CENTRO DE RELEVO
“ICT’S for Inclusion”

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Colombia

Parallel Session: IT-Solutions supporting persons who are deaf
The project arises from a Public-Private Alliance

“Centro de Relevo” (Relay Service) allows hearing-impaired people to find an interpreter – via a text message or the internet – who will provide them with free translation service over a fixed line or mobile phone within Colombia for a maximum of 15 minutes. It is a result of a Public-Private partnership.

Centro de Relevo's project has benefited 25,000 deaf people and their families
FENASCOL groups the deaf people of Colombia and has 36 affiliated associations.

The importance of this project is that it is supported under the Public Policy on Disability, therefore, it is important that the countries that wish to implement it look for mechanisms to finance it.

Social CONPES Document
National Council for Economic and Social Policy
Republic of Colombia
National Planning Department
NATIONAL PUBLIC POLICY OF DISABILITY AND SOCIAL INCLUSION
Bogotá D.C., December 9 of 2013

GOBIERNO DE COLOMBIA
This interpreter can also provide a variety of other communication services, such as for medical appointments, work-related consultations or legal formalities for a maximum of 30 minutes. Importantly, no sophisticated equipment is needed, only the internet or a mobile phone application designed for this purpose.
The service is offered nationwide, reaching some 25,000 deaf people over the last three years. 456,500 calls were made in 2017 alone.
20,000 free interpretation services were provided in 2017
Madre e hija se comunican por primera vez a través del SIEL con Centro de Relevo
Santa Marta, junio 2017

Whit Centro de Relevo
Mother and daughter communicate themselves for the first time through SIEL service
In 2013 the service was replicated in Paraguay, and at present FENASCOL provides consultancy services to Ecuador, Guatemala, and Mexico. In order to operate this service successfully, there needs to be backing from the public finance in the country concerned and a public policy supporting the implementation of such a project.
On the occasion of Centro de Relevo's 15th anniversary, National Government paid tribute to it with the launching of a philatelic emission, which reaches 192 postal museums of the Universal Postal Union, guaranteeing worldwide dissemination.
¡Gracias!

Thank you for your attention