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Deaf Studies workshop

# Emergency Communication Systems

Accessibility technology for the deaf



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# Why Are We Here?

## Understand Emergency Systems

Learn what emergency communication systems are and how they work

## Technology Helps

Apps like DEC112 make emergency communication possible

## You Can Help

Deaf people can assist others in emergency situations too



# What Are Emergency Communication Systems?

## Technology Tools

Apps, websites, and devices for contacting emergency services

## Universal Access

112 number that works across all EU countries

## Equal Rights

Deaf people should reach help just like hearing people



# The Universal 112 Number

## All EU Countries

Same emergency number everywhere in Europe

## Multiple Ways

Voice, text, video, and sign language options

## No Registration

Works immediately without signing up first



# Challenges for Deaf People

## Communication Barriers

No interpreter available. Hard to contact emergency services.

## Feeling Isolated

Emergency services not designed for deaf people.

**112 should be fully accessible for everyone, including deaf people -  
RTT, VRS and video in one system!**



# Group Discussion

## Share Your Experience

1. Have you ever needed emergency help? What happened?

## Communication Challenges

2. What makes it hard for deaf people to get emergency help?

## Helping Others

3. How can deaf people help hearing people in emergencies?



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# EU Legal Framework

## European Accessibility Act

All emergency services must be accessible by 2025-2027

## European Communications Code

112 must work through text, video, and sign language

## Universal Rights

Same quality service for everyone across EU member states



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# Technology Solution: DEC112 App

## GPS Location

Automatically shares your exact location

## Text-Based

Communicate through typing, no voice needed

## Direct Connection

Links straight to regional emergency centers





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# DEC112 App Demo

## Live Demonstration

## Watch and Learn

See how the DEC112 app works in real emergency scenarios

## Hands-On Practice

Try using the app yourself with demo scenarios

## Ask Questions

Clarify how to use features and solve problems



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# Role-Playing Time!

## Scenario 1

Deaf person needs emergency help

## Scenario 2

Deaf person helps hearing person in emergency

## Scenario 3

Emergency while traveling in another EU country

## Practice different communication methods

Real-time Text (RTT) • Video Relay • Apps





# Country Research Homework Assignment

## Find Local Services

Research emergency communication apps and services in your country

## Evaluate Accessibility

Check if services are truly accessible for deaf people

## Share Findings

Prepare to present what you discovered to the group



# Become an Advocate!

## Evaluate Systems

Assess effectiveness of emergency services

## Community Action

Advocate for better accessibility in your area

## Train Others

Share knowledge with friends and family



# Key Takeaways

## 112 is for Everyone

Universal emergency number should be fully accessible

## Technology Helps

Apps like DEC112 make emergency communication possible

## You Can Help

Deaf people can assist others in emergency situations too





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# Remember These Important Points

## Know Your Rights

Emergency services must be accessible under EU law

## Use Technology

Apps and RTT make 112 accessible for deaf people

## Help Others

Share your knowledge to save lives in your community



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# Thank You!

## Skills Gained

You now know how to use accessible emergency systems

## Knowledge Shared

Help others learn about emergency communication

## Stay Safe

Emergency help is available when you need it



# Contact



www://

<https://deafstudies.eu/>



Deaf Culture, Heritage and Diversity



@deafstudies.eu

**TURKOOIS**



**Innosign**

**Witaf**  
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