**Recording**  
Floor/Original- (O) and/or English- (E)

**Summary Records**  
Languages requested for summary records as per entitlements (*none* or specify languages)

**IS** International Sign Interpretation (Y/N)

**NSL** National Sign Language – please specify by country

**Captioning** – please indicate languages, using abbreviations.

**Remarks – Obligatory Information.**

**Services not provided by DCM. For Information only**  
Indicate if webcast and language preferences. Default: Orig + EN  
Indicate if videoconferences foreseen. VC  
Indicate [screen scenario](#) in room if applicable.

**\*\*TABLE OF CONFERENCE SERVICES – PART ONE: ENTITLEMENTS \*\***

Columns **5 to 10** are strictly for entitlements only. Click [here](#) for instructions.

CRPD  
22-Sep-19 to 4-Oct-19

Room XVII

v2      10/09/2019

Week 2 29-Sep-19

Date	Time (from-to)	Screen D6/D40	Public Private	Interpretation	Recording	Summary Records	IS	NSL	Captioning	Remarks
29.9.19	0900-1000	Y	Pub	E-F-S	O/E	E	Y	El Salvador (S)	E-S	Web O+E, VC, screen scenario 3



**TABLE OF CONFERENCE SERVICES – PART TWO: REQUEST FOR NON-MANDATED SERVICES**

**Strictly for a cost estimate on a reimbursable basis (non-mandated).**

Before starting, please refer to the Standard Cost Estimate.

**NGO**

18-Sep-19 27-Sep-19 **Room Concordia 2**

v4 / 10-Sep-19

**Week 1 18-Sep-19**

Date	Time (from-to)	Interpretation	Interpretation in International Sign	National Sign Lanaguges	Captioning	Remarks
19.9.19	0900-1300	N	Y	Burkina Faso	N	Hearing Loops required.

General Cost Guidelines for Accessibility Services at UNOG

(strictly for orientation and budgeting purposes only)

Item	Estimated Workload	No. of Items	No. of Days	Unit Rate	Estimated Cost USD
<b>Sign Language Interpretation</b>					
Sign Language Interpreters (International Sign) <sup>i</sup>	3 interpreters for 2 days	3	2	832	4992
Travel	London-Gva-London	3		302	906
DSA		3	2	369	2214
Terminal Expenses	London-Gva-London	3		188	564
<b>Real-time Captioning</b>					
Captioning Chinese	Per hour			911	
Captioning English	Per hour	8		123	984
Captioning French	Per hour			185	
Captioning Russian	Per hour			364	
Captioning Spanish	Per hour			144	
IT Technician G6 (for Captioning)		1	1	348	348
<b>Other services</b>					
Meeting Coordinator P2		1	1	282	282
Braille Embossing Operator G6		1	1	348	348
Sound Technician (obligatory for all Public Events)		1	1	415	415
Transcript (pcs)		2		16	32

Based on Standard Cost-estimate for Accessible Panels at the Human Rights Council (DCM – Executive Office)

# INDICO

## A GUIDE TO CREATING ACCESSIBLE EVENTS ON INDICO

### GENERAL INFORMATION CONCERNING ACCESSIBILITY ON INDICO

The following **mandatory updates** are available on Indico:

- A. Meeting Accessibility and Accessibility Support to be announced on **Events pages**.
- B. **Registration forms** to recognize participants with disabilities and their support persons so that:
  - They have fast access through accreditation and can remain together at all times.
  - Security has a contact number for them, in case of an emergency.
  - They can request support and reasonable accommodation, in line with UNDIS.

A Master Template has been created, incorporating these changes. This is a step-by-step guide to adapting it to your event.

### CLONING THE ACCESSIBILITY MASTER TEMPLATE

Once your event has been synchronised through gMeets, clone the Accessibility elements to your event. The event number of the Accessibility Master Template is **32376**.

Go to the event management area<sup>2</sup> of the **new event**, the modules listed on the menu to the left of the screen are used to configure an event.

For your **main event page**, click **Tools** and the tools work area opens. Click on the **Clone Customization** tab.

The elements that can be cloned to the new event from a previous event through this tab are:

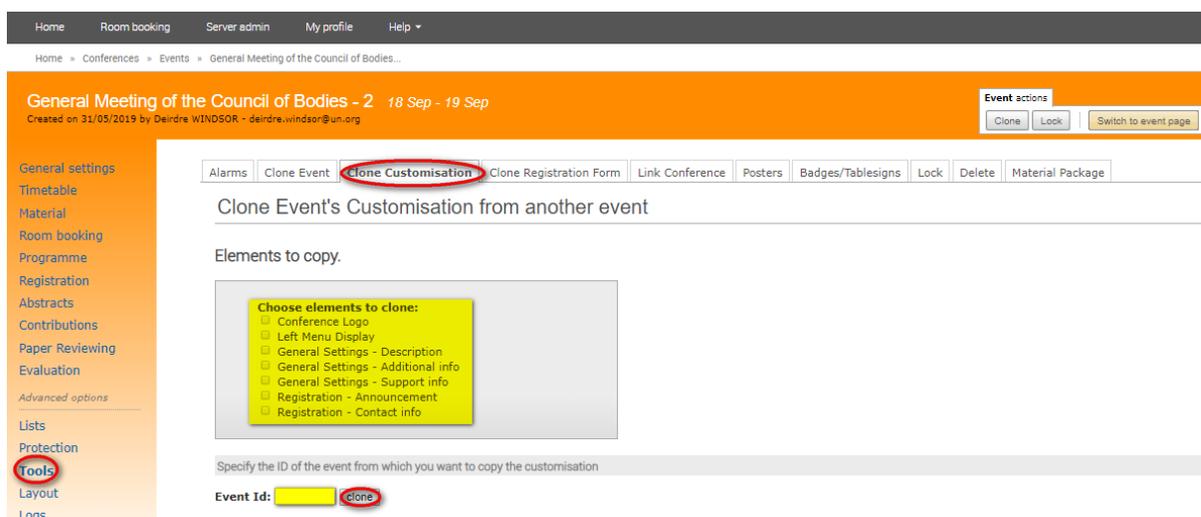
- Its logo
- The left-hand menu
- The event description
- Additional info
- The support information
- Announcement
- Contact info



Select the elements required.

For **accessibility**, select all the items except the first and the last. In the **Event Id** field, enter **the event number 32376**

(i.e. the event number) of the past event. Click **Clone**.



<sup>2</sup> The event management area is always an orange environment.

A message will appear requesting confirmation that you wish to copy these elements Click **Yes**.

The event page of the new event opens. Depending on the elements cloned, verify to ensure that all is as it should be.

## ACCESSIBILITY ON THE EVENTS PAGE

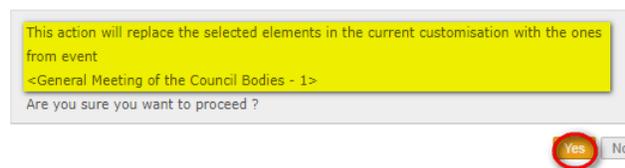
Here are the details of the accessibility features on the **Events page**:

### A. DESCRIPTION

Five icons should appear corresponding to the broad accessibility standards met by all events at the Palais des Nations, with the exception of the following rooms: III, V, XIV, XV. Unless your meeting is in one of these rooms, your Events page must display these icons.

If your meeting provides additional accessibility services, such as sign language interpreting, then you must add the corresponding icons.

#### Confirmation Required



Here is how to do it:

1. Select Layout from the left menu:

Accessibility MASTER 1 Oct - 4 Oct  
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions  
Clone Lock Switch to event page

**General settings**  
 Timetable  
 Material  
 Programme  
 Registration  
 Abstracts  
 Contributions  
 Paper Reviewing  
 Evaluation  
 Advanced options  
 Protection  
 Tools  
**Layout**  
 Logs

### General Settings

**Public Status**  Hide event from public

Title Accessibility MASTER (edit)

Short Title (for badges) Accessibility (edit)

Description



Place Location: Palais des Nations  
Room: To be announced  
Address: Geneva, Switzerland (edit)

Start/End date Starts : 01/10/2019 08:00  
Ends : 04/10/2019 18:00 (edit)

## 2. Then select Images:

Home My profile Help

Home » Tests » IT Tests » Accessibility MASTER

Accessibility MASTER 1 Oct - 4 Oct  
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions  
Clone Lock Switch to event page

Layout customization Conference header Menu **Images**

### Picture Uploader

This page allows you to upload pictures which you can later link to from any Indico page (e.g. Event Home Page). Indico will generate a URL for each picture.



[https://reg-demo.unog.ch/event/20470/picture/accessible\\_information.jpg](https://reg-demo.unog.ch/event/20470/picture/accessible_information.jpg) ✕



<https://reg-demo.unog.ch/event/20470/picture/braille.png> ✕



[https://reg-demo.unog.ch/event/20470/picture/guide\\_dog.png](https://reg-demo.unog.ch/event/20470/picture/guide_dog.png) ✕



[https://reg-demo.unog.ch/event/20470/picture/low\\_vision.png](https://reg-demo.unog.ch/event/20470/picture/low_vision.png) ✕



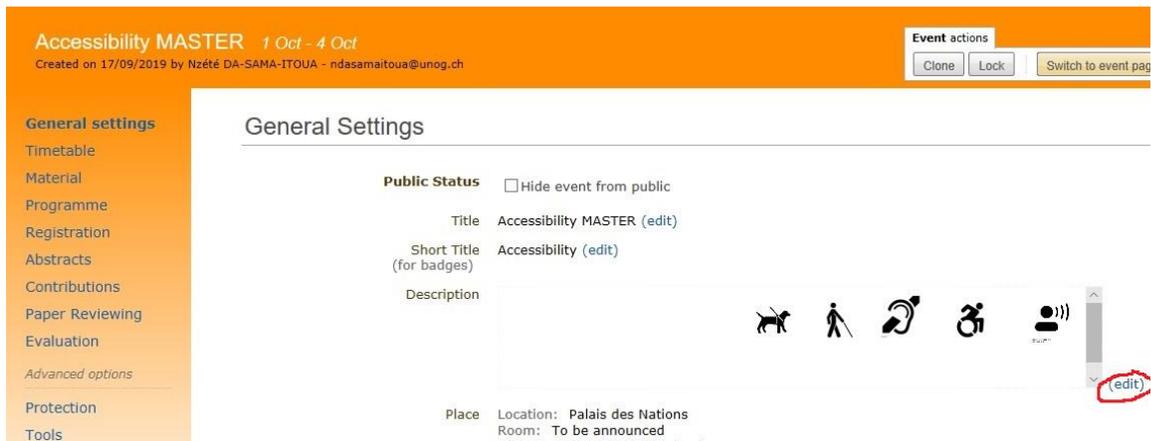
<https://reg-demo.unog.ch/event/20470/picture/0.jpg> ✕



[https://reg-demo.unog.ch/event/20470/picture/screen\\_reader.png](https://reg-demo.unog.ch/event/20470/picture/screen_reader.png) ✕

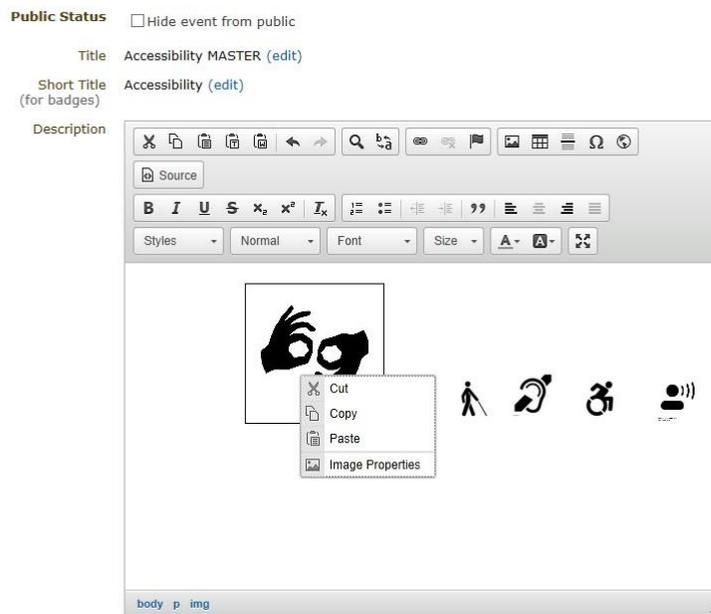
Powered by Indico/ UNOG Brought to you by UNOG/ Contact us I SAY NO TO SEXISM

3. Right click on the image you need and Copy.
4. Go back to General Settings (using the left menu) and edit the Description field:

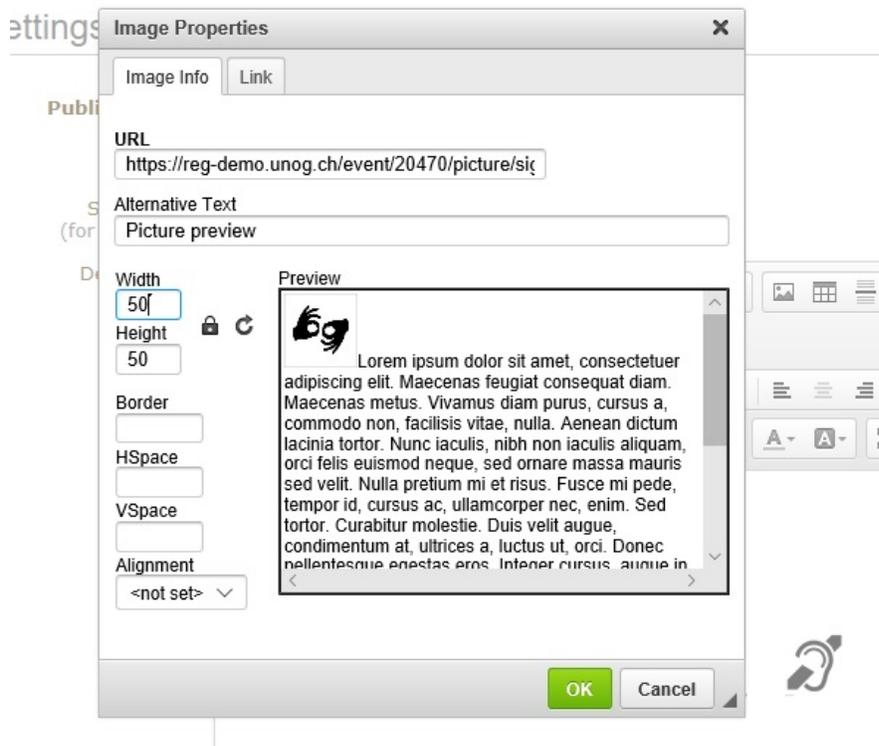


5. Paste your image – it will be much larger than the others. Right click on it and select Image Properties:

### General Settings



6. In the “width” box, write “50”:



- The height will appear automatically. Add AltText in the appropriate box. Click [here](#) for suggested text. Click OK. Repeat this process for each icon required. Please note that the 5 pre-selected icons already have AltText. When ready, SAVE, before exiting.

## B. ADDITIONAL INFO

Select General Settings from the left menu. Edit the Additional Info field:

Start/End date	Starts : 01/10/2019 08:00 Ends : 04/10/2019 18:00 (edit)
Timezone	Europe/Zurich (edit)
Additional info	<b>Accessibility Support</b> @un.org (edit)

Please add the e-mail address and/or telephone number of the Meeting Accessibility Focal Point, as well as any other relevant information.

## C. SUPPORT

Please complete the Support field with an e-mail address and/or telephone number. The same contacts can be used as above.

## D. MATERIAL

The Material section contains the UNOG Accessibility Guide, which should appear by default on all Events pages. Please do not delete it.

### ACCESSIBILITY ON THE REGISTRATION FORM

#### CLONING THE REGISTRATION FORM

If you have not already done so, you can clone the **registration form** now.

#### Clone a registration form from a past event to a new event

In the new event, click **Tools** and the tools work area opens. Click on the **Clone Registration Form** tab.

In the **Event Id** field, enter the ID **32376** (i.e. event number) of the past event. Click **Clone**.

The screenshot shows the UNOG system interface. At the top, there is a navigation bar with links for Home, Room booking, Server admin, My profile, and Help. Below this is a breadcrumb trail: Home > Conferences > Events > General Meeting of the Council of Bodies... The main header area is orange and displays the event title 'General Meeting of the Council of Bodies - 2' for the dates '18 Sep - 19 Sep', along with the creator's name 'Deirdre WINDSOR'. On the right side of the header, there are 'Event actions' buttons: Clone, Lock, and Switch to event page. A left-hand sidebar contains a list of menu items: General settings, Timetable, Material, Room booking, Programme, Registration, Abstracts, Contributions, Paper Reviewing, Evaluation, Advanced options, Lists, Protection, Tools, Layout, and Logs. The 'Tools' menu item is highlighted. The main content area shows a tabbed interface with the following tabs: Alarms, Clone Event, Clone Customisation, Clone Registration Form (which is circled in red), Link Conference, Posters, Badges/Tablesigs, Lock, Delete, and Material Package. The 'Clone Registration Form' tab is active, displaying the title 'Clone Registration Form from another event' and the instruction 'Replace the registration form of this event with one from another event.' Below this, there is a text input field labeled 'Specify the ID of the event from which you want to copy the registration form' with the value '32376' entered. To the right of the input field is a 'Clone' button, also circled in red.

A message will appear requesting confirmation that the registration form in the new event will be replaced by that of the past event. Click **Yes**.

#### Confirmation Required

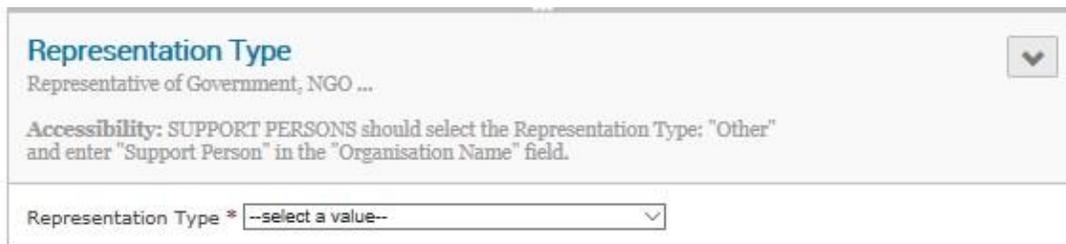
The confirmation dialog box has a yellow background and contains the following text: 'This action will replace the registration form with the one from event <General Meeting of the Council Bodies - 1>'. Below this text is the question 'Are you sure you want to proceed?'. At the bottom right of the dialog, there are two buttons: 'Yes' (circled in red) and 'No'.

The **Registration** module work area opens in the management area of the new event. Verify to ensure that all is as it should be.

#### A. ACCESSIBILITY FIELDS

The following new **mandatory features** have been created on Indico to enable participants with disabilities and their support persons to register and be able to **access security together without having to queue**.

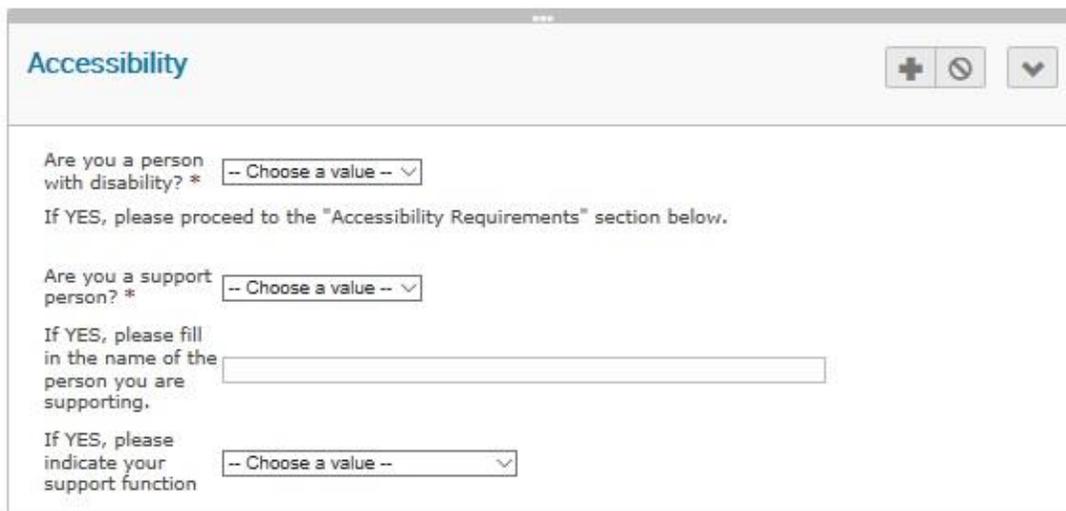
Support persons will now choose Other – Support Person as their Representation/Representation sub-type. The Accessibility field contains questions to identify Persons with Disabilities and Support Persons, so that they receive an approval e-mail which will allow them to enter Pregny Gate for accreditation without queuing.



**Representation Type** ▼  
Representative of Government, NGO ...

**Accessibility:** SUPPORT PERSONS should select the Representation Type: "Other" and enter "Support Person" in the "Organisation Name" field.

Representation Type \*



**Accessibility** + ⊘ ▼

Are you a person with disability? \*

If YES, please proceed to the "Accessibility Requirements" section below.

Are you a support person? \*

If YES, please fill in the name of the person you are supporting.

If YES, please indicate your support function

Both persons with disabilities and their support persons will identify each other, allowing Meeting Secretariats to cross-check their names before approving registration.

The Accessibility Requirements field enables the following information to be collected:

- Contact number (to be forwarded to Security for emergency purposes)
- If accompanied by live assistance (e.g. guide-dog)
- The exact needs of persons with disabilities (by scrolling right along the screen) and accommodation required (some measures will be available automatically through the broad accessibility standards met by UNOG, other measures may be personalized and fall within the scope of reasonable accommodation under the United Nations Disability Inclusion Strategy, which the Meeting Secretariat will then have to decide upon).

**Accessibility Requirements**

UNOG is committed to making its facilities and conferences inclusive. Persons with accessibility requirements should complete this section so that arrangements for the appropriate support may be put in place.

Contact number   
Please provide a number on which you can be reached when you are in the Palais des Nations. This number will be given to the UN Safety and Security Service who may use it to locate you in an emergency situation.

Will you be accompanied by a support person?   
If you are part of a group bringing its own interpreters or driver, only write their names if you are the Group Leader.

If YES, please fill in the name(s) of your support person(s).

Will you enter UNOG in a private vehicle?   
Private vehicles can only enter with UNOG Security Service's permission, to facilitate access for persons with reduced mobility. Please ask drivers to register on Indico.

Will you enter UNOG with live assistance such as a guide dog?

If you require accommodation, please check the relevant box(es).

- Wheelchair access
- Support to find the meeting room
- Accessible seating
- Sign language interpretation
- Real-time captioning
- Documents in braille
- Documents in Plain Language
- Documents in accessible format
- Other  
Please explain below or contact Accessibility Support.

The above services are not programmed for all meetings. The host secretariat will contact you about their availability.

If you wish to, please tell us more about your accessibility requirements.  Char left : 300

Powered by Indico/ UNOG Brought to you by UNOG/ Contact us I SAY NO TO SEXISM

The additional information will be captured in the **Registration** Management section of Indico in the **Registrants** tab:

The screenshot shows the 'Accessibility MASTER' web application. The top navigation bar includes 'Home', 'My profile', and 'Help'. The main content area is titled 'Accessibility MASTER 1 Oct - 4 Oct' and shows 'Registrants (10)'. A table of registrants is displayed with the following columns: Select, Surname, First Name, Are you a person with disability?, Are you a support person?, Badge expiring Date, and Badge start date. The table contains three entries:

Select	Surname	First Name	Are you a person with disability?	Are you a support person?	Badge expiring Date	Badge start date
<input type="checkbox"/>	Eelzing	Eva	yes	no		
<input type="checkbox"/>	New Person A	New A	yes	no		
<input type="checkbox"/>	New Person D	New D	yes	no		

## B. PROVIDING PERSONS WITH DISABILITIES AND THEIR SUPPORT PERSONS WITH DIRECT ACCESS AT PREGNY GATE

This is an essential and mandatory feature of Disability Inclusion. Persons with disabilities and their support persons are provided with direct access by being sent a different Registration Approval e-mail.

Please follow these instructions:

1. Meeting Secretariats should apply a filter on the question: "Are you a person with disability?" Filter "yes" or "y" will call up all participants having registered as persons with disabilities.

Accessibility MASTER 1 Oct - 4 Oct  
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions: Clone, Lock, Switch to event page

Setup Edit Registrants (10) Stats UN Event Pass

Showing 1 to 3 of 3 entries (filtered from 10 total entries)

Registrar Actions: Email, Remove, Badge Validity, Approve, Reject, Set Pending, Other Statuses, Toggle Check-In, Add Registrant, Add from Existing, Add Tags

Export/Import: Excel, Participant List, Participant List (Draft), Import

Select filtered Show/Hide Columns Reset Columns Filters Reset Filters Search: [ ]

Show 50 entries Previous 1 Next

Select	Surname	First Name	Gender	Are you a person with disability?	Badge start date	Badge expiring Date
<input type="checkbox"/>	Eelsing	Eva	Female	yes		
<input type="checkbox"/>	New Person A	New A	Male	yes		
<input type="checkbox"/>			Female	yes		

Powered by Indico/ UNOG THE UNITED NATIONS OFFICE AT GENEVA Brought to you by UNOG/ I SAY NO TO SEXISM

2. Registration is approved by clicking on the “Approve” tab. See above.

3. Then send the Approval e-mail by clicking on the “E-mail” tab. (see above) The following screen appears. Go to template and open the drop-down box. Choose **Approved for Accessibility** and click on Use Template:

UNOG THE UNITED NATIONS OFFICE AT GENEVA I SAY NO TO SEXISM

Home My profile Help

Home » Tests » IT Tests » Accessibility MASTER

Accessibility MASTER 1 Oct - 4 Oct  
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions: Clone, Lock, Switch to event page

Setup Edit Registrants (10) Stats UN Event Pass

Template: Home - Account confirmation Use Template

- Home - Account created
- Home - Account disabled
- Home - Account enabled
- Home - Account login changed
- Home - Account moderation
- Home - Approval
- Home - New add clean account
- Home - Registration confirmation
- Home - Reject
- Home - Resend password
- Home - Visa email
- IT Tests - 20470 - APPROVAL - ACCESSIBILITY

CC addresses [ ]  
Beware, addresses in this field will receive one mail per registrant

4. The text of the e-mail will open. Click on send.

APPROVED FOR ACCESSIBILITY - {conference\_title}, {conference\_startdate} to {conference\_enddate}

**United Nations Office at Geneva - Accreditation System**

**APPROVED FOR ACCESSIBILITY**

---

**English**

Dear {registrant\_title} {registrant\_first\_name} {registrant\_family\_name},

**NEW TAG**

Your registration for the meeting {conference\_title} at {conference\_location} from {conference\_startdate} to {conference\_enddate} has been approved.

Since persons with disability and accompanying support persons do not need to wait in line for badge collection at the Pregny Gate, you are invited to go directly to the security entrance and present to security staff **this email** (containing a QR code) together with your **national passport**.

The QR code is here:

{registrant\_qrcode}

security check after which you will be able to collect your badge.

Contact us  notice to UNOG Security of your arrival by calling: +41 22 91 7 50 02.

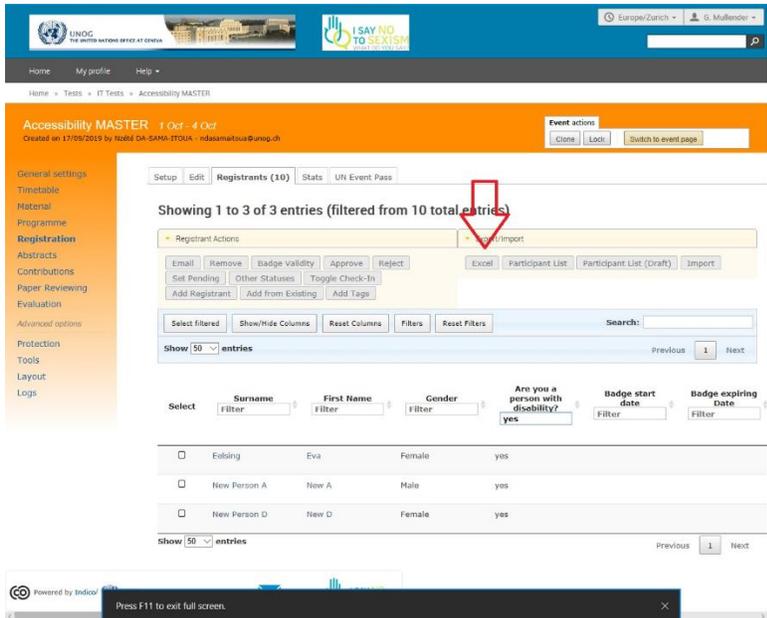
5. Repeat steps 1 to 4, but in step 1 apply the filter to “Are you a support person? This will enable the same approval e-mail to be sent to Support Persons and thereby enable them to enter Palais des Nations together with the person they are supporting.

## INFORMING SECURITY ABOUT THE PARTICIPATION OF PERSONS WITH DISABILITIES

For imperative safety reasons, Meeting Secretariats should inform UNOG Security about:

- Approved registrations and the expected arrival of persons with disabilities;
- The contact numbers of persons with disabilities, whilst they are in the Palais des Nations, in case of an emergency.

1. In order to send this information to Security, **on the last working day before the session begins and whenever additional registrations occur after the session has begun**, Meeting Secretariats should apply the above filter on the question “Are you a person with disability?” and then click on **Excel**:



2. A worksheet will open with the information which is most pertinent for Security in the first columns (this is the result of the columns on the **registrants** tab having been arranged in a specific order on this template).

3. Meeting Secretariats should save this worksheet with the following title: **Short name of conference\_PwD** and send it as an attachment to the [UNOG Security Control Centre](#), adding the **Room Number** of the meeting room in the subject line.

4. In order to ensure access of Support Persons at the same time as the persons they are supporting, as a matter of good practice, Meeting Secretariats should repeat this process with the filter “yes” or “y” applied to the question “Are you a support person?” (at the same time cancelling the filter on the question).

## C. CLONING AN ENTIRE PAST EVENT

(NOTE: only use this option if your new event **isn't synchronised** from gMeets as it creates a whole new event and number. Events synced from gMeets will already have an event number, so you should follow (a) and (b) above instead.)

In the past event, click **Tools** and the tools work area opens. Click on the **Clone Event** tab.

Under *Step 1: what to clone*, select the elements to clone.

Under *Step 2: when to clone*, enter the current date. Then click **clone once**.

The screenshot shows a web interface for event management. At the top, there is a navigation bar with links: Home, Room booking, Server admin, My profile, and Help. Below this is a breadcrumb trail: Home » Conferences » UN » UNOG » DCM » JIAMCATT » TEST » Second International Forum on World Po... The main header area is orange and contains the event title "Second International Forum on World Poverty" with dates "2 Jan - 23 Jan" and a "Created on 07/11/2018 by Deirdre WINDSOR - deirdre.windsor@un.org" note. On the right, there are "Event actions" buttons: Clone, Lock, and Switch to event page. A left sidebar lists various settings categories: General settings, Timetable, Material, Room booking, Programme, Registration, Abstracts, Contributions, Paper Reviewing, Evaluation, Advanced options, Lists, Protection, Tools (highlighted), Layout, and Logs. The main content area shows a "Clone Event" tab selected, with other tabs like Alarms, Clone Customisation, Clone Registration Form, Link Conference, Posters, Badges/Tablesigs, Lock, and Delete. Below the tabs, the text "Clone the event: Second International Forum on World Poverty" is displayed. "Step 1: What to clone?" is circled in red. A yellow box contains a "Choose elements to clone:" section with a list of items and checkboxes: Main information (checked), Attached materials (unchecked), Access and management privileges (checked), Alarms (checked), Tracks (unchecked), Full timetable (unchecked), Sessions (unchecked), Registration (unchecked), Evaluation (unchecked), and Video conference rooms (unchecked). "Step 2: When to clone?" is also circled in red. Below this, a text prompt says "You have the possibility to: clone the event once, clone it using a specific interval or specific days." A grey bar contains the text "Clone the event only once at the specified date". At the bottom, there is a date input field with "30/09/2019" and a "clone once" button.

A message will appear requesting confirmation that a new event will be created. Click **Yes**.

### Confirmation Required

This action will create 1 new events. Are you sure you want to proceed

The event management area of the new event opens and will have (CLONE) listed beside its title indicating it's a clone. Then you manage the event as normal.

The screenshot shows a navigation bar with links: Home, Room booking, Server admin, My profile, and Help. Below the navigation bar is a breadcrumb trail: Home » Conferences » UN » UNOG » DCM » JIAMCATT » TEST » Second International Forum on World Pove... The main content area features an orange banner for the event 'Second International Forum on World Poverty (CLONE) 30 Sep - 21 Oct'. The word '(CLONE)' is circled in red. Below the banner, it says 'Created on 30/09/2019 by Deirdre WINDSOR - deirdre.windsor@un.org'.

--- END ---

## INFORMATION LETTER AND SUMMARY TABLE FOR SIDE-EVENT ORGANISERS

Dear Madam, dear Sir,

We are contacting you regarding your request to organize a side event on [Insert date](#) at [Insert time](#)

Please find hereafter some information from the Secretariat:

### - **Dissemination of Information**

Please note that the Secretariat can only disseminate information about side events to Committee Members. Any other communication or dissemination of invitations should be done by the organizer.

### - **Participants**

All participants in the side event should create an account and register through the online registration system [INDICO](#). Please provide them with the link for registration for your event.

### - **Conference Services**

Side events do not have an entitlement to conference services (documentation, translation, interpretation, meeting-room support and technicians).

Public side-events: events with over 20 participants or spoken language interpretation require the presence of a UN Sound Technician. The cost of hiring one is approximately US\$415 per day. Organizers must have a budget line on the UN SAP system for this payment to be processed, (as is the case with Permanent Missions).

Unless a sound technician is hired (which is nevertheless mandatory in certain rooms), please note that only automatic sound amplification will be provided.

Organisers of side-events may arrange captioning services through the provider of their choice. For information purposes only, [CaptionFirst](#) is the captioning company used by the UN during official meeting time for captioning in English. Organisers must ensure that someone is present to manage the captioner's connection to the event.

If captioning is going to be used, organisers of side-events must ask their captioning provider for the name and contact details of the captioner and the weblink, which is used to display the captions on the screen in the room. **This information (captioning company; name and contacts of captioner, and weblink) must be forwarded to the Secretariat at least two weeks before the event.**

Organisers of side-events may also hire their own interpreters (spoken and sign languages), subject to prior authorization. Access to the interpreting booths will be provided, and pending availability, a technician will show the interpreters how the system works before the meeting starts. Interpreters must register on INDICO if they do not already have a UN badge.

**Please complete the [Summary Table](#) below and return it to the Secretariat not less than one month before the start of the session.**

**We thank you in advance for your kind cooperation.**

SUMMARY TABLE OF SIDE-EVENT DETAILS

**To be returned to the Secretariat** Insert your e-mail here **at least one month before the start of the session.**

Title of Event (max. 60 characters)	
Date, Starting and Finishing Times	
Name of Organising Entity	
Name of Contact Person	
E-mail address	
Mobile telephone no.	

**General Characteristics of Meeting**

Public/Private	
Announcement of Event on Screens at Doors 6 & 40 (Y/N)	
Expected no. of speakers (incl. interventions from the floor)	

**Specific Requirements**

Screening of Videos or Projection of Presentations (Y/N)	
Nameplates (of Member-states/Organisations) (Y/N)	
Spoken-language Interpretation provided by organisers (Y/N) <b>Please specify languages.</b>	
Sign-language Interpretation provided by organisers (Y/N). <b>Please specify languages.</b>	
Captioning provided by organisers (Y/N)	
Name of Captioning Provider (if already known)	
Weblink for captioning (please ask the captioning provider for this information)	
Name and contact details of captioner	
Estimated number of wheelchair users	
Other (please specify)	

## GUIDANCE ON THE USE OF ACCESSIBILITY ICONS ON INDICO

UNOG is seeking to provide information about accessibility at its meetings and conferences to all potential participants and to publicise its efforts to create a more inclusive environment. The Events page on Indico is an important interface for communicating with the public. Well-known icons are a good means of effectively sharing this information. Each icon is accompanied by AltText, making them accessible to blind persons and persons with low vision, and to explain their meaning in this context. Meeting Secretariats may use the standard AltText supplied or adapt it to their meeting.

All events at UNOG should comply with broad meeting accessibility standards and the United Nations Disability Inclusion Strategy (UNDIS). Hence, **all Events pages should henceforth include the following icons:**



Access for persons with reduced mobility. This implies:

- Fast-track accreditation (this is henceforth in-built into Indico);
- Accessible route from Pregny Gate to the Meeting Room (this should be double-checked by the Meeting Secretariat) See paragraphs 54 and 55 of the SOP;
- Accessible seating in the meeting room and circulating space for wheelchair users;
- Availability nearby of accessible bathrooms.



Access for persons with low vision. This implies:

- Fast-track accreditation (this is henceforth in-built into Indico);
- Accessible route from Pregny Gate to the Meeting Room, free from overhead and tripping hazards (this should be double-checked by the Meeting Secretariat) See paragraphs 54 and 55 of the SOP;
- Support available from the Secretariat to accompany participants to the Meeting Room (when requested on Indico registration).



Assistance dog. This implies:

- Live assistance, such as guide dogs, is permitted in the Meeting Room (N.B. There are no Security restrictions on admittance of live assistance to the Palais des Nations).



Screen Reader. This implies:

- Basic conference documentation is in an accessible format that can be read by a screen reader.
- Alternative text (AltText) is provided for images; graphs and tables in conference documents.



Hearing Loops. This implies:

- Ensuring that hearing loops are available for loan in the meeting room and serviceable.

**Many public meetings** are also webcast:



Webcast: This implies:

- Public meetings will be webcast
- Accessibility services such as captioning and sign-language interpreting will be made available on the webcast.
- Information about the webcast shall be published on the conference website.

**Progressively**, the following standard(s) should be met by all UNOG events:



Accessible information. This implies:

- There is a Plain Language version of the Conference Announcement.
- The records of the meeting; outcome documents; resolutions and decisions will be uploaded onto the Conference Website.



Audio Description. This implies:

- Video footage screened by UN officials or mandate-holders will include an Audio Description for persons with low vision or blind persons.

The following accessibility services may be advertised when there is an entitlement to them or the Meeting Organiser has decided to provide them (see Section D, II of the Sop, Provision of Accessibility Services).



© 2014 United Nations  
For more information

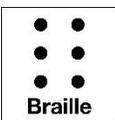
Captioning. This implies:

- Real-time captioning available in one or more languages to participants in the room and remote participants. The AltText (visible to the public) can be used to specify which languages.



Sign Language Interpreting. This implies:

- Sign Language Interpreting will be provided in the room and to remote participants. The AltText should specify which languages.



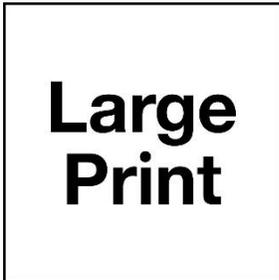
Braille. This implies:

- The Meeting has an entitlement to documentation in Braille (pre, in and/or post-session documents).
- Embossing of statements is possible, (in accordance with DMS timelines and formatting conditions)
- The AltText should ask participants to specify which language version they require in their Registration

**In the future**, meetings may be given entitlements to the following:



Easy Read. Documentation available in Easy Read versions.



Documentation available in Large Print.



## HOW TO REGISTER FOR A MEETING AT UNOG: A STEP-BY-STEP GUIDE

Before you begin, please note that you will need to provide the following information in order to register for an event at UNOG:

- e-mail address
- home address
- passport number
- passport date of expiry
- country of passport

1. Open this [link](https://reg.unog.ch/) using Chrome, Firefox or Edge. Do not use Internet Explorer.
2. Find your meeting by clicking on the Organiser, e.g. OHCHR organizes meetings of the Human Rights Treaty Bodies

The screenshot shows the UNOG registration website interface. At the top, there is a navigation bar with the UNOG logo, a search bar, and language/UTC settings. Below the navigation bar, the main content area is titled "Main categories" and includes a welcome message: "Welcome to Indico. The Indico tool allows you to manage complex conferences, workshops and meetings. In order to start browsing, please select one of the categories below." Under "Highlights", there is a list of categories with arrows pointing to the right: UNCTAD, Human Rights Council, OHCHR, Information Service - UN Geneva, ODG, NGO, UN Library Geneva, UNAIDS, and UN Environment. On the right side, there is a section titled "Upcoming events" listing various sessions and exhibitions, such as "22nd Session - side events", "Induction courses for Delegates", "42nd Session", "OHCHR - Exhibition - '30th Anniversary of the...'", and "China - Exhibition- Discovering the Culture of T...".

3. You will arrive at this page. Click on your meeting.

There are 242 events in the future. [Show them.](#)

September 2019

- 30 Sep - 11 Oct CED - 17th Session **OPEN**
- 24 Sep OHCHR - Independent Investigative Mechanism for Myanmar meeting
- 24 Sep CRPD Pre-Sessional WG - 12th Session - side-events
- 23 Sep - 27 Sep CRPD Pre-Sessional WG - 12th Session **OPEN**
- 23 Sep OHCHR - Public consultation on the mandate of the SR on the sale and sexual exploitation of children: achievements, challenges and the way forward **CLOSED**
- 17 Sep HRC/WG on People of African Descent - Regional Meeting of the International Decade for People of African Descent
- 17 Sep OHCHR - Independent Investigative Mechanism for Myanmar meeting
- 16 Sep - 20 Sep HRC/WG on Enforced and Involuntary Disappearances - 119th Session
- 16 Sep - 20 Sep OHCHR - Independent International Fact-Finding Mission on Myanmar
- 13 Sep OHCHR - SPB one day workshop SR on freedom of religion and belief
- 13 Sep OHCHR - CRC Presentation on the Rights of the Child
- 13 Sep OHCHR - Independent Investigative Mechanism for Myanmar meeting
- 12 Sep OHCHR - Meeting with Australian DPOs
- 10 Sep OHCHR - FOTCD meeting before presentation of the HC's report on Nicaragua
- 09 Sep - 27 Sep CRC - 82nd Session **OPEN**
- 09 Sep - 12 Sep OHCHR - Bilateral meetings of the Group of Eminent Experts on Yemen
- 09 Sep - 27 Sep Human Rights Council - 42nd Session **OPEN**

4. You will arrive at the page of your meeting. Click on [Register now](#)

← → ↻ 🏠 | <https://reg.unog.ch/event/19428/> | 📖 ☆ ⌵ 📄 ↶

**CED**

## 17th Session

from September 30, 2019 to October 11, 2019  
Palais des Nations  
Europe/Zurich timezone

**Search**

- Overview
- Timetable
- Registration
- Digital Recordings
- CED Secretariat**
- ✉ [ced@ohchr.org](mailto:ced@ohchr.org)

### 17th session of the Committee on Enforced Disappearances

📍 **Palais des Nations (MAP HERE)**  
Geneva, Switzerland  
XVII, Palais des Nations  
Room XVII, Palais des Nations

🕒 **Starts Sep 30, 2019 10:00**  
**Ends Oct 11, 2019 18:00**  
Europe/Zurich

**i** *It is recommended to avoid Internet Explorer as it may block activation or confirmation procedures. Please use Chrome or Firefox browsers.*

If you don't have an account: you first need to create a personal account to be able to register on Indico. Once you have created your personal account, you will receive an activation link by e-mail. Once your account is activated, we will be able to process your registration request and you will receive a confirmation e-mail.

**How to collect your badge:**

In order to get your badge, please bring the confirmation of registration which includes the QR code, with a valid ID bearing a photograph, and appear in person at the security of Pregny Gate, **Palais des Nations** (Avenue de la Paix, 8-14, 1211 Geneva, Switzerland).

*Visas:* All participants are responsible for making their own arrangements relating to travel and accommodations as well as visas to enter Switzerland. OHCHR does not provide assistance in this regard and is not in a position to provide letters to the authorities of Switzerland for purposes of obtaining visas for observers.

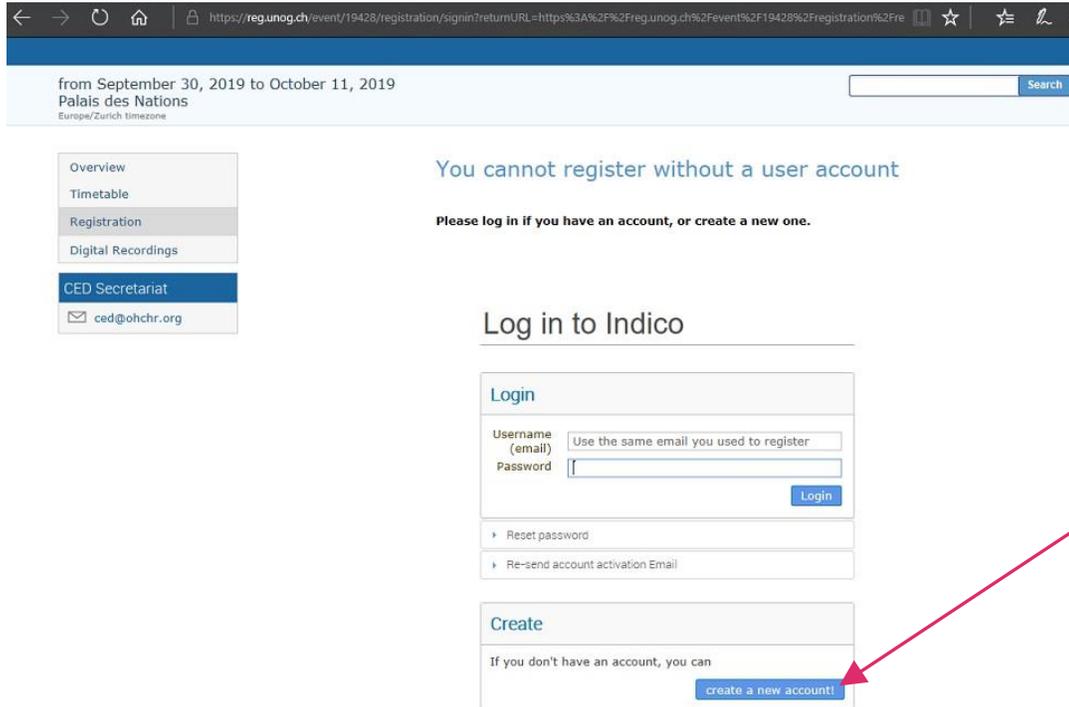
**Technical Issues:** For any technical issues with INDICO, please contact [support.accreditation@unog.ch](mailto:support.accreditation@unog.ch) and not the Secretariat of the Committee.

**Press accreditation:** For any questions regarding press accreditation, please contact [accreditation-media@un.org](mailto:accreditation-media@un.org) and not the Secretariat of the Committee.

**Registration for this event is now open**  
Deadline: **Sep 27, 2019**

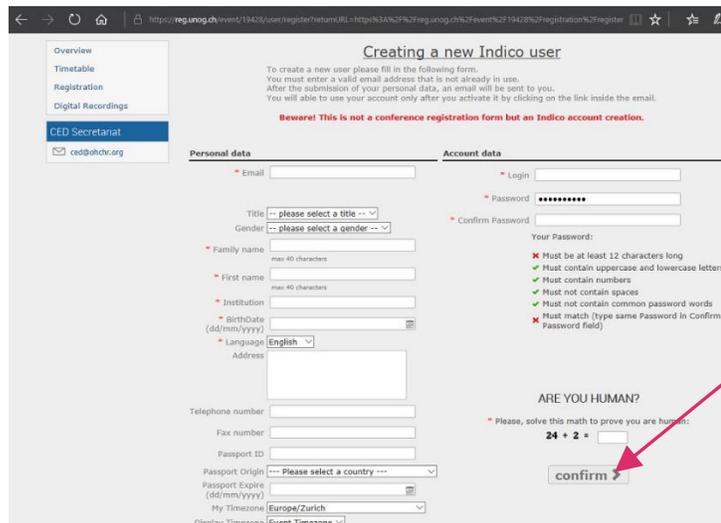
**Register now** ➔

5. You will arrive at this page. If you have not been to UNOG before, you must create an account.



If you have already been to UNOG. Please proceed to [log-in](#)

6. **Creating an Indico user account.** You will arrive at this page. The boxes with a red asterisk must be filled out at this stage. If you give your address and passport details now, it will save you time later. Then answer the question. The **confirm** button will turn blue when you have completed these steps and your password meets the conditions. Click confirm.



7. This message will appear:

The screenshot shows a web page for the 'CED 17th Session' held from September 30, 2019, to October 11, 2019, at the Palais des Nations in Europe/Zurich timezone. On the left is a navigation menu with options: Overview, Timetable, Registration, Digital Recordings, CED Secretariat, and an email icon for ced@ohchr.org. The main content area is titled 'Creating new UNOG Accreditation account' and contains a congratulatory message: 'Congratulations!!! You have successfully created your UNOG Accreditation account. However, you will not be able to log into the system until you have activated your new account. To do this please follow the instructions in the mail that we have already sent you. If you don't receive this email or you have any trouble with the login, do not hesitate to contact us.'

8. You have created the account. You must activate it now by clicking the Activation Link. Check your e-mail for a message from [noreply.accreditations@unog.ch](mailto:noreply.accreditations@unog.ch). If you cannot find it, check your spam box. It looks like this:

you have created a new account on the UN Accreditation System.

In order to activate your account and proceed to the conference registration area, kindly **click on the following activation link**:

[Activation link](#)

Best regards,

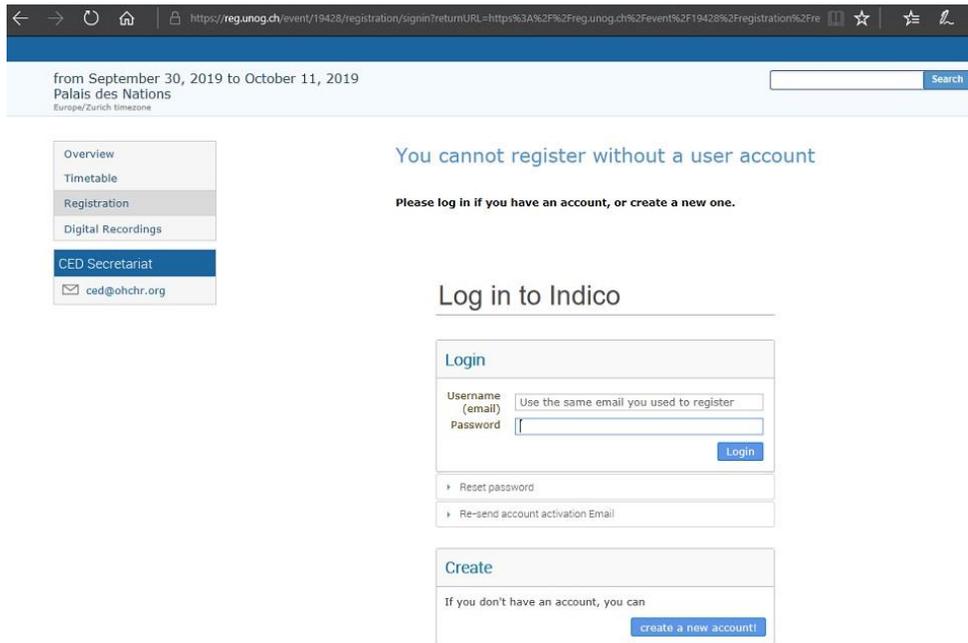
The UN Accreditation Team

Now that your account is active, next time you come to an event at UNOG or other UN agencies, you will not need to create an account and your information will be pre-filled on your registration form.

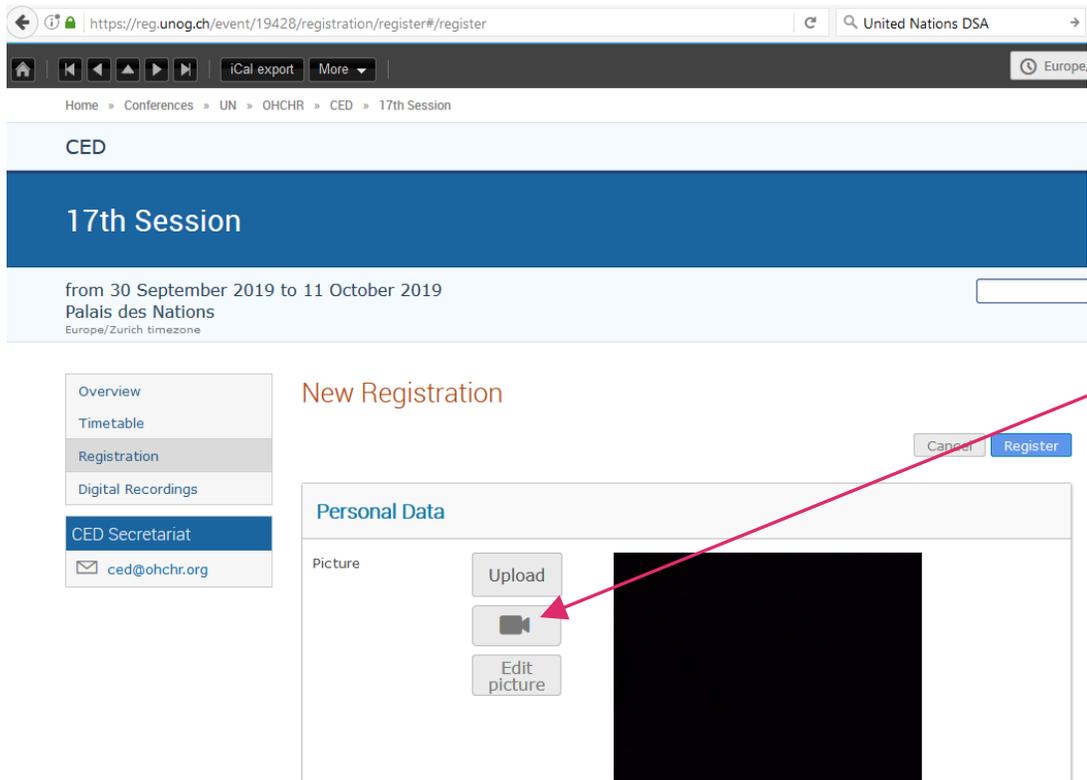
9. Click on the Activation Link in your e-mail. It will bring you to the Registration Page for your event.

The screenshot shows the same 'CED 17th Session' registration page as in step 7. A red arrow points to a message that says 'Your account is active' and 'Click HERE to REGISTER for this Conference'. Below this, there is a French translation: 'Cliquez sur ce lien pour vous enregistrer à cette conférence'. The navigation menu on the left is the same as in the previous screenshot.

10. By clicking on the link, you will arrive back at the log-in page:



11. You can now log-in with the e-mail and password that you have used to create your account. You will arrive at this page. You can upload your photo from your computer or take one by clicking on the camera.



Click on the camera to take a photo using your computer.

12. If you have included personal and passport details on your account, these boxes will be pre-filled. Choose your representation type. Please note that a new type, Accessibility Support, is being implemented. It should be selected by Support Persons.

### Representation Type

Representative of governments, ngo ...

**Accessibility:** Support persons should choose "Accessibility Support" and "Organisation name" is "Accessibility support"

Representation Type \*

13. Please fill out the accessibility section if you have a disability. This will help us provide you with support, including in an emergency. This is why we ask for a telephone number we can contact you on when you are in the Palais des Nations.

← → 🏠 🔒 <https://reg-demo.unog.ch/event/20470/manage/registration/modify#/modify> 📄 ★ 🔍 📝 🔗

+ ⚙️ 🗑️ 📄

### Accessibility for Persons with Disabilities

UNOG is committed to making its facilities and conferences inclusive. Persons with accessibility requirements should complete this section so that we can provide support.

Support persons (personal assistants; interpreters, or drivers) should fill out the section below "Support for Persons with disabilities"

**Are you a person with disability?**  
By checking the box, you will help us provide for your safety and accommodation needs.

Your contact number  Char left : 20

Please provide a telephone number on which we can reach you when you are in the Palais des Nations. This number will be given to the UN Safety and Security Service who may use it to locate you in an emergency situation.

**----- Accommodation -----**

Please select the accommodation(s) you require to participate in this event.

- Wheelchair access
- Support to find the meeting room
- Accessible Seating
- Sign Language Interpretation
- Real-time captioning
- Documents in Braille
- Documents in accessible format
- Documents in Plain Language
- Other support - I will describe it below

Other support  Char left : 300

Powered by Indico/
 UNOG

Brought to you by UNOG/
 Contact us
 I SAY NO TO SEXISM

14. Please fill out the details of your support persons, so we can ensure you will be able to enter the building together.

Other support - please contact me

Do you prefer to be contacted by

These services are not programmed for all meetings. The Secretariat will contact you about their availability.

Will you need to enter UNOG in a private vehicle?

Private vehicles can only enter with UNOG Security Service's permission, to facilitate access for persons with reduced mobility. Please ask drivers to register on Indico.

Will you enter UNOG with live assistance such as a guide dog?

Will you be accompanied by support person(s)?

Support persons include personal assistants, sign language interpreters, communication support, peer support and drivers.

----- Support person information -----

Please write their names here  
FAMILY NAME, given name e.g. JACKSON, Susan.  
Please make sure they register.

Support Person 1

Function support person 1   
Please indicate the function of the support person

Support Person 2

Function support person 2

Support Person 3

Function support person 3

15. If you a support person, please fill out the relevant section, with your function and the name of the person you are accompanying.

**Support for persons with Disabilities**

Please fill out this section if you are a driver, personal assistant or sign language interpreter or support person accompanying a person with disabilities.

Please indicate your role

Sign language interpreter  
Personal assistant  
Support person  
Driver

Please indicate the name of the participant you are accompanying

Char left : 100

16. Once you have completed your registration, you will receive an e-mail informing you that your registration is “pending approval”:



17. Once your registration has been processed, you will receive another e-mail with your **UN Pass**. You must print this document and bring it and your **passport** with you to UNOG, in order to get your badge.

ACCESSIBLE TRAVEL REQUEST FORM



Personal Data Form for Trip

If you need special assistance while travelling to attend your meeting at UNOG, please fill in this form and attach it to your UMOJA travel authorization.

A. Personal Information

<b>Full name</b>	Enter full name
<b>Title of Meeting or Conference</b>	Enter the title of your meeting
<b>Attending from</b>	Click or tap to enter a date.
<b>Attending to</b>	Click or tap to enter a date.
<b>Mobile phone country code</b>	Enter country code
<b>Mobile phone code and number</b>	Enter code and number
<b>E-mail address</b>	Enter E-mail address
<b>Place of residence</b>	Enter town where you live
<b>Airport of departure</b>	Enter name of city of nearest airport
<b>Estimated journey time to airport</b>	Enter how long it takes from home to airport

B. Personal Assistance while travelling

<b>Are you travelling with a personal assistant?</b>	Choose an item.
<b>Name of Personal Assistant travelling to Geneva</b>	Enter name here
<b>Name of Personal Assistant returning home</b>	Enter name here

C. Air Travel

**I need to be seated close to an accessible toilet facility**

Choose an item.

**I need extra time when changing planes**

Choose an item.

**I need to rest during stopovers**

Choose an item.

**I have very special dietary requirements**

Please provide details

**Any other information**

Please enter additional information about your travel requirements

DELEGATES REQUIRING SPECIAL ASSISTANCE DURING EVACUATION

**Title of Meeting:** \_\_\_\_\_ **Room:** \_\_\_\_\_

**Secretary of Meeting:** \_\_\_\_\_ **Mobile Phone:** \_\_\_\_\_

NAME OF DELEGATE	ATTENDING FROM (dd.mm.yyyy) am/pm	ATTENDING TO (dd.mm.yyyy) am/pm	ACCOMPANYING PERSON(S)	<a href="#">IMPORTANT INFORMATION FOR EMERGENCY SITUATIONS</a> and CONTACT NUMBER

Please return to [UN Security and Safety Service](#)

## ACCESSIBILITY OF CONFERENCE VENUES

This guide is intended to provide secretariats with information about accessible routes from Pregny Gate to conference rooms in the C and E buildings and the Concordia area of the A building. Such information can be used to plan signage; plan for possible constraints and for dissemination to conference participants.

**It must be noted that Building works under the Strategic Heritage Plan could radically alter the accessibility conditions of your conference venue. If in doubt, please check with the [Meetings Management Section](#) and complete the [Physical Accessibility checklist](#).**

### GENERAL INFORMATION

Accessible parking bays are located by Doors A15 and E40

It should be noted that all accessible bathrooms in UNOG are unisex. Access to several of them is through the outer entrance to either the men's or ladies' toilets. The outer doors of these facilities are not accessible for wheelchair users, as they are heavy and spring-loaded.

CONFERENCE ROOM	ACCESSIBLE ROUTE FROM PREGNY GATE	APPROXIMATE DISTANCE TO NEAREST ACCESSIBLE BATHROOM IN METRES	NOTES
Council Chamber	No viable accessible route. Nearest accessible door is C6. Take lift to first floor.	20	Located along corridor towards S building. Access through entrance to ladies' toilet. Outer door inaccessible. No signage between rooms and facility.
III	As above	60	As above
IV	From Pregny, cross road and turn left. Follow path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take lift to 3 <sup>rd</sup> floor and turn right upon exit.	110	Located to the left of the entrance to the Pas Perdus corridor. Access through entrance to men's toilet. Outer door inaccessible. No signage from room.
V	See Council Chamber	90	See Council Chamber

VI	See IV	60	Located to the left of the entrance to the Pas Perdus corridor. Access through entrance to men's toilet. Outer door inaccessible.
VII	See IV	40	As above
VIII	See IV	30	As above
IX	See IV	15	As above
Assembly Hall	If Hall 14 is open, then cross road and enter directly. If not, see IV, but turn left on exiting lift.	20	Take the front right exit out on to the Pas Perdus and the bathroom is immediately on the right. Access through entrance to men's toilet. Outer door inaccessible.
X	See IV, but turn left when exiting lift.	60	Located just after the turning for the passarelle to E building. May not be accessible to all wheelchair users as the sink is too close to the toilet. Signs in corridor actually lead to Pas Perdus toilet, which is slightly further away but larger.
XI	See IV, but turn left when exiting lift.	40	As above
XII	See IV, but turn left when exiting lift.	30	As above
XV	No viable route.	NONE	No accessible bathroom on same floor within a viable distance.
XVI	From Pregny, cross road and turn left. Follow path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take lift to 5th floor.	60	When facing podium, exit to the right and follow the corridor past the offices, then exit on to the verandah. Turn left, toilet located through entrance to ladies' toilet.
Concordia Rooms I to V	From Pregny, cross road and turn left. Follow path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15, which brings you to the Concordia area	10 to 20	One toilet is located alongside the ladies' toilet by the foot of Staircase 16. The other is through the entrance to the men's toilet by Door A 13, i.e. on the far side of the Concordia lounge area to Door A15 and to the left.
XVII	From Pregny, cross road and turn left, following the signs on the pavement indicating door E39 Guided Tours. Continue past door E39 to door E40 and enter through the automatic, sliding door on the far side of the first revolving door. Go down one floor to the first floor. Take either the small lift on the right, which announces the floors, or cross the entrance hall diagonally towards the left and take lift number E47, located behind the steel staircase which has Braille on the control panel.	25	Located opposite, between Rooms XXII and XXIII
XVIII	As above	30	As above

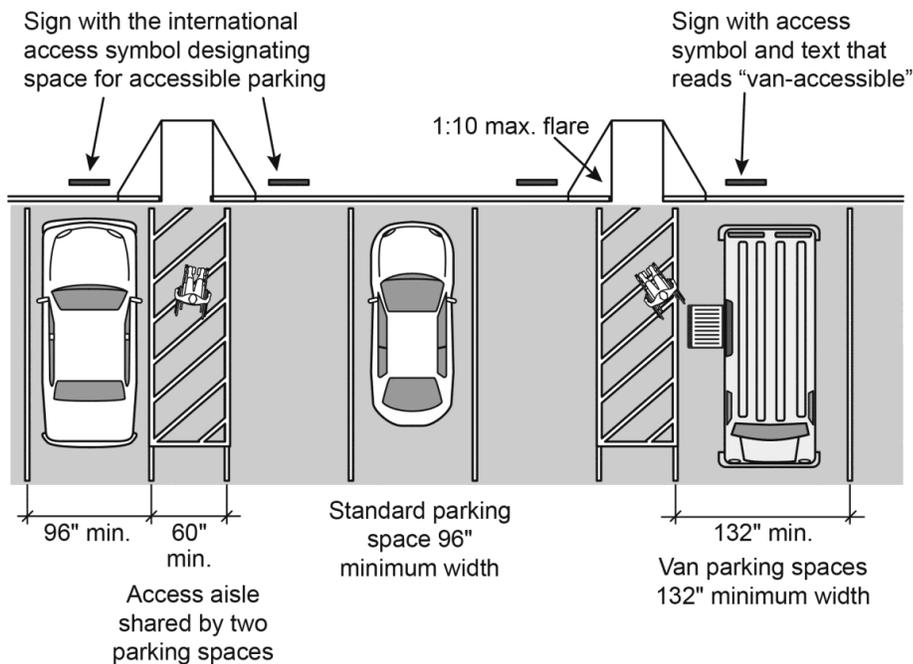
XIX	From Pregny, cross road and turn left, following the signs on the pavement indicating door E39 Guided Tours. Continue past door E39 to door E40 and enter through the automatic, sliding door on the far side of the first revolving door. The entrance lobby is on level 2 of the building. Go up one floor to the third floor. Take either the small lift on the right, which announces the floors, or cross the entrance hall diagonally towards the left and take lift number E47, located behind the steel staircase which has Braille on the control panel.	100	Located behind Room XX. To access, go around Room XX in a clockwise direction, through the glass doors (inaccessible unless propped open) and along office corridor. Bathroom is on right. It is regularly used by non-disabled office staff.
XX	As above	90	Same bathroom as for Room XIX. Shortest access route is to exit Room XX behind the podium. Bathroom is then only 5 metres to the right.
XXI	See XVII	20	Located between Rooms XXII and XXIII
XXII	See XVII	5	Located between Rooms XXII and XXIII
XXIII	See XVII	5	Located between Rooms XXII and XXIII
XXIV	See XVII	15	Located between Rooms XXII and XXIII
XXV	See XVII	40	Located between Rooms XXII and XXIII
XXVI	See XVII	40	Located between Rooms XXII and XXIII
XXVII	See XVII	90	Located between Rooms XXII and XXIII
Cafeteria		5	Accessible bathroom located immediately to the left (towards E building) of cafeteria entrance.

## A SUMMARY OF PHYSICAL ACCESSIBILITY GUIDELINES

Until wayfinding technology is introduced in the Palais des Nations. Meeting Secretariats should check the physical accessibility of their venue, in particular for persons with reduced mobility and persons with vision impairments.

### A. Accessible Parking

Accessible parking spots should be available for persons who use wheelchairs. The venue (meeting room) must be easily reached via an accessible route. If there are no or insufficient accessible parking spots, normal parking spots can be used with bollards to cordon off the adjacent spaces, in order to provide enough space for wheelchair users to enter and exit their vehicles.



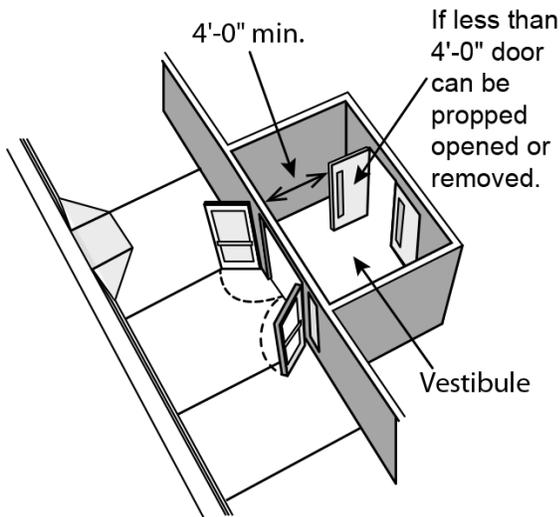
Parking Spaces and Access Aisles

(Source: American Disabilities Act: A Planning Guide for Making Temporary Events Accessible to People with Disabilities)

### B. Accessible Entrances and Doors

Turnstiles and revolving doors are not accessible. Alternative entrances alongside them must be available and must be sufficiently wide. Heavy swing doors are not accessible either and can cause injury. Therefore, swing doors should be propped on to allow access. Sliding doors should be at least 1.10 metres wide.

Double door vestibules can trap people who use wheelchairs, if there is a lack of manoeuvring space. The minimum requirement is 1.3 metres between the second door in its open position and the first door. If this is not the case, the inside or second door can be removed or propped open for the event.



### Double Door Entry Vestibule

(Source: American Disabilities Act: A Planning Guide for Making Temporary Events Accessible to People with Disabilities)

#### C. Accessible Route

Walk from the main entrance and identify the accessible (or most accessible) routes. People with disabilities should be able to use the same route as everyone else whenever possible and should not have to travel unusually long distances to reach a destination.

A single continuous accessible pedestrian path should be wide, smooth, as level as possible, and without low, protruding or overhanging hazards or obstructions. Accessible routes can include ramps but not stairs.

Where the accessible route deviates away from the direct route, this deviation should be sign-posted using the International Symbol of Accessibility.

#### D. Accessibility within the Building

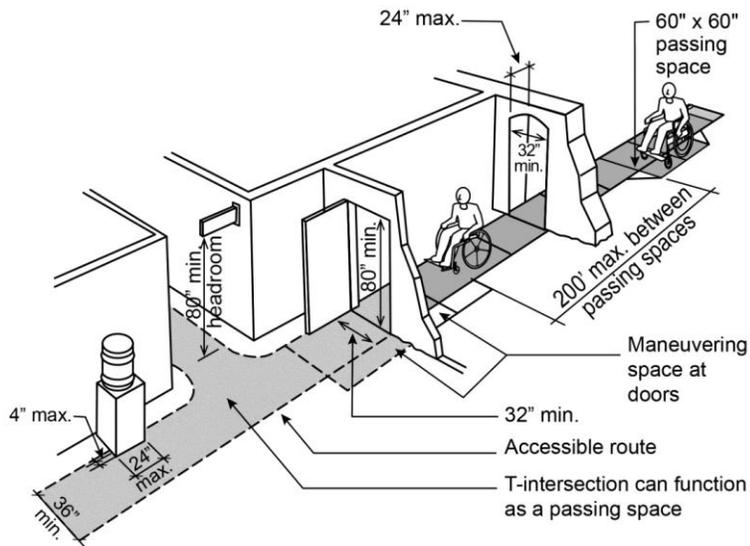
For a meeting room to be accessible there must be a direct route from the entrance to the building to the room, with the following dimensions:

Passing spaces (for 2 wheelchair users to cross each other): 1.50 metres

Passing spaces should be located at least every 60 metres.

Doors must be at least 0.85 metres wide.

There must be at least 2 metres headroom.



**Basic Features of an Accessible Route**

(Source: American Disabilities Act: A Planning Guide for Making Temporary Events Accessible to People with Disabilities)

### **E. Lifts**

The command systems in lifts should have audio and light signals, indicating each floor, so that they are universally accessible.

Lift buttons, both inside and outside the lift, should be installed at between 0.8 and 1.2 metres from the ground, for access for wheelchair users. These buttons should also be indicated in Braille.

The cabin must be at least 0.9 metres wide by 1.4 metres deep to be accessible, although this does not allow enough room to turn.

### **F. Bathrooms**

At least one accessible bathroom should be located on the same floor as the meeting room, within easy walking distance and with an accessible route. No objects should be stored in it.

### **G. Meeting Rooms**

Accessible meeting rooms are step-free. If necessary ramps should be installed. Ramps should be a minimum 0.9 metres wide with a maximum gradient of 5%.

The podium must be accessible for persons with reduced mobility.

Thick carpets hamper mobility, especially for wheelchair and mobility scooter users.

Loose cables or objects in the aisles may trip up persons with impaired vision. Corridors and aisles must be of a sufficient width to allow a person who uses a wheelchair to circulate, including the space between rows of seating.

Seating for wheelchair users must be available and integrated into the seating plan (i.e. wheelchair users should not have to sit right at the front or at the very back of the room). Space must also be made available for personal assistants to sit alongside their delegates, since they may be required to activate the microphone and support their delegate during the course of the meeting.

A space 0.75 metres wide by 1.20 metres long is necessary to park a wheelchair in a stationary position. Turning space for a wheelchair is a circle with a diameter of 1.50 metres.

Alternatively, a person can make a T-shaped turn, similar to a three-point turn in a car, at the intersection of a hall, between display cases, or where some of the space necessary to perform the turn may be under a counter or table.

Desks and tables must be at an appropriate height to allow wheelchair users to reach them and to speak into the microphone (longer stems may be requested if necessary).

There must be enough space at the front of the room, close to the podium, for the Sign Language Interpreters. Seating arrangements must enable Deaf persons to get a clear view of the Sign Language Interpreter.

Primary Sources:

European Disability Forum – EDF guide for Accessible Meetings for All

American Disabilities Act - A Planning Guide for Making Temporary Events Accessible to People with Disabilities

## PHYSICAL ACCESSIBILITY CHECKLIST

Please write "YES" or "NO" in middle column and use the right-hand column to describe **action** to be taken

Accessible parking spots available and in sufficient number. Route from the parking spots to the meeting room is accessible has been physically checked.	<input type="checkbox"/>	
Accessible route from the gate to the door of the building. Step, curb & obstacle-free. Smooth, 90 cms wide. Deviations are sign-posted. All physically checked.	<input type="checkbox"/>	
Accessible entrances and doors. No turnstiles, revolving doors, heavy swing doors. Sliding Doors > 1.10 metres.	<input type="checkbox"/>	
Double door vestibules. Manoeuvring space of 1.30 metres.	<input type="checkbox"/>	
Accessibility within building: route from the entry door to the meeting room is step and obstacle-free. Signage is clear. All physically checked.	<input type="checkbox"/>	
Doors to the meeting room are 90 cms wide. 2 metres headroom.	<input type="checkbox"/>	
Flooring is accessible. No thick carpet, cables or obstacles.	<input type="checkbox"/>	
Passing spaces for wheelchairs, 1.50 metres wide. Every 60 metres.	<input type="checkbox"/>	
Lifts have audio and lights signals to announce floors. Buttons are 0.8 to 1.2 metres from floor. Cabin is 90 cms wide by 1.4 m deep.	<input type="checkbox"/>	

Please write "YES" or "NO" in middle column and use the right-hand column to describe **action** to be taken

Meeting room interior is step-free or there are ramps. Ramps are 90 cms wide and gradient < 5%.	<input type="checkbox"/>	
Podium is accessible by ramp or lift.	<input type="checkbox"/>	
Corridors, aisles and space between rows of seats allow circulation of wheelchair users.	<input type="checkbox"/>	
Seating for wheelchair users, 0.75 x 1.2 m, integrated in seating plan. Seating for personal assistants, including on podium.	<input type="checkbox"/>	
Tables are appropriate height for wheelchair users to speak into microphone (with longer stem).	<input type="checkbox"/>	
Adequate space on or near podium for sign language interpreters. Clear view of them from seating.	<input type="checkbox"/>	
Accessible bathroom on same floor as meeting room. Within easy walking distance. No objects stored in it.	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	

## INCLUSIVE MEETING ROOM CHECKLIST

- Are the doors propped open and all passages free from obstacles?
- Is adequate seating space in appropriate positions available for wheelchair users?
- Has seating space been provided for personal assistants and sign language interpreters?
- Have longer microphone stems been installed for wheelchair users?
- Has an Accessibility Desk been set up and is it clearly identified?
- Are assistive devices (e.g. hearing loops) available for loan? Are they charged?
- Is the podium accessible? Has a ramp been installed if necessary? Is there space on the podium for personal assistants/interpreters?
- Have the blue background screens been installed for the Sign Language interpreters?
- Are the Sign Language interpreters visible to all Deaf participants?
- Is a hand-held microphone available for the Sign Language interpreters? Is it charged?
- Are wireless headsets and receivers available for the Sign Language interpreters? Are there enough and have they been charged?
- Is the camera focused on the sign language interpreters? Is their image correctly displayed?
- Is/are the captioner(s) connected? Have you checked the screen scenario? Are the captions correctly displayed?
- Is a computer or similar device available for the Sign Language interpreters to follow presentations/captioning/speaker's image?
- Have paper copies of statements been made available to the sign language interpreters?
- Have nameplates been moved to allow delegations requiring accessible seating to occupy them? ([as per GA Resolution 73/341](#))

A vertical column of 15 empty rounded rectangular boxes, each corresponding to a checklist item, for recording the results of the audit.

## Accessible Seating Arrangements

Extract from GA resolution 73/341

33. *Decides* that all meetings of the General Assembly and its subsidiary organs should make provisions for accessible seating for representatives with disabilities through the following process:

(a) Upon a request by a delegation for accessible seating, the seating order in a given meeting room is changed in such a way as to allow the requesting delegation to move to the closest accessible seat from the one it occupies in accordance with the order established for each session of the General Assembly, and the seating order for the rest of the delegations is moved by one seat;

(b) Should there be more than one request for accessible seating, the delegations requesting such seats will move to the accessible seats which are closest to their respective seats, which they occupy in accordance with the order established for each session of the General Assembly, and the seating order for the rest of the delegations is moved by the corresponding number of seats, omitting the ones newly occupied by the requesting delegations;

34. *Requests*, in this regard, the Secretariat to inform the Member States as soon as possible of any changes to the seating plans of the conference rooms;

35. *Requests* the Secretary-General to submit a comprehensive report during the seventy-fourth session of the General Assembly on the ways to improve the accessibility of the United Nations Headquarters premises for persons with disabilities;

36. *Invites* other principal organs of the United Nations and their subsidiary organs to make similar accommodations, as provided in paragraphs 33 and 34 above, for their meetings;

37. *Requests* the Secretariat to bring this decision to the attention of any State, organization or entity that seeks to organize a meeting to be held at the United Nations, and encourages such State, organization or entity to make arrangements for accessible seating in the manner mentioned in paragraphs 33 and 34;

## SCREEN DISPLAYS IN ACCESSIBLE MEETINGS

This document contains a description of the screen displays in meetings with captioning and sign language interpreting and the image broadcast on UN Web TV.

### SUMMARY TABLE

No.	TYPE OF MEETING	SERVICES PROVIDED	SCREEN IN ROOM LEFT-SIDE	SCREEN IN ROOM RIGHT-SIDE	UNWEBTV
1	PRIVATE (e.g. closed meeting of CRPD)	English Captioning only	English captions (full screen)	Image from room camera. No captions	None
2	PUBLIC or PRIVATE (e.g. meeting with English speaking delegation)	International Sign. English captions	English captions (full screen)	Image from room camera. International Sign Interpreter English captions (2 lines at bottom).	Same as right-side if public. None if private
3	PUBLIC with non-English speaking delegation	2 Sign Languages (IS and national sign language) 2 Captioning Languages (EN and language of delegation)	Captions in language of delegation (full screen)	Image from room camera. English captions (2 lines at bottom). Sign Language interpreters – IS on left. National Sign on right.	Same as right-side
4	PUBLIC OR PRIVATE	International Sign plus national sign language interpreting English captioning	Captions in English (full screen)	Image from room camera. English captions (2 lines at bottom). Sign Language interpreters – IS on left. National Sign on right.	Same as right-side if public. None if private.
5	PUBLIC or PRIVATE	International Sign 2 Captioning Languages (e.g. non-English speaking delegation without national sign language)	Captions in language other than English (full screen)	Image from room camera. International Sign interpreter on left. English captions (2 lines at bottom).	Same as right-side if public. None if private.
6	PRIVATE	English captioning only	Document to be discussed	English captioning (full screen)	None
7	PRIVATE	English captioning + videoconference	Image from room camera + English captions (2 lines at bottom)	Videoconference	None
7 bis	PRIVATE	English captioning +ISL+ videoconference	Image from room camera + English captions (2 lines at bottom) + ISL	Videoconference	None
8	PUBLIC (room XX)	International sign plus captioning in 3 languages (e.g. for EMRIP, with a mandate for captioning in EN, FR and ES)	Captioning in 2 languages (other than English). Screen is divided horizontally.	Image from room camera. International Sign Interpreter English captions (2 lines at bottom).	Same as right-side

9	PUBLIC (room XX)	International sign plus English captioning (e.g. for HRC accessible panels)	Speakers' list or whatever document HRC would like to share.	Image from room camera. International Sign Interpreter English captions (2 lines at bottom).	Same as right-side
---	------------------	---	--	--	--------------------

## EXAMPLES

**SCENARIO 1** - Private, Captioning – room only.

Left screen - English captions on left in full screen (feed from laptop 1).

Right screen – Room camera. No captioning.

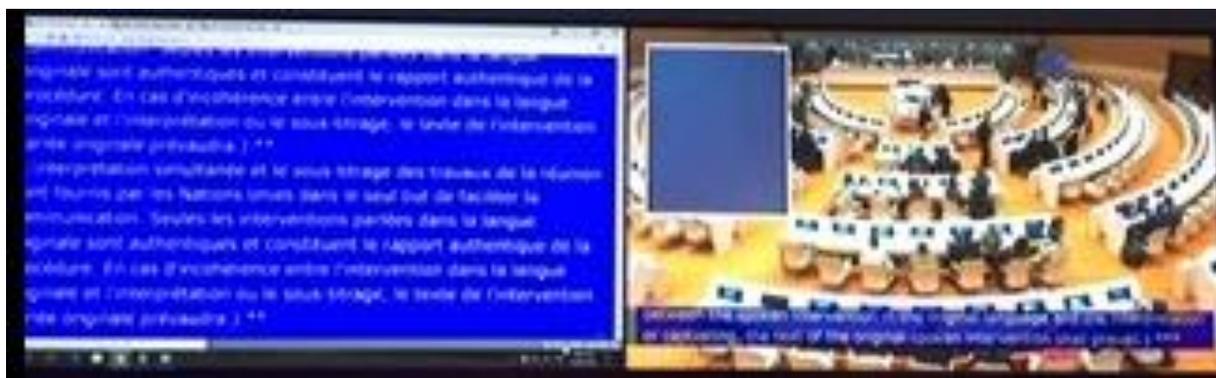


**SCENARIO 2** - International Sign language and English captioning – Public or Private

Left screen - Feed from Laptop 1. Full screen of captioning.

Right screen - feed from Laptop 2. Room/speaker, English captioning (picture-in-picture, 2 lines) and International Sign interpretation.

**In the room the following screens can be seen:**



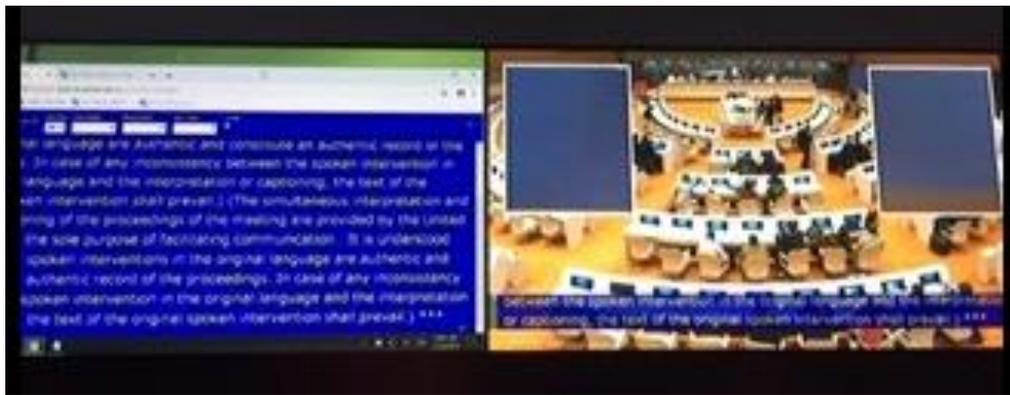
**On UN TV the following image appears (only for Public sessions):**



**SCENARIO 3** – Public 2 sign languages and 2 captioning languages

Left screen – Feed from Laptop 1. Captions in language of delegation (i.e. non-English).

Right screen – Feed from Laptop 2. English captions in 2-line band, visible on Webcast by default. IS interpreter on left. National Sign Language interpreter on right.



On UN Web TV the following image appears:



Underneath the screen UNTV will indicate link to the non-English captioning (MMS to communicate the links to UNTV):

18 Jul 2019 - 10:00 - 18:00

Spanish captioning

French captioning

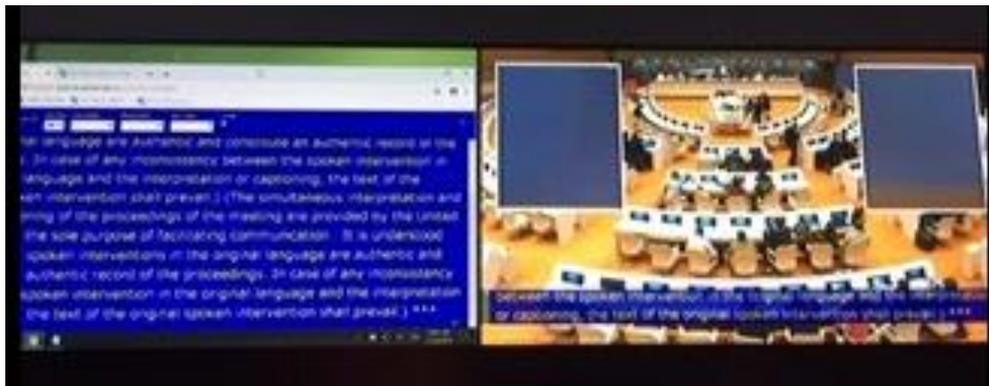


#### SCENARIO 4 - Public 2 sign languages and only English captioning

Left screen – Feed from Laptop 1. English captions in full screen.

Right screen – Feed from Laptop 2. International Sign Interpreter on left, National Sign language interpreter on right. English captions in 2-line band at bottom (picture-in-picture)

Image shows English captioning on both screens in the room.



On UN Web TV the following image appears:



**SCENARIO 5** - PUBLIC OR PRIVATE International Sign interpreting and 2 captioning languages.

Left screen – Feed from Laptop 1. Non-English captioning in full screen.

Right screen – Feed from Laptop 2. International sign interpreter on left. English captions in 2-line band at bottom (picture-in-picture)



**On UN Web TV the following image appears (only for Public sessions):**



At the bottom of the UNTV screen, the links to the non-English captioning will appear (MMS to communicate the links to UNTV):

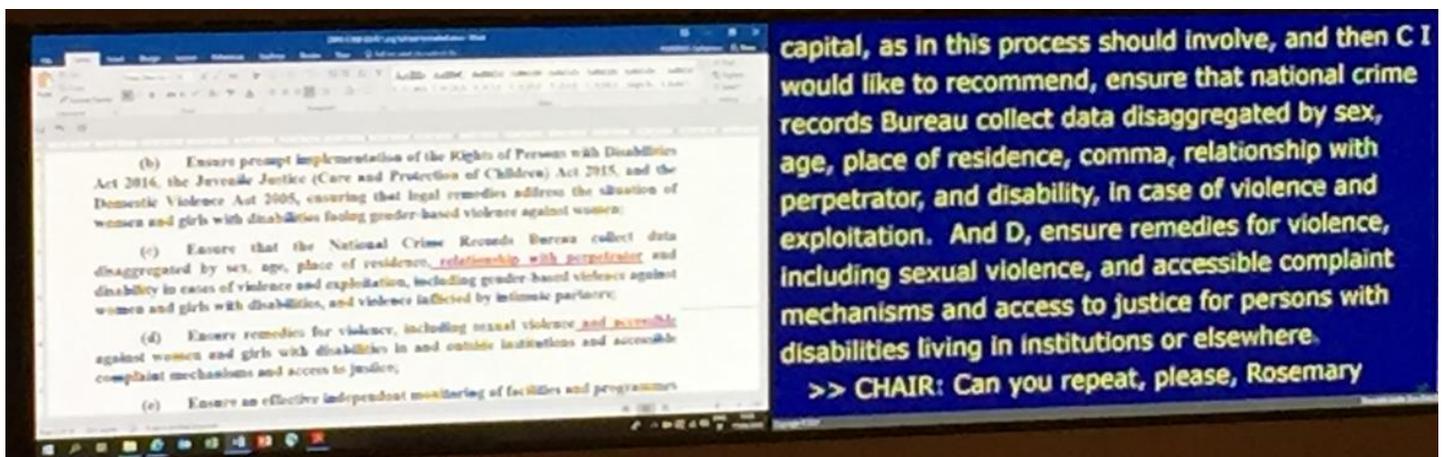


**SCENARIO 6** - Private– Committee discussing a document and English captioning (during CRPD pre-session).

2 screens will be used.

Left screen – Document under discussion (from laptop on the Podium).

Right screen - English captions on right in full screen (feed from laptop 1).



**SCENARIO 7** - Private or public Videoconference and English captioning (e.g. during CRPD pre-session).

2 screens will be used.

Left screen – **\*Feed from Laptop 2\***. Image of the room and English captioning in 2-line banner.

Right screen – Video conference image.



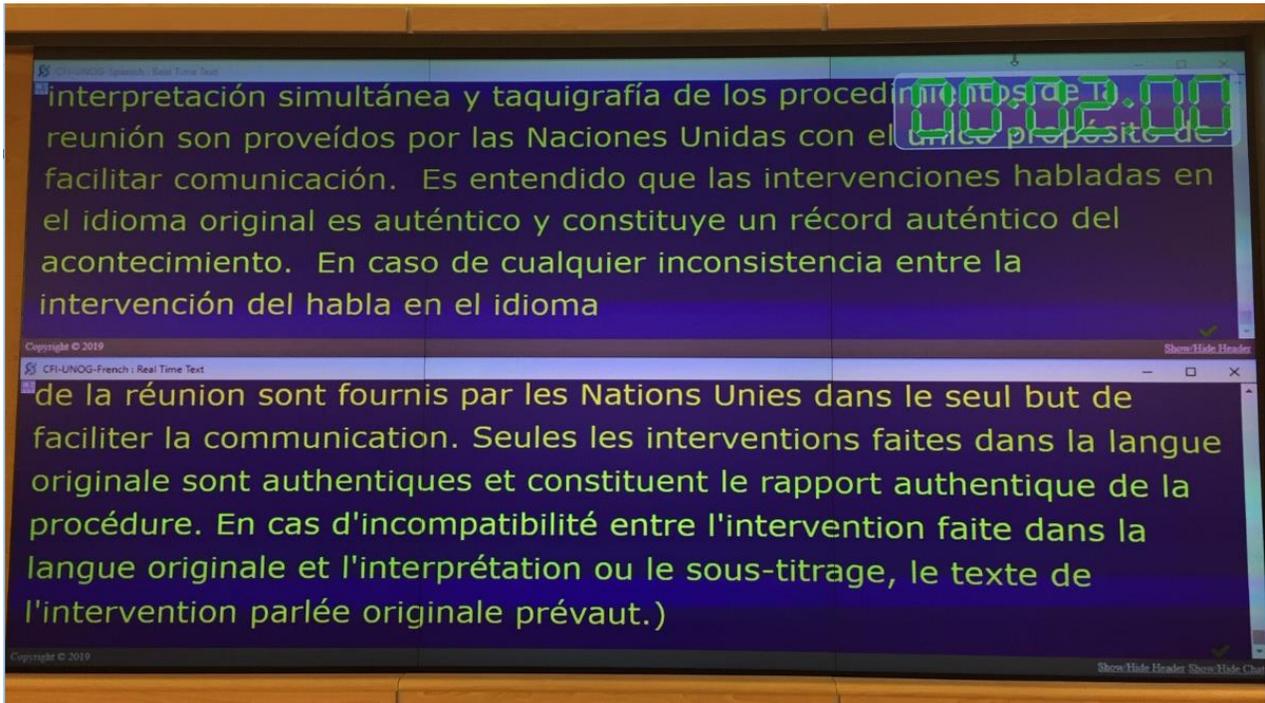
Right screen – Video conference image.



**SCENARIO 8** - Public – English, French and Spanish captioning and International Sign (current scenario for EMRIP). **ROOM XX**

2 screens will be used.

Left screen – Feed from Laptop 2. Captions in Spanish (top half of screen) and French (bottom half of screen).



Right screen – Feed from Laptop 1. English captioning and international sign.



On UN Web TV the following image appears:



12th Session Expert Mechanism on Rights of Indigenous Peoples

18 Jul 2019 - 10:00 - 18:00

[Spanish captioning](#)

[French captioning](#)



SCENARIO 9 - Public – English captioning and International Sign (accessible panels of HRC) – ROOM XX

Left screen (1)– speakers' list or whatever document HRC would like to present.



Right screen (2)– Feed from Laptop 1. English captioning and international sign.



On UN Web TV the following image appears:





## GUIDELINES ON SIGN LANGUAGE INTERPRETERS

# SECURING AND UTILISING THE SERVICES OF SIGN LANGUAGE INTERPRETERS FOR THE UNITED NATIONS

Updated Version 21 August 2017

Whenever planning international events, all efforts should be made to communicate with the delegates well in advance in order to arrange the most linguistically appropriate services. These guidelines may also be applied to events which are not organised by the United Nations (UN) and where the World Federation of the Deaf (WFD) representatives or deaf people using sign language interpretation are participating.

### **LANGUAGES DEAF PEOPLE USE**

Sign languages are the preferred languages of the majority of deaf people. Sign languages are languages in their own right and each country has its own national sign language, i.e., sign language is *not* universal. Many countries who share the same official spoken language still have different sign languages (e.g., each Spanish-speaking country has its own distinct sign language). Countries with more than one official language often have more than one sign language (e.g., Canada, Belgium, Switzerland). The Governments of many countries have either directly or indirectly recognised their national sign language, and training for interpreters may be available on the university level. However, in numerous countries, especially in the developing world, a corps of professional sign language interpreters does not yet exist.

International Sign is not a true language, in the sense that it does not always convey the richness of meaning that can be expressed in a full language, nor is it as efficient as a natural language. However, International Sign has evolved naturally over the past century to serve deaf people who have become more active in international cooperation. International Sign has certainly been used when there is no option of providing interpreting services in every national sign language represented at a meeting, and it has proven very effective when the participants from different countries meet in

conferences where the vocabulary has become fairly conventionalised (like the WFD Congresses, meetings of the Committee on the Rights of Persons with Disabilities, Human Rights Council, and the Conference of States Parties to the CRPD).

Deaf people who attend UN meetings often have a working knowledge of written English or other UN official language, though it may be their third, fourth, or fifth language.

The choice of whether a national sign language or International Sign should be provided for a given meeting should be decided in consultation with the deaf participants; the organiser should not decide alone which sign language is to be made available. Deaf participants should always be asked for their language preferences: some may prefer a national sign language, some International Sign, and some a written form such as CART (Computer Assisted Real Time) captioning services on the screen as a supplement to interpreting. *The great advantage of real time captioning is that all the delegates in the meeting, for many of whom English is also their third, fourth, or fifth language, will benefit from the captioning, whether they are hearing or deaf (as is often true, accommodations for disabled people often benefit their non-disabled colleagues).*

### **SECURING INTERPRETERS**

There is a general shortage of sign language interpreters worldwide, especially sign language interpreters who are qualified and have the expertise to work at high level conferences and meetings. Which means that qualified interpreters are likely to be fully booked well in advance. It is advised to use at least eight weeks' notice; however the earlier the better.

When booking an interpreter you should provide the following details:

- Date and time of the event including start and finish times.
- Full address of where the event is to take place including directions/map.
- Contact name, telephone number and/or e-mail address of the person making the booking as well as the contact person at the event.
- The nature of the event.
- The number of deaf and hearing participants, their role (are they for example presenting or chairing) and their language preferences.
- Information on if the interpretation is going to be recorded or webcast.
- Logistic arrangements on how and when the interpreter should be registered for the event.
- Any other information that could be helpful, e.g. if there are gender preferences, if a person also has a visual impairment, or any specific needs.
- Considerations for fees and other costs (interpreters should be paid for preparation, per diem, travel time and expenses such as accommodation), invoicing and payment procedures, and travel costs to and within the country where the meeting is being held. (In some countries, interpreters or agencies might expect a “retainer”, an advanced deposit to reserve the service of an interpreter, which will be deducted from the total of the final invoice.)

In booking national sign language interpreters, if that is the preference of the deaf participant, the UN approved agency/vendor for spoken language interpreters may or may not have sign language interpreters in their interpreter data bank. If they do not, the national deaf association, national sign language interpreter association, the national registry of sign language interpreters (if available in

that specific country) or World Association of Sign Language Interpreters (WASLI) may be contacted for interpreters who may be experienced in international conferences. Even if the approved vendor does have sign language interpreters, care must be taken that they be familiar with the jargon and environment of the UN.

In booking IS interpreters, if that is the preference of the deaf participant, it should be noted that few of the vendors will understand the qualifications necessary for an International Sign interpreter. It is highly recommended to use WFD-WASLI accredited International Sign interpreters. The list is available at [the WFD website](#).

The [WASLI website](#) contains a list of countries and their associations of sign language interpreters. You can also contact the WASLI regional representative on the “About us” section of the website and they can refer you to appropriate services in the country in which the event is being held, if services are available, or the country nearest if there are no qualified interpreters available in the host country. It should be clear beforehand if the Section ordering interpreting services can engage them as independent contractors or if they can only be paid through an approved vendor. Most International Sign interpreters at this level work as independent contractors.

As the UN is signatory to at least one of the AIIC agreements, the institution must comply and contract the interpreters according to the AIIC agreement terms and conditions.

The quality of the interpreting service can be improved by providing the interpreters with adequate preparation. The interpreter should be provided with the following:

- Copies of any relevant paperwork – including minutes, agendas and speeches (power-point presentations/illustrations, etc).
- Prior to any deaf participant’s presentation, an appropriate amount of time for the deaf presenter to meet with the sign language interpreters to prepare.
- In larger and demanding events, adequate time for the deaf presenter/deaf chair to meet with the person responsible for interpreting arrangements, technical staff and interpreters to go through the process, such as seating arrangements, lighting, screens, cameras and general visibility.
- If there are to be any presentations or other media forwarding the slides or CD/DVD in advance or allow time for the interpreters to watch them before they are presented to the audience. *It is strongly recommended that CD/DVDs to be subtitled in English to ensure that it is accessible to a wider audience, which includes deaf people who do not use a signed language and hearing delegates for whom English is a third or fourth language.*
- The name of the person in charge of the event on arrival.
- Contact details of co-workers (interpreters), if any.
- Any other information that is relevant to the event.

## **INTERPRETER QUALIFICATIONS**

For national sign language interpreters, the interpreter should have certification/accreditation from the country of the sign language, if available. Some countries have not yet instituted certification procedures. In any case, it is preferable that the deaf participant should be consulted as to which interpreters would be qualified for the assignment.

For International Sign interpreters, the interpreter must be WFD-WASLI accredited. In regional UN events, such as UN ESCAP, sign language interpreters from the region should be considered where there are interpreters with international experience. Again, the deaf participant, WFD, and WASLI will be of invaluable assistance in finding the appropriate interpreters.

### **INTERPRETER TEAMS**

As with spoken language interpreters, national sign language and International Sign interpreters work in teams so as to ensure a quality interpretation and to avoid mental or physical fatigue.

A unique feature of International Sign teams is that a team might consist of more than two interpreters. Interpreters who are themselves deaf are often more adept at International Sign than interpreters who can hear, so deaf interpreters are integrated into the team. Working with a hearing partner as a feeder who relays the information from spoken language into their national sign language, the deaf interpreter works from the national sign language into International Sign for the audience. Working in teams of deaf-hearing interpreters provides a level of service not possible with a hearing interpreter alone.

### **INTERPRETER FEES**

Interpreter fees depend on a number of factors, including:

- The nature of the assignment.
- The times and duration of the assignment.
- The qualifications and experience of the interpreter.
- And, in some cases, the number of deaf participants (if there are deaf panellists or chairs of sessions, they may need a separate team in a different location from the deaf delegates or observers).

For UN events [the AIIC-United Nations Agreement](#) must be complied.

### **TYPICAL WORK PRACTICES**

For any event a minimum of two interpreters should be booked. Depending on the duration, complexity and participants of the event, the team strength should be expanded. Like spoken language interpreters, sign language interpreters typically work in teams, each interpreter working for 15-20 minute periods of time in order to maximise the accuracy and the effectiveness of the interpretation.

Interpreters need regular breaks during the event. For full day conferences, the interpreting team should include interpreters who can work during the conference breaks so that deaf delegates and participants may network and conduct short meetings outside of the conference proceedings. This will sometimes mean teams of 3 or 4 interpreters working a single conference in a day to cover not only the formal conference, but also networking during breaks and covering side events before and after the agenda of the conference.

Previously prepared or Computer Assisted Real Time (CART), if provided for hard-of-hearing audiences, should also be visible to the sign language interpreters as a support. Despite the possibilities provided by technology, WASLI and WFD caution against sign language interpreting that relies exclusively on captioning. When information is conveyed from a spoken format to captioning, a reduction of information may occur which would have a significant impact on the quality of sign language interpretation. It is essential to consider how deaf participants would be able to be fully involved if there is no one present to interpret their signed utterances into a spoken

language. In any case, a hearing member of the deaf/hearing interpreting team must be available to interpret from sign language into spoken English or other UN official language for comments or questions from deaf participants in the audience.

All the material received will be treated with confidentiality and will be returned to the conference organisers at the end of the events. Should the event be recorded (audio and/or video) please inform the interpreters beforehand in order to discuss relevant acknowledgements and copyright of their work product.

Ethical practices of interpreters. WASLI and WFD are international organisations with national members. The national members monitor the profession and support the ethical practice of interpreters. National associations of sign language interpreters have codes of ethics and dispute resolution processes. In addition to this, national deaf organisations and/or interpreter service providers may have policies that guide interpreting services. Problems between interpreters and event organisers are best resolved through direct communication at the event. Should there be a need to lodge a formal complaint about the service, contact the agency or organisation through which the interpreter was booked when applicable. In case of WFD and WASLI accredited IS interpreters, complaints should be addressed to the WFD and WASLI.

WASLI and WFD recommend that interpreters booked for conferences be members of the national association of their country, if one exists. If no national interpreting association exists in the country, seek recommendations from the national deaf organisation(s).

## **LOGISTICAL CONSIDERATIONS**

There are a number of things that will enable the sign language interpreter to provide effective service:

- The environment needs to be conducive to effective communication. This means sufficient lighting and sound systems (i.e. provision of wireless microphones and portable headsets if necessary), as well as an appropriate background against which the interpreter will work that is free of visual distractions. If the interpreter will be onscreen, it would be useful to inform the interpreter in advance of the colour of the background, so that interpreters may wear appropriately coloured contrasting clothing for enhanced visibility. It would be helpful to also have risers for interpreters to stand on to be visible, especially if it is one level seating and/or there is no projection on big screen.
- Effective communication requires that deaf people and interpreters are able to see each other. In smaller meetings sign language interpreters should be placed in the meeting room and easily seen by deaf people. When sign language interpreters are working remotely in the same building, from a booth or TV studio, the projection in the hall should be large enough for the deaf participants to clearly see the interpreter. When deaf participants are actively participating in the proceedings (presenting, asking a question, or commenting), the organisers should either have additional interpreters in the hall, or the remote interpreters must be able to see them and interpret into a spoken language from the remote location. Considering possible failures with technology or other circumstances, it is vital to ensure that interpreters are in the same building to be able to interpret in the meeting room if necessary.
- If the proceedings are projected on a screen, the interpreter should be included somewhere on the screen large enough to be seen by the entire room. On the screen, the speaker, the sign language interpreter, and the Computer Assisted Real Time (CART) captions should all be visible. Especially at the UN, where protocol often determines where Chairs, Panellists, Delegates, and observers may sit, a screen with all three images will be necessary for any Deaf participant to follow the proceedings. Power-point or DVD presentations should also allow for the interpreter and captions to

appear on the screen simultaneously. (This may necessitate a review of the audio-visual procedures and software available in large conference rooms, as well as ensuring that the microphones of each delegate be flexible enough to be available to the sign language interpreter (interpreting from sign language to English) for the delegate signing at his or her seat. Hand held microphones are particularly useful for this purpose.)

- Deaf delegates should be consulted about whether they prefer to stand in front of their audience, as deaf signers are accustomed to visual contact with their interlocutors in their culture. This could have ramifications for the cameras tracking speakers for the screen. As with spoken language interpreters, there will be a short lag time when a sign language interpreter is working between a sign language and a spoken language. Allowing time for this process is important during questions and answer session or during discussions to ensure that all participants are included.

## **THE RESPONSIBILITY TO PROVIDE SL INTERPRETERS**

Although there are many rules at national level that regulate the service provision of sign language interpreters, ultimately it is the United Nations (UN) Convention on the Rights of Persons with Disabilities in [Article 9 paragraph 2\(e\)](#), that mandates this service: Provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and facilities open to the public. In addition, [Article 21 \(b\)](#): Freedom of expression and opinion states: Accepting and facilitating the use of sign languages, braille, augmentative and alternative communication, and all other accessible means, modes, and formats of communication of their choice by persons with disabilities in official interactions.

As the organisation behind the CRPD, the Secretariat and Agencies of the UN are in a position to lead the way in modelling proper provision of interpreting services at all levels of the UN system.

### Interpreter Check list

When the UN or its special Agencies send an invitation to the WFD or another deaf organisation or when deaf participants attend an event the organiser should pay attention to the following sign language interpreting arrangements:

1. Event organiser will book sign language interpreters after having consulted with the deaf participant(s) (if necessary also with WFD or WASLI) about the participant's language choice and whether s/he has a preference for a particular sign language interpreter.
2. Fees and other expenses, salary, accommodation and travel arrangements shall be agreed between the sign language interpreters and the organiser prior to the event.
3. All meeting materials and practical information that are sent to the participants need also to be delivered to the sign language interpreter(s).
4. If the event is meant for a large audience the seating arrangements for sign language interpreters have to be checked prior to the event: they should be seated opposite to the deaf participant so that the deaf person has accessible visual contact to the sign language interpreters, the presenters and the screen. The sign language interpreters need to have chairs without armrests. Sign language interpreters have to be able to use a microphone and they will be provided with over the head headphones as opposed to the 'in the ear' variety.
5. Sign language interpreters should be given the opportunity to have their notes and meeting papers on display while they interpret. All materials distributed to the participants in the meeting will be circulated also to the sign language interpreters. Provision of water or other refreshments should be guaranteed during the meeting.

6. In small scale events and workshops the deaf participant and the sign language interpreters should be able to be seated opposite to each other.

7. In a case where a deaf person chairs or presents at an event all practical arrangements should be coordinated well in advance between the organiser, deaf person and sign language interpreters.

***About the World Federation of the Deaf*** *The World Federation of the Deaf (WFD) is an international non-governmental organisation representing and promoting approximately 70 million deaf people's human rights worldwide. The WFD is a federation of deaf organisations from 134 nations; its mission is to promote the human rights of deaf people and full, quality and equal access to all spheres of life, including self-determination, sign language, education, employment and community life. WFD has a consultative status in the United Nations and is a founding member of International Disability Alliance (IDA). ([www.wfdeaf.org](http://www.wfdeaf.org)) Email: [info@wfd.fi](mailto:info@wfd.fi)*

***About the World Association of Sign Language Interpreters***

*WASLI's goal is to promote and support the development of interpreters around the world. For example, some countries do not yet have interpreter associations or interpreter training, so WASLI works to encourage those countries to create national interpreter associations. WASLI also work to promote strong working ties between national interpreter associations and national Deaf associations, in the same way that WASLI and the World Federation of the Deaf (WFD) work together. (<http://wasli.org/>)*

## AIIC Guidelines

for positioning of sign language interpreters in conferences, including web-streaming

Proper spatial organization enhances communication when SLI is used in meetings. These simple steps will help you realize your goals.

---

Sign Language Network.

Published: December 21, 2016 Last updated: December 12, 2016

---

### I. IN THE CONFERENCE ROOM

#### Set up

Sign language interpreters work in teams of two or three per language pair. The active interpreter in each team stands next to the panel or speaker / chairperson. If there are two signed languages, the interpreters should if possible not stand next to each other, but on either side of the stage facing the audience. The supporting interpreter(s) sits facing the active interpreter.



Figure 1 shows the positioning of two teams as well as the sign language users. For each team the items listed below should be followed.

---

## Space

There must be sufficient space for the teams to work together and they must be able to see each other. The active interpreter needs a space of approximately 1.5 x 1.5 metres minimum (2.0 x 2.0 maximum). The supporting interpreter is seated approx. 1 – 3 metres in front of the active interpreter.

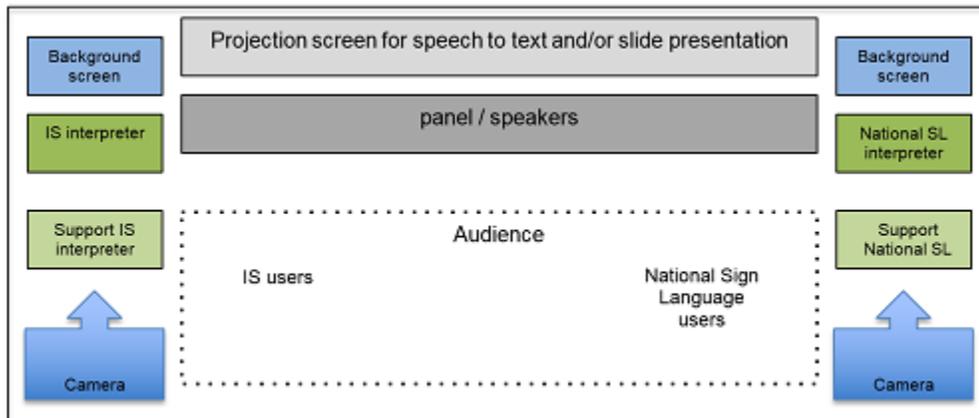


Figure 1: placement of sign language interpreter teams, cameras, monitors, screen and audience. Note: IS = International Sign

---

## Visibility

Sign language interpreters must be able to see any sign language users in the room and the users must be able to see them:

- Distance between interpreters and sign language should be no more than approx. 10 metres.
- No visual distractions in sightline.
- **Background screen** (see also Web streaming on the following pages) **Explanation:** *it is important that the area behind the sign language interpreter is not visually distracting. For example, no highly patterned backgrounds or poor backlighting, no windows or bright screens; people should not be able to walk in front of or behind the interpreter. The background should be a solid colour.* **Platform/stage:** each active interpreter must be placed on a raised platform. **Explanation:** *interpreters should be higher than the general audience so everyone can see them.*

## Lighting

- **Sufficient and indirect lighting** on the active sign language interpreter, especially on the hands and face, casting no shadows on the face.
- **NB:** *for new systems we recommend installation of adjustable lights. They should ideally be cool beam to ensure the interpreter is working in a pleasant temperature.*

## Monitor(s)

- **Visual monitor** should be placed where the interpreter can see it/them. The visual monitor mirrors the display of the large screen in the room, including real time captioning (also referred to as speech to text or CART). A second and third monitor is needed when interpreters are working directly from real time captioning and/or from sign language to sign language. Full setup consists of Monitor 1: Slides; Monitor 2: Real time captioning; Monitor 3: Live video feed of source sign language.

**Explanation:** *the interpreter will not need to turn around to see the text on the screen.*

## Audio

- **Wireless headsets** for all interpreters in the team and one spare. **Explanation:** *this avoids trailing cables and ensures that the interpreters' equipment is for their use only. The headset receivers should easily attach to clothing and use for example Radio Frequency (FM) and not infra-red transmission (the latter can lead to signal distortion when signing).* **NB:** *Ensure sufficient replacement batteries are provided.*
- **Handheld microphone:** The sign language interpreter works more easily with a handheld wireless microphone (not an attached table-top microphone, lapel microphone or headset combo), as they can turn easily towards deaf signers in the audience as well as signers giving presentations at the front of the conference room. **Explanation:** *the interpreter provides interpretation from sign language to spoken language if a signer is presenting or intervening.*

## Chairs & table

- **Chairs** for working and supporting interpreters: For each interpreter on the team a chair should be placed facing the position of the active interpreter. The chairs are preferably non-revolving and have either a low armrest or none at all. They should also be ergonomically adjustable to suit the working interpreters.
- **Table** for documents and water: The table should be situated next to the chairs for the interpreters to place documents, notes and water.

## Documents & water

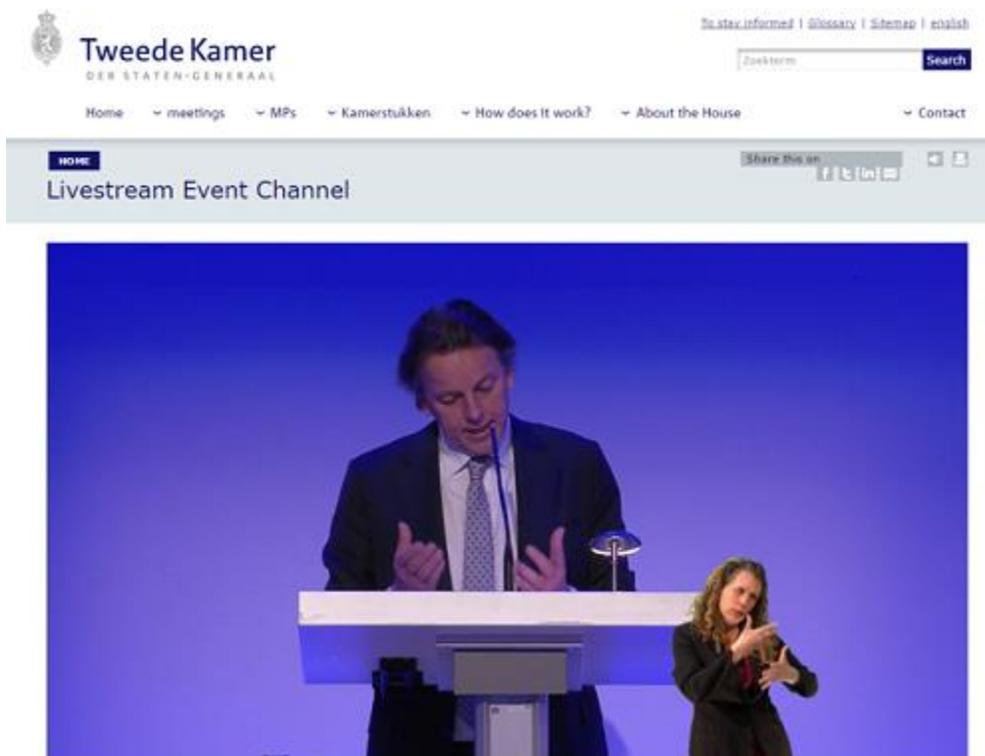
- **Documents** for working and supporting interpreters: Paper copy of all the session documents (the same documents as provided to the spoken language interpreters).
- **Water** for interpreters: Water bottles should be provided to the team of sign language interpreters working in the meeting room.

## II. WEB STREAMING

Sign language interpretation is often live streamed via the Internet. For clear and quality web streaming, the following guidelines are suggested.

## Background

**Chroma key** (preferred): called also a ‘green or blue screen’ the technician overlays the web-streamed picture of the event with the sign language interpretation. **Explanation:** *signers prefer this integrated form as they do not need to look at two pictures at once.* **NB:** *if two sign language interpreters are working next to each other the screen needs to be approximately 2.5 metres wide (the preferred solution is to place the two interpreters separately on either side of the screen).*



**Picture in Picture:** interpreter displayed in an inserted frame on screen: **Explanation:** *if chroma key is not used or available then the next best option is a grey-blue screen as a background.* **NB:** *the interpreter frame should be placed on the right hand side (viewer’s perspective).*



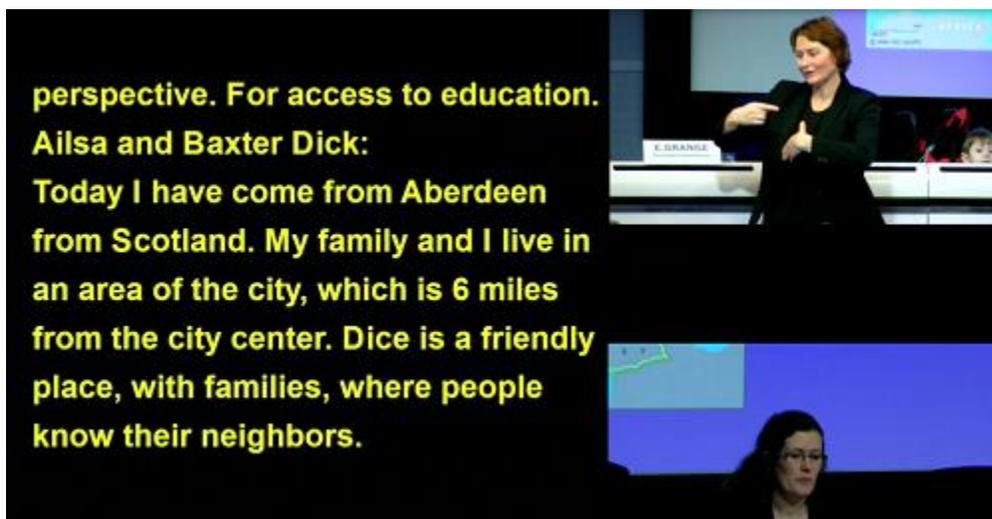
**Important: if given a choice, viewers prefer Chroma key to a box or frame.**

*If Chroma key is not available:*

#### **Audio-visual streaming**

- **Split screen:** preferably in 3 or 4 splits: speaker, sign language interpreter and speech to text with slide presentations.

Example: <https://webcast.ec.europa.eu/european-day-of-persons-with-disabilities-07-12>



## Technical support

- **Dedicated technician for the web camera:** the height and the focus of the camera need to be controlled by a dedicated technician. **Explanation:** *not all interpreters are the same height so when they change over the zoom and height need to be adjusted.* **NB:** *the interpreter must be on camera from the waist to slightly above the head.*

## III. INTERVENTIONS BY SIGNERS

### Live

A signer may intervene during the session as a presenter or with a comment or question. The sign language interpreters in the conference room will then provide interpretation into spoken language or both when needed.

- **Video / Camera:** The camera should be on the signer (NOT on the interpreter working into spoken language).
- **Image broadcast:** When the signer's intervention begins, the image of the interpreter must be removed from the screen. The only image broadcast is of the signer, unless the signer is also being interpreted into another sign language.
- **Audio:** a wireless microphone with good audio quality must be provided so spoken language interpreters in the booths receive clear audio input from the sign language interpreter.

### Video link

At some sessions a signer may intervene remotely via a video link. The sign language interpreters in the conference room will then provide interpretation into spoken language or another sign language or both when needed.

- **Video and screen:** very clear screen image for the signer and the sign language interpreter to be visible in both directions (the signer must be able to see the interpreter and the interpreter the signer).
- **Audio:** a wireless microphone with good audio quality must be provided so spoken language interpreters in the booths receive clear audio input from the sign language interpreter.

---

### Recommended citation format:

Sign Language Network. "Guidelines for positioning of sign language interpreters in conferences, including web-streaming". *aiic.net*. December 21, 2016. Accessed June 20, 2019. <<https://aiic.net/p/7821>>.

## Annex G to UNCEB-AIIC Agreement on Sign Language

Guidance provided by Association Internationale des Interprètes de Conférence (AIIC) for sign language interpretation

### **Working conditions**

#### **Team strength**

1. Team strength is defined as follows:

- (a) At no time should fewer than two interpreters be assigned;
- (b) No interpreter should be assigned as the only member of a team capable of providing relay from a given working language;
- (c) In the case of two-language meetings, at least three interpreters capable of working into both languages should be assigned;
- (d) In the case specifically referred to in paragraph 2 below, at least three interpreters should be assigned, of whom at least two must be capable of working into two of the languages used;
- (e) More interpreters should be assigned when:
  - (i) The language combinations are such that few interpreters would not be sufficient to cover them;
  - (ii) Numerous written presentations are to be given;
  - (iii) The technical or scientific nature of the conference calls for extensive in-session preparation.
- (f) Teams including one or more Group II interpreters should comprise sufficient experienced interpreters so that Group II interpreters shall not be required to provide relay, whenever possible.

#### **Workload**

2. The Organizations should recruit interpreters according to the sign language required. For all meetings in which the sign language interpreter team is also to work into a spoken language, in no case should the team consist of less than three interpreters.

Technical installations

3. Organizations should endeavour to provide facilities for meetings, at headquarters or elsewhere, compliant with the international standards applicable to simultaneous interpretation facilities, such as relevant latest applicable ISO.

4. Technical specifications for the positioning of sign language interpreters in conferences, including web-streaming, are available on the AIIC website:

<https://aiic.net/page/7821/guidelines-positioning-of-sign-language-interpreters-inconferences/lang/1>

## Guidelines for accessible presentations



If you are using slides to make a presentation to the meeting, please bear in mind that some members of your audience may have difficulty in accessing visual; auditory, or complex information. You are invited to take note of the following guidelines on how to make your presentation accessible to everyone.

### **Tips on slide content**

Use clear, non-technical English.

Keep one sentence on one line and one idea only per sentence.

Allow your audience enough time to read what is on your slides.

Limit the number of slides you use.

### **Tips on presentation design**

Do not use pictures as background for the text or overlay graphics on text.

Use contrasting colours for type and background, e.g. yellow on dark blue or white on black.

Do not use more than 2 different fonts. Fonts should be sans serif (e.g. Helvetica, Arial, Calibri and Futura).

Large print should be used and extra line spacing.

Avoid using block capitals; underlining, or italics.

Justify to the left only to avoid awkward spacing between words.

### **Using visual aids**

Describe any pictures or graphs you display. If a graph shows a trend, succinctly describe the trend.

If you show videos with dialogue, make sure that they are subtitled.

If you show silent video footage, make sure an audio description is available.

### **Making your statement accessible**

If you want to be understood by everybody, including people following you through spoken and sign language interpretation or who cannot see your slides, please bear in mind the following tips:

Use simple language with everyday words.

Repeat words rather than use more difficult synonyms.

Try to avoid abstract concepts; jargon; metaphors; figures of speech, and foreign words.

Use active verbs.

Try to avoid the passive.

Give practical examples to explain your point.

Do not assume your audience has prior knowledge of your subject.

Monitor how quickly you are speaking.

Modulate your voice, so you are easier to hear and understand.

Try to avoid reading a text – you may go too fast, use sentences that are too complex and not use enough intonation.

Use eye contact and address your audience directly and respectfully.

**We wish you every success!**

CONTACT LIST FOR ACCESSIBLE MEETING

NAME OF MEETING:	
DATES:	
VENUE:	

NAME OF CONTACT PERSON	SERVICE	E-MAIL	PHONE
	MMS		
	Secretariat		
	ICTS		
	AVS		
	SLI		
	Captioner		
	Précis-writer		
	UN Web TV		

Abbreviations: IS – Interpretation Service (Focal Point for Sign Language Interpretation); AVS – Audiovisual service; SLI – Sign Language Interpretation (Head of International Sign team)





## TEMPLATE FOR CHAIRMAN'S STATEMENT CONCERNING ACCESSIBILITY MEASURES, EVACUATION PROCEDURES AND THEIR EVALUATION

### **ACCESSIBILITY MEASURES**

I am pleased to inform you, Ladies and Gentlemen, that this meeting has been made accessible to all. During the meeting, interpretation into International Sign and real-time captioning will be provided and these services will also be visible on the webcast. Other accessibility measures include the availability of hearing loops for loan from the Meetings Room Assistants.

The website of the meeting also includes guidelines on making presentations accessible. With this in mind, I call on all speakers to monitor their rate of speech.

### **EVACUATION PROCEDURES**

Should the building need to be evacuated, the electronic access control system will be deactivated, meaning that badges will not be needed to leave the building through any door. The closest exit to this room is through **Door (...), which is to the left/right (delete as necessary)** as you leave the room. If you require further assistance from UNOG Security and Safety service or UNOG Meeting Room Assistants in the case of an evacuation, please inform the Meeting Room Assistants.

### **EVALUATION OF ACCESSIBILITY MEASURES**

UNOG wishes to constantly improve accessibility and values your feedback. If you wish to evaluate the accessibility measures provided at this meeting, please ask the Meeting Room Assistants for an evaluation form. The form has also been made available on the conference website.



## ACCESSIBILITY EVALUATION FORM

UNOG is committed to making the United Nations more accessible and inclusive. Please provide your feedback to help us improve.

**Title of Meeting:**

**Dates of attendance:**

**Do you need accessibility measures?**

**Overall impression**

-In general, the meeting was:

Very accessible	Quite accessible	Not very accessible	Not accessible at all
-----------------	------------------	---------------------	-----------------------

**Please comment:**

---

**Please evaluate the following:**

---

5 – Excellent

4 – Good

3 – Satisfactory

2 – Poor

1 – Very bad

Information about the conference	5	4	3	2	1	Don't know
Registration Procedure	5	4	3	2	1	Don't know
Accessible Travel Arrangements	5	4	3	2	1	Don't know
Accessibility at Security (Pregny Gate)	5	4	3	2	1	Don't know
Access to the Meeting Room	5	4	3	2	1	Don't know
Seating and Desk	5	4	3	2	1	Don't know
Sign Language Interpretation	5	4	3	2	1	Don't know
Real-time Captioning	5	4	3	2	1	Don't know
Other accessibility measures (please specify in the Comments box)	5	4	3	2	1	Don't know
Other (please specify)	5	4	3	2	1	Don't know

---

**Please comment:**

---



## ACCESSIBILITY GUIDE

The following information on accessibility is provided as part of UNOG's efforts to make its meetings and conferences more accessible.

### Contents:

1. **Creating an account and registering on Indico**
2. **Accreditation – fast-track procedure**
3. Getting to the United Nations
4. Accessible Route from Pregny Gate to your Meeting Room
5. Maps
6. Leaving the building
7. Evaluation Survey

1. **Creating an account and registering on Indico**

The first step to attending an event at UNOG is to create an account on Indico and register for your event. Please view this [Step-by-step guide](#).

Please remember that all participants, including **accessibility support persons** must create their own account and register separately.

2. **Accreditation – fast-track procedure.**

**Please watch the video.**

All visitors must bring their **passport or national identification card** and their **UN Event Pass** with them to Pregny Gate for accreditation to get a badge.

If you have registered as requiring accommodation, **you do not need to wait in line**. You have been granted fast-track access and should go directly to the door and show your UN Event Pass to the Security Officer. You will be able to go through the Security check immediately.

Your support persons (personal assistant, interpreter, driver, etc.) will not need to wait in line either **and will be able to go with you at all times**, as long as they have registered on Indico and have a national identification document and UN Event Pass with them. Drivers must also bring their vehicle documents with them to the accreditation counter.

You may also advise UNOG Security that you are arriving, by telephone: (+41 22 91 75002)

### 3. Getting to the United Nations Office in Geneva

Public Transport in Geneva is accessible, with low-floor vehicles and access ramps, and can be used to reach the United Nations.

The United Nations building is called the Palais des Nations. There are two gates – Nations and Pregny. When you come for the first time, you must go to the **Pregny Gate** to get your badge.

The nearest bus stop to Pregny Gate is **Appia**.

These buses stop at **Appia** and **Nations**.



Created by Icons from the Noun Project



The following buses stop at **Nations** (by the Broken Chair), where you can change bus to get to **Appia** for the **Pregny Gate**:



Created by Icons from the Noun Project



Tram 15 also stops at **Nations**:



Once you have your badge, you can enter by the **Nations gate**.

More information on mobility can be found at: <http://www.tpg.ch/en/web/site-international/service-clients/mobilite-reduite>

Routes and timetables can be found at: <http://www.tpg.ch/en/web/site-international/horaires/temps-reels>

A smartphone application is also available for iOS and Android (download "TPG"). It contains a route planner and tickets can be purchased using it.

Tickets can also be bought from the machines at bus stops, but are not available on board the bus.

#### **4. Accessible Route from Pregny Gate to your Meeting Room**

**For your safety, please note that accessible Door A15 is a double door which opens automatically towards you as you approach it.**

For the C-building, **Rooms 4, 6, 7, 8 and 9 (IV, VI, VII, VIII and IX)** - From Pregny, cross the road and turn left. Follow the path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take the lift to level 3 and turn right upon exit. Follow the hallway until you reach your room on your right. Room IV is beyond the Delegates' Lounge, round the corner and at the end of the corridor leading to the left.

For the C-building, **Rooms 10, 11 and 12 (X, XI and XII)** - From Pregny, cross the road and turn left. Follow the path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take the lift to level 3 and turn left upon exit. Follow the hall way until you reach your room on your left.

For the C-building, **Room 16 (XVI)** - From Pregny, cross the road and turn left. Follow the path down the hill until the P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take the lift to level 5.

For the E-building, **Rooms 17, 18, 21, 22, 23, 24, 25, 26 and 27** - From Pregny, cross the road and turn left, following the signs on the pavement indicating door E39 Guided Tours. Continue past door E39 to door E40 and enter through the automatic, sliding door on the far side of the first revolving door. You are entering on level 2. Go down one level to level 1. Take either the small lift on the right, which announces the floors, or cross the entrance hall diagonally towards the left and take lift number E47, located behind the steel staircase which has Braille on the control panel.

For the E-building **Rooms 19 and 20 (XIX and XX)** - From Pregny, cross the road and turn left, following the signs on the pavement indicating door E39 Guided Tours. Continue past door E39 to door E40 and enter through the automatic, sliding door on the far side of the first revolving door. You are on level 2 of the building. Go up one level to level 3. Take either the small lift on the right, which announces the floors, or cross the entrance hall diagonally towards the left and take lift number E47, located behind the steel staircase which has Braille on the control panel.

For the **Council Chamber and Rooms 1 and 2 (I and II)** – These rooms are located beyond the C-building when entering by Pregny Gate. From Pregny, cross the road and turn left. Follow the path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take the lift to level 3 and turn right upon exit. Follow the long hallway past the Delegates' Lounge and then turn right. Lift C7 is on your right. Go down to Level 1 and turn right upon exit. The Council Chamber lobby is in front of you. The Council Chamber is on your left. For Rooms I and II, exit the lobby on the far side and follow the corridor leading to the left. Room II is on the right side of the corridor and Room I is at the end.

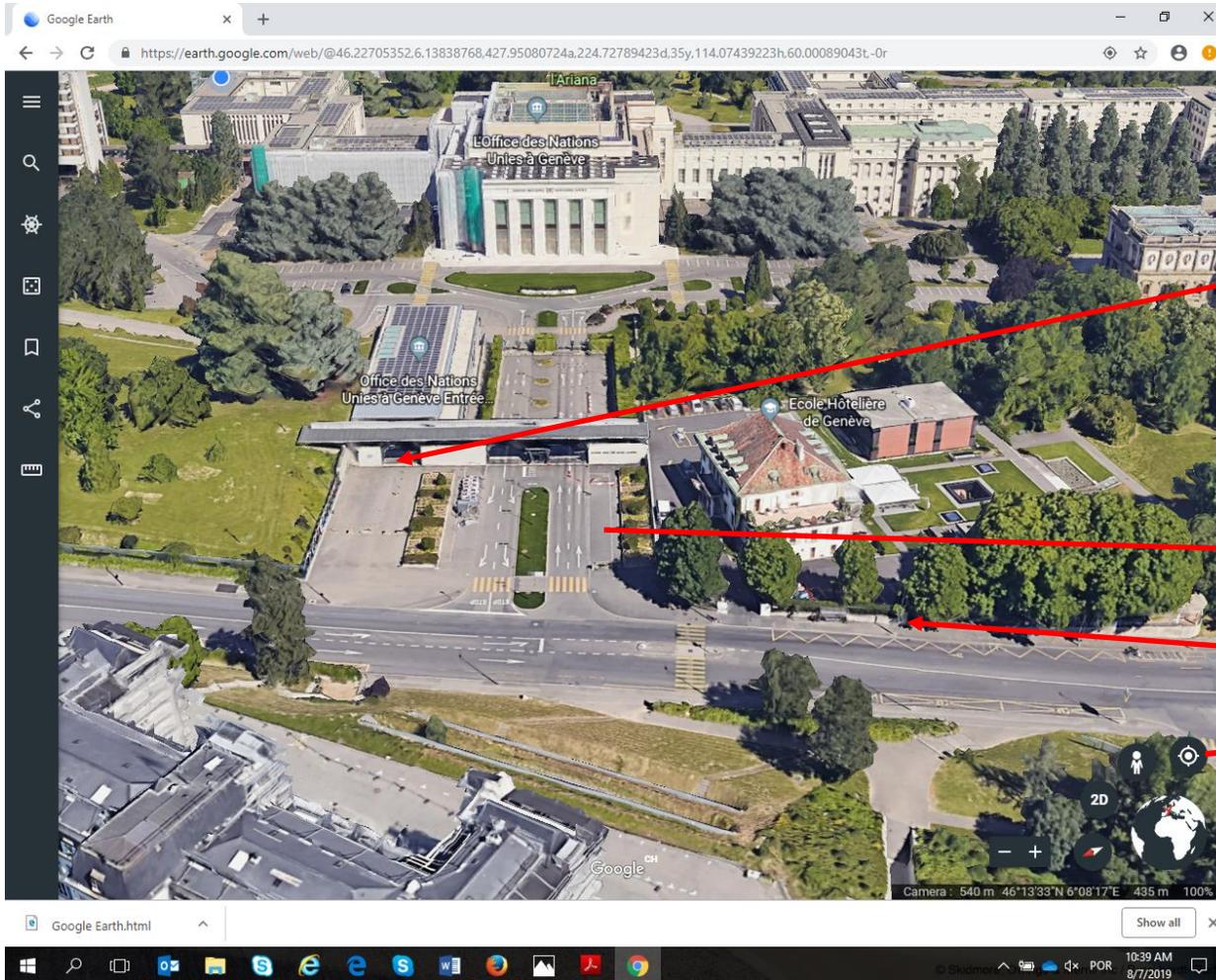
For the **Assembly Hall** – The glass doors giving access to the Assembly Hall are located directly opposite Pregny Gate. If the glass doors have remained closed, then follow the path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Take the lift to level 3, which will bring you to the Assembly Hall.

For **Concordia Rooms 1 to 5** - From Pregny, cross the road and turn left. Follow the path down the hill until P5 car park entrance. Turn right to cross the length of the car park and enter door A15. Concordia rooms are located on this level.

5. Maps

Click [here](#) for a map of the interior of the Palais des Nations and further information for visitors.

**Pregny Gate**



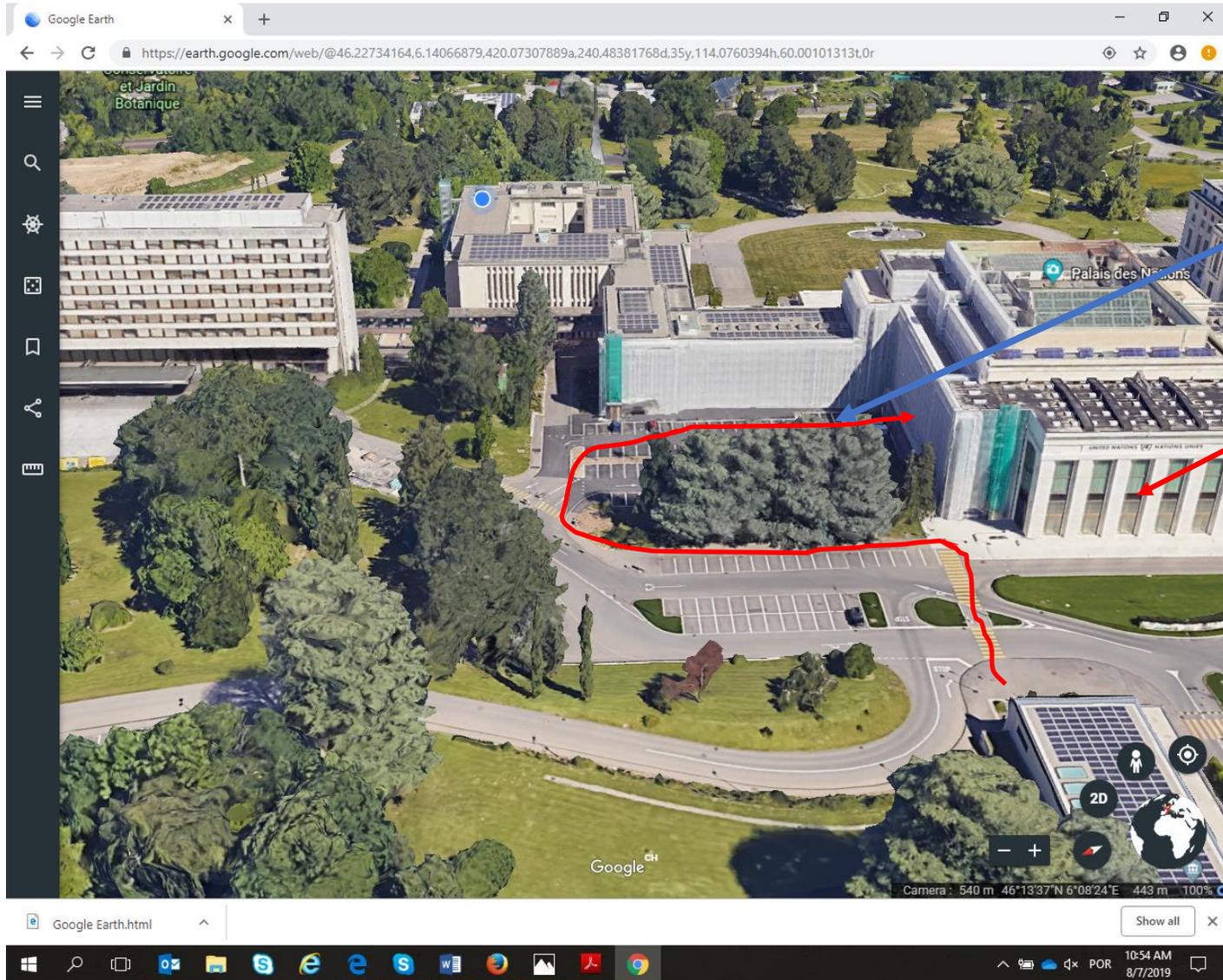
Enter here. Go straight ahead to the right of the line and show the Security Officer your fast-track e-ticket.

Short-stay parking spaces.

Appia stop for buses 20 and Z.

Appia stop for buses 8, 22 and 28.

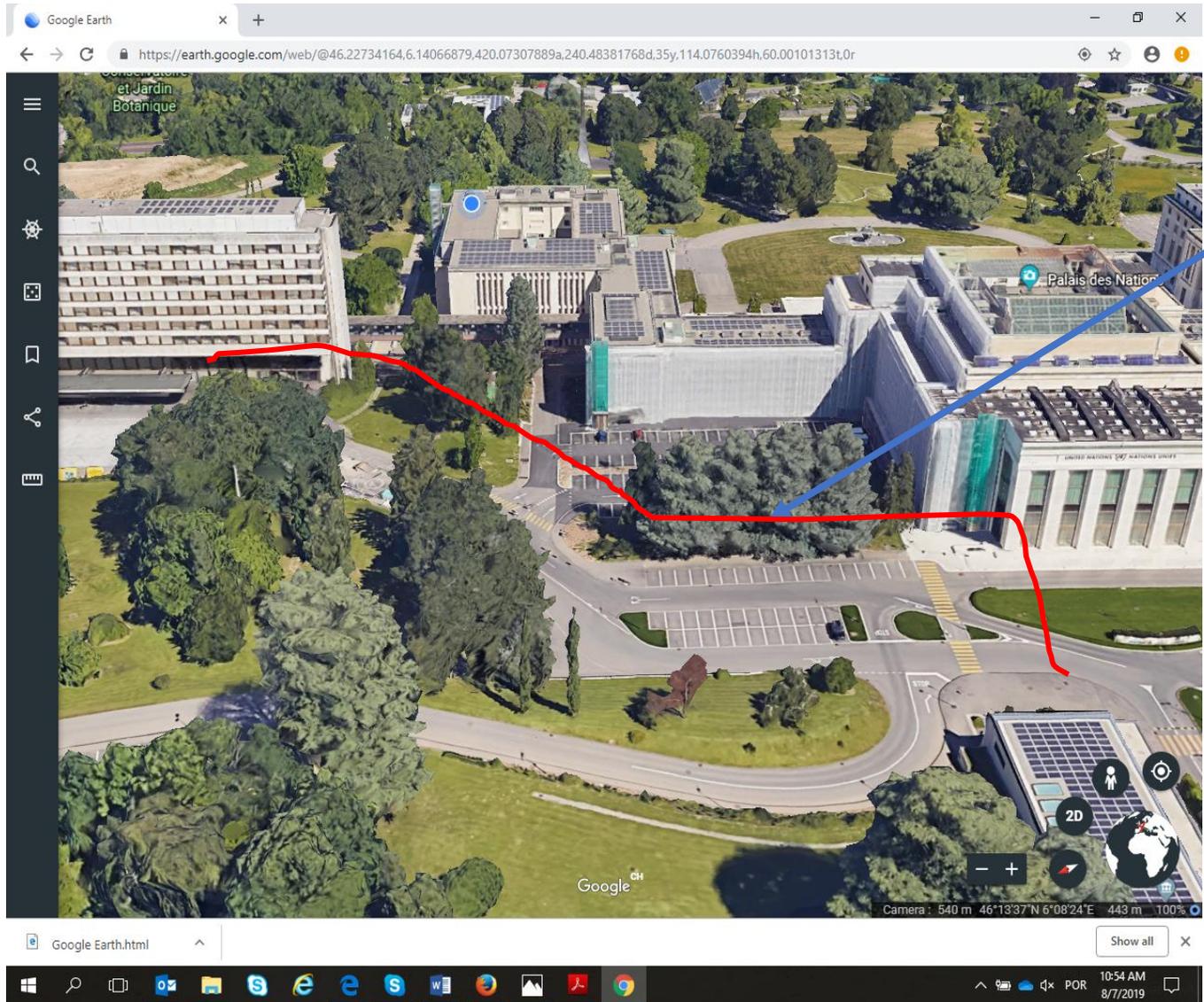
## C-building and Assembly Hall



Accessible Route from Pregny Gate to Door A15 (on Level 2), giving access to meeting rooms in the C-building on Level 3.

Assembly Hall

# E-building



Accessible Route from Pregny Gate to Door E40 (on Level 2), giving access to meeting rooms in the E-building.

## 6. Leaving the building

**Pregny Gate** – This gate is uphill. When you reach the building, use the ramp on the left side of it to reach the exit gate. If you need assistance to exit, call UNOG Security on the intercom to open the gate. Please be aware that the gate will open towards you.

**Nations gate** – this route is flat, but please be aware that accessible routes from the E-building may be affected by building renovation works.

## 7. Evaluation Survey

Please help us improve accessibility, by completing this survey after your meeting:

<https://www.surveymonkey.com/r/6MXY5CG>



Thank you! We wish you a successful meeting at UNOG.



### **Accommodation and transport**

We want to make your stay in Geneva as comfortable as possible. Below, you will find the addresses of a few accessible hotel and transport service providers. They are listed here for merely indicative purposes. UNOG declines any responsibility for the quality of services provided or prices charged. We would, however, welcome your feedback and suggestions on accessible services in Geneva, so that we can share them with other delegates. Thank you for your understanding.

#### **Accessible transport**

Public transport in Geneva is accessible. Buses and trams have low-floors and access ramps. The following companies provide specialized accessible transport:

[Aloha transport](#) – Taxi service, offering adapted transport for wheelchair users. Book at least 48 hours in advance.

[Taxiphone](#) – Taxi service, offering adapted transport for wheelchair users. Book at least 24 hours in advance.

#### **Accessible accommodation**

[Hotel Silva](#) – several accessible rooms available. [Send an e-mail](#)

[Hotel Cristal](#) – 1 single room and 2 rooms with 2 single beds each. [Send an e-mail](#)

[Ibis Genève Centre Nations](#) – Rooms, bathrooms and facilities with wheelchair access. [Send an e-mail](#)

[Ibis Genève Centre Gare](#) – Reduced mobility rooms and bathrooms with wheelchair access. [Send an e-mail](#)

[Ibis Genève Centre Lac](#) – Rooms, bathrooms and facilities with wheelchair access. [Send an e-mail](#)

---