



Higher Council for Affairs of Persons with Disabilities
المجلس الأعلى لشؤون الأشخاص المصوقين

The Hashemite Kingdom of Jordan

Emergency Line 114 for Persons with Hearing Impairments

Innovative Practice 2016 Zero Project



Overall Goal & Mission

- ▶ The goal of the project is to help persons with hearing impairments use sign language to live independently on an equal basis with others by eliminating obstacles and barriers to accessibility in emergency situations.
- ▶ The line enables the deaf in particular to report any act of violence or sexual harrasment made against or towards them using video calls.

- ▶ Emergency calls may be conducted with any governmental entity, including airports, customs, and the Family Protection Department, until these entities are trained in using sign language.
- ▶ The number of potential beneficiaries is estimated at 250,000 persons who are hard of hearing.
- ▶ The number of deaf students in both schools and universities is 1000 students.



Main Project Partners



- ▶ Jordan Command and Control Centre (JCCC) is part of the Public Security Directorate (PSD), which is part of the Jordanian Armed Forces.
- ▶ Persons with hearing impairments helped in maintaining open communication channels with JCCC officers through sign language and in developing the emergency line according to their needs.
- ▶ The Operating Network Companies in Jordan updated their ICT technology to enable video calls for the (114) line.

Tackling Challenges.....Removing Barriers

1. No initial interest in learning Sign Language
2. No wide-spread video supported 3G network
3. No video – supported ICT operating system at JCCC

Changed to... A national infrastructure supported by:

1. Trained officers who are able to communicate in Sign
2. JCCC ICT system supported by video calls with greater outreach creating a specialised emergency line
3. Greater awareness within the Deaf community especially in schools
4. First mobile operator, Zain, with a fully-functional video service.

Emergency line 114 – Statistics as of 31 December 2015:

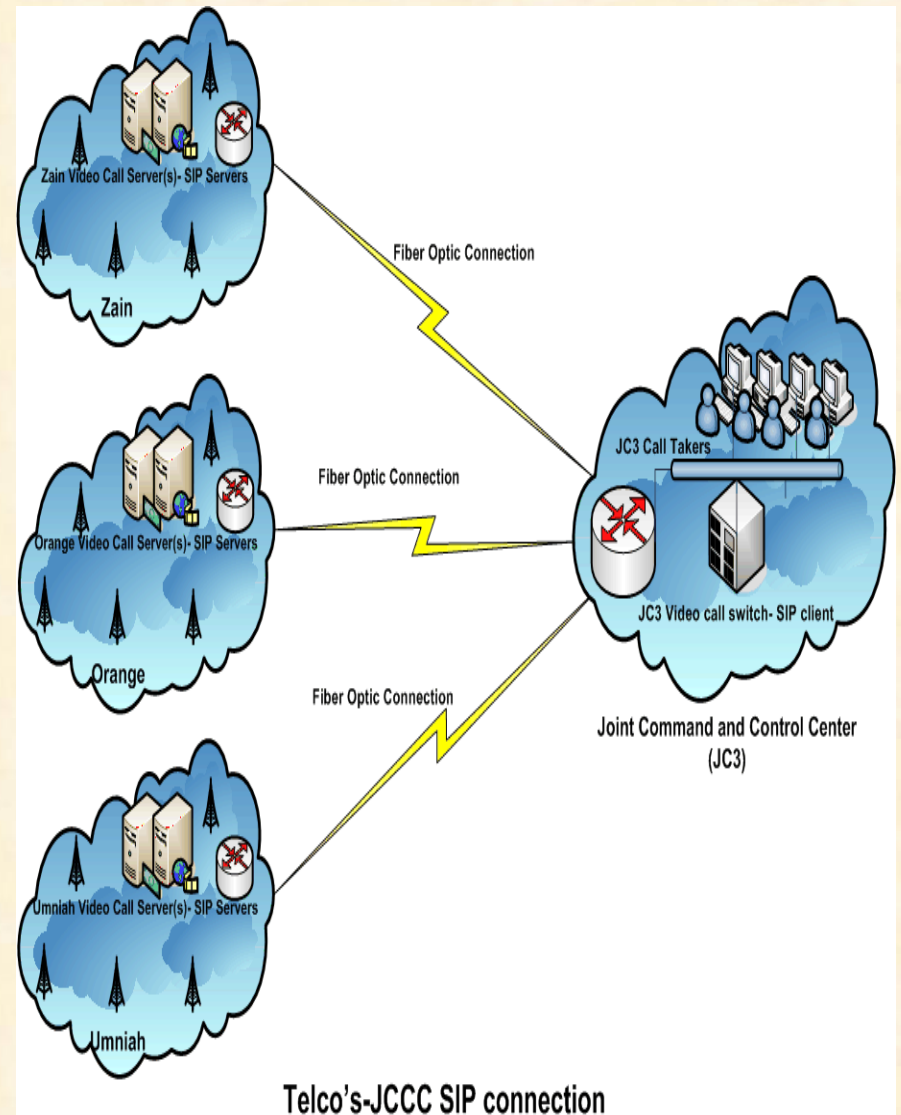
No. of calls	From	To
42	25/9/2014	31/12/2014
134	1/1/2015	31/5/2015
352	1/6/2015	31/12/2015
Total	528 calls	

Type of calls

1. Medical emergencies
2. Vehicle-related accidents and violations
3. Humanitarian and family related assistance
4. Bureaucratic requests and general complaints
5. Public service provision complaints
6. Drug and other related physical assaults and abuses

Future outlook...

- Expanding outreach to include the two other major operating network companies in Jordan
- Upgrading software to enable tracking
- Analysis and needs assessment
- On-going training





“The video emergency line has changed both my life and lives of others like me. For the first time, we feel equal, safe and reassured.”

Mr. Faisal Alsous



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