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In the difficult situation in which the evolution of the pandemic has obliged all of us to change drastically our ways of living, many initiatives are born in which the great advantages connected to the use of digital technologies come out. For people with visual impairments, they offer a better life quality, for example new communication opportunities and an easier access to public services and every kinds of contents.

In order to set up a digital society, there is a need for an interoperability between products and services of technologies of the information. Internet is the best example thanks to which many people from all over the world can use devices and applications, but to fully grasp the benefits of its spread, a further increasements of the interoperability of devices, applications and databases is necessary for the access of information. Since more and more actions are done online, starting from an application for a job, to fee payments, till the booking of tickets, the use of Internet has become a component of daily life. Accessibility and usability, two key elements in this area, can affect the work of people with visual impairments. It is therefore necessary to bridge the digital division that can help socially disadvantaged groups to take part to the digital society on an equal footing with other people and increase the chances of finding a job by overcoming their condition. Everyone must be able to reap the benefits offered by the digital society. In this sense, action is needed to ensure that disabled people can access the new electronic content. In particular, public websites and online services that play an important role in fostering full participation in public life should adopt international standards on web accessibility.

In these days we have understood that these factors have become fundamental for the development and growth of our society and for a better way of living.

The frailties that all communities are experiencing, in relationships and participation, have brought people, companies, schools and social health services closer to the use of new tools and methodologies.

The third sector heavily involved in supporting social networks looks at the world of technologies with new attention and curiosity. It is therefore necessary to start from competences, that is to make known the potential of technologies to those who work in the contexts of inclusion and care, to people with disabilities and frailties. The pandemic therefore poses an important challenge seen as an opportunity to imagine services increasingly capable of accommodating the expectations, needs and desires of people with visual impairments and their caregivers, also thanks to digital technologies.

Covid is also affecting the world of work of people with visual impairments who, working from home, have found themselves facing many changes and, in some cases, some limitations. At the same time, organizations have found themselves having to start a strategic path to respond to the new needs created with the spread of Smart Working, thanks to which people with visual impairments can overcome the work interruptions initially imposed by the pandemic and businesses can launch a path to address this issue by promoting interventions capable of fostering a real inclusion and enhancement of these extremely useful resources. The fundamental elements to allow equal opportunities for workers with disabilities to practice smart working are: awareness of management, training and co-responsibility of the worker, accessibility. These aspects testify to the fact that the need to use technologies is fundamental considering the relationship between smart working and disability in the world of work. In fact, we know that smart working is a possibility to facilitate access to job by visually impaired people. In this sense, the problem of barriers must be reinterpreted: on the one hand, access to work for these people requires the

ability to evaluate adequate skills, and on the other hand, to remove the difficulties that make it impossible to do the job fully. For this reason we speak about reasonable accommodation understood as the right to remote work for visually impaired people. In this context, many people and businesses have organised their meeting via zoom, google meet or Microsoft teams to replace the face to face approach. However, this should not relieve the employer of the commitment to remove the barriers related, for example, to the tools used, with a specific accessibility problem. Smart working is an added value if it also invests in the continuous training of the same. Sometimes we have to deal with stereotypes in the way of considering disability, such as associating the visually impaired person with the only profession of the receptionist. If, on the other hand, we begin to consider these people as those who have not been able to exploit their skills due to a lack or insufficiency of technological tools and therefore to a qualified job, the new technologies encouraged by the spread of smart working can lead to a leap in the work of these people. There is therefore a need for a technological investment but also a social one, to rethink the organization of work with a view to inclusion, sharing and autonomy. Smart working technologies are digital and are used productively by visually impaired people as long as they are accessible and usable. Accessibility is the elimination of digital barriers within the computer systems that prevent the use of tools. To overcome these barriers, the so-called assistive technologies are used. We can therefore say that accessibility is an indicator of the ease of use of a system by a user. In the area of smart working in the field of information technology, there are resources that have entered our daily experience: video communication tools such as skype, teams, meet to stay in video connection with people at a distance; collaboration tools that allow you to share information and documents such as slack; work material sharing tools such as dropbox, google drive or one drive. It is necessary to personalize the technologies and tools useful for carrying out remote work and training both people with disabilities who work with these tools and those who find themselves working with them. To do this, a methodology identified in disability management is required, which must take care of verifying the necessary technological tools and of integrating, personalizing and ensuring that these technologies do not constitute barriers to the work of these people. We can take the opportunity of the pandemic to innovate, try to improve, identify new solutions on the importance of a good use of technologies because technological innovation can, with correct and adequate policies, be put at the service of people, communities, of a greater knowledge of their needs which should not be seen as watertight compartments. New technologies can therefore help us to take full responsibility for the different needs and how they interact in the same person. It is also necessary to ensure that they are accessible above all to people with visual disabilities in order not to create gaps and inequalities. The third sector opens up new scenarios to new contexts: the digital, ecological transition and social cohesion. These priorities are aimed at supporting this sector in the work of digitalizing its services to give answers increasingly commensurate with the needs expressed by the communities. Another fundamental aspect is the centrality of technological innovation at the service of integration and support of various needs. In this way, technology is able to better understand the needs and difficulties, but it also helps to give answers through their accurate analysis. To use technology correctly for the benefit of visually impaired people, it is important to build a condition of common good by using the assets provided by technology not as ends in themselves, but as objects and subjects capable of creating shared values. In all this, responsibility in the use of technological innovation must be considered. There is therefore a need for a series of skills not only vertical, that is, on the use of specific software, but also horizontal, as well as an awareness of the implications, attention, constraints and opportunities that the use of a particular technology can give. for example in the context of an app for mapping territories, cities, extra-urban areas to assess their accessibility for the visually impaired, having available a series of objects that trace these territories through detectors. This allows greater objectivity, effectiveness and efficiency as this allows you to follow a person in his daily life by combining a series of information on the ultimate goal and on the way in which this technology is used. This example testifies to the fact that we should not stop in the use of new solutions, but continue in the use of technology to support the changing needs of people with visual disabilities with a greater awareness that only people competent in this subject are able to manage.