115-for-deaf

giving deaf people the possibility
of calling firemen emergency services

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- **The problem:**

- Asking for rescue for deaf people can be an insourmontable problem

- EC directive about emergency services ask member states to give this problem an answer

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- National Fire Corps (Vigili del fuoco) in Italy have been traditionally interested in improving sfaety of people with disabilities both in emergency services and in fire protection

- in particular, Vigili del Fuoco have joined EU funded project REACH 112 which aims at giving deaf people the best solution to the problem of calling 112 emergency number

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Possible solutions. At the moment, available technology lets solve the problem with some gaps

	pro	cons
fax	cheap	Slow in exchange data
sms	Cheap, very common	No real time, needs several messages to clarify the needs
real time text	Real time and immediate confirmation of data reception	Expensive, at the moment difficult to be widespread

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- *Project under test by Corpo Nazionale dei Vigili del Fuoco*

Requirements:

1. Internet access
2. User registration
3. Free of charge for the user

Service characteristics:

•As the message has been sent by the user requiring rescue, it is read inreal time in Firefighters control room
•Form Firefighters control room confirmation or questions can be sent immediatley to the user
•Firefighters control room does not need to ask for user's name or user's location (if registerd on fixed position)

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