

Standards Make Life Easier for Disabled Persons



IN THIS ISSUE

- World Standards Day Message pg 2
- Public Outreach pg 3
- Feature: Standards Make Life Easier for Disabled Persons pg 4-5
- Consumer Corner pg 6
- Bureau's Highlights pg 7
- Staff Profile pg 7

WORLD STANDARDS DAY MESSAGE 2010



At least 650 million people globally are affected by some kind of disability; one quarter of all citizens in developed countries are 60 or older and, by 2050, most developing countries will have caught up.

Accessibility is increasingly an issue as the world population ages and people with disabilities demand equal access to social, political and economic life. For them, as well as for the able-bodied, access to information and communication is as important as is the ability to use an elevator,

enter a building, travel, or safely turn on and use a device.

But accessibility is not only an issue for the elderly or disabled. Anybody at any stage in life can experience temporarily reduced accessibility. When that happens, simple, everyday activities can become very complicated. International standards give manufacturers and service providers the guidelines on how to design products accessible for all.

• A well designed wheelchair ramp conforming to an

international standard may turn out to be really useful for a new mother with a baby carriage

• A device with a large switch may make things easier for someone with an injured hand

• A sensor stopping doors from closing can prevent accidents when a back injury impairs movement

• The little dot on the number 5 on a phone keypad makes it easier to find numbers – a boon in the first days after an eye operation.

International standards facilitate everybody's access to products, structures and services. They include safety considerations, ergonomics and harmonized test methods all geared to increase accessibility. Standards also provide a platform for the dissemination of technological innovations both in developed and developing countries. They help markets to grow faster and increase global trade.

IEC, ISO and ITU coordinate their work and offer a system of standardization that helps designers, manufacturers and policy makers to make the world safer and more accessible for all, today and tomorrow.



Presented by:
Mr. Jacques Régis, IEC President
Dr. Alan Morrison, ISO President
Dr. Hamadoun Touré, ITU Secretary-General

Recently Trinidad and Tobago Bureau of Standards (TTBS) officials visited primary schools in Tobago to conduct presentations on the importance of standards in improving the quality of life.

This is part of TTBS' public education programme aimed at raising public awareness about the role of standards in everyday life as well as fostering an attitude of quality-consciousness among its various stakeholders.

Presentations were made to primary school students of Standards Three, Four and Five at Roxborough, St. Andrew, and Whim A.C. Primary Schools. In these presentations, TTBS' officials explained the role of standards in safeguarding consumer health and safety, improving product quality as well as protecting the environment.

Following the presentations, lively question and answer sessions were conducted to allow the students the opportunity to display their newly acquired knowledge and prizes were awarded to those who did so successfully.

TTBS' Marketing Officer, Kenrick Romain, Natalie Dennie, Consumer Liaison Officer (Ag.) and Marsha Padia, Marketing Assistant were responsible for the overall management of the presentations.

ROXBOROUGH A.C. PRIMARY SCHOOL



▲ **APPRECIATED:** Kenrick Romain, Marketing Officer, TTBS, (left) receives a firm handshake and vote of thanks from Sharon Anderson, Principal (right).



▲ **LIVELY DISCUSSION:** This young student answers a question on the importance of standards posed by Marsha Padia, Marketing Assistant, TTBS.

ST. ANDREW A.C. PRIMARY SCHOOL



▲ **ECSTATIC STUDENTS:** These young and energized students cheerfully participate in the question and answer session.



▲ **A JOYOUS MOMENT:** Natalie Dennie Consumer Liaison Officer (centre) is joined by certificate winners: Netanya Powder (left) - Most Outstanding Student and Justin Peterkin (right) - Most Participative Student.

WHIM A.C. PRIMARY SCHOOL



▲ **FULL ATTENTION:** A cross-section of students listen with rapt attention to the presentation.



▲ **TALKING STANDARDS:** This student proudly gives the answer to the question "How can standards help to improve the society?".

Standards Make Life Easier for Disabled Persons



vision (or total loss of sight) and those with varying degrees of hearing difficulty. This can be an elderly person, someone born with a disability, or a worker who was injured on the job and now has reduced accessibility.

Standards provide accessibility solutions so that the greatest number of people can enjoy many aspects of everyday activities that would otherwise be unmanageable. Standards provide manufacturers and service providers with guidance on how to design products that everyone can access or utilise, whether they are for the built environment, transportation, communication or information technology. Standards assist in providing equal opportunities for both participation and integration of persons with disability into all aspects of society.

In summary, standards provide a physical environment that enables a level of independence and self reliance by eliminating some of the barriers that persons with disabilities have experienced in the past.

The following are some practical examples of how standards assist in providing products that are accessible to all:

- *A wheelchair ramp conforming to international standards can be useful to a new mother with a baby carriage.*

- *Someone who has recently had*



environments and facilities is an issue for many of us – let alone the millions of people around the world living with disabilities.

When we hear the term ‘accessibility,’ we automatically conjure an image of someone in a wheelchair trying to navigate through a revolving door or negotiate a flight of stairs. Persons with disability include those persons with ambulant disabilities, those with impaired



According to the United Nations, 10% of the world's population – representing 650 million people – is affected by some kind of disability. In addition, one quarter of all citizens in developed countries are 60 or older and, by 2050, most developing countries will have caught up. Difficulty trying to access products, services,



eye surgery would find it easy to use a telephone due to the tiny dot on the number 5 of the phone key pad.

· Pedestrian crossing lights at traffic intersections make a clear noise when it is safe to cross to assist people with visual impairments.



Industry also benefits from standardization since standards allow responsible manufacturers to develop better and more efficient products for consumers which, in turn, build consumer confidence in those companies and their products. Standards for accessibility, if used by industry, can lower design and production costs since all aspects of accessibility are considered at the initial stages of development. This would minimize any costs that might be incurred later to repair non-compliant components.



Standards can also assist with the brand image of a company since all products, services, websites, and documentation would be accessible and usable by everyone, including people with disabilities, whether by design or through compatible use with assistive technology. In addition, standards would enable

companies to meet all regulatory requirements pertaining to accessibility. TTBS is currently monitoring international standards and developments on accessibility issues that would be applicable to the local environment with the aim of supporting government policies relating to persons with disabilities. Next month, the ISO will be hosting an international workshop in Geneva, Switzerland, to review and examine the standards needed for facilitating the development of accessibility solutions around the world. The

workshop will be followed by a meeting especially organized for standards developers and other stakeholders to consolidate plans for international work in this area of international and national importance.



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BE A SMART CONSUMER



Being a smart consumer can be difficult. You often think about the products you buy and the amount you can spend. Can I afford this? Is this the best buy? Am I getting my money's worth?

Measurement has a great impact on almost everything we buy. Almost everything we purchase is sold by weight, volume, length, count, or measure. Think of examples--a dozen eggs, a liter of milk, a yard of cloth and a kilogram of rice. Without standard measurements, it would be difficult to do even simple things like use cookbooks or buy sufficient carpeting or tiles. As consumers, we don't carry a scale or measuring tape to check the weight or measure everything we buy. So, how do we know we're getting what we pay for? This is where the Trinidad and Tobago Bureau of Standards (TTBS) plays a key role. The TTBS is the agency charged with the responsibility of ensuring proper National Standards. When the Metrology Act is proclaimed, it will empower the TTBS to ensure that consumers get what they pay for. Through this Act, Legal Metrology

Inspectors will have the responsibility to ensure fair trade and to protect the consumer from being deceived by inaccurate measurements. Accurate standards and equipment will be used to inspect scales, fuel dispensers and packaged products at markets, supermarkets and factories. Being a smart consumer means that you know your rights and responsibilities in the market place.

The following are a few helpful tips you can use:

1. Read the label - The amount of the product or the net quantity in the package is marked on the label.
2. Compare similar products using unit pricing.
3. Watch the scale and the amount being registered. The scale should be placed so you can see the weight, price and other information displayed.
4. Make sure the scale shows a zero or the pointer is on zero before anything is weighed.
5. If you have a question, ask for the item to be weighed again before you buy.

The unit price tells you the costs per "unit" (such as per kilogram, per pound, per sheet) to buy the product. It's easy to find the unit price of some items. It should be marked on a sign near the item. For example: If potatoes sell for \$1.50 per kilogram, you know that 5 kilograms will cost \$7.50 (5 kilogram X \$1.50). Unit pricing is most helpful when the price per unit isn't so clear. For example, your favorite brand of powdered detergent is sold in four different sizes.

- The 400-grams pack is \$7.30.
- The 975-grams pack is \$19.49.
- The 1950-grams pack is \$29.00
- The 4500-grams pack is \$69.99

Which one is the best buy? Unit pricing helps. In this case, the unit price is the price per gram. To figure out the unit price, divide the price by the number of units (in this example, it's the number of grams).

- The unit price for the 400g pack is 1.8 cents per g (\$7.30/400).
- The unit price for the 975g pack is 2 cents per g (\$19.49/975).
- The unit price for the 1950g pack is 1.5 cents per g (\$29.00/1950).
- The unit price for the 4500g pack is 1.5 cents per g (\$69.99/ 4500).

Compare the unit price for each package. Which cost less per unit? In this example, the 1950g and 4500g packages are the best buy because they cost less per gram. Remember, the larger package is not always the best buy. It pays to know the unit price.

As consumers we have a responsibility to ensure that we get what we pay for, as well as determine what the best value for the price is. For some being aware of measurement and unit pricing maybe new and for others it may not be something that they did not care much about. However, in these times where money is tight and prices are high it would be of necessity to employ the habits of a smart consumer. So do pay attention to the labels and look out for the unit price. For those who are new to this, it will get a lot easier after the first time, especially since most phones include a calculator.

Promoting Higher Education through Standards



SEALING THE DEAL: Professor Clement Sankat, UWI Pro Vice Chancellor & St. Augustine Campus Principal (left) and Theodore Reddock, (Ag.) Director, TTBS, sign the MOU establishing a collaborative arrangement between both institutions.

TTBS and UWI sign MOU

The Trinidad and Tobago Bureau of Standards (TTBS) signed a Memorandum of Understanding (MOU) with the University of the West Indies (UWI), St. Augustine which will result in greater cooperation between the two institutions in a number of areas.

Signing on behalf of UWI was Professor Clement Sankat, Pro Vice Chancellor and Principal of the St Augustine Campus, while Acting Director Theodore Reddock signed on behalf of TTBS.

The MOU, signed on June 15th 2010, is a wide-ranging document that caters for co-operation in many areas of mutual interest to both parties, including:

- **Education**
- **Information Exchange**
- **Joint sponsorship and conduct of seminars and workshops**
- **Co-operative use of Library Facilities and**
- **Collaboration between laboratories in research and other scientific work**

In his remarks, Professor Sankat noted that UWI has contributed significantly to the development of TTBS and was willing to continue in that vein. He indicated a special interest in ventures that would bring greater recognition and financial

returns to both organisations in a time when self-reliance and sustainability are critical issues for all organisations.

Both parties agreed that the MOU should focus on delivering concrete results, a good example of this being the final year programme in Developing Quality Infrastructure now being created through cooperation between the two organisations. Reddock described the programme as: "a clear demonstration of the potential impact of our co-operation in the area of education."

TTBS recognises the fundamental contribution that educational institutions such as UWI can make by teaching what standardisation is and what can be achieved through it. We are keen to support these efforts through the collaborative development of a variety of initiatives that will encourage the lecturers and researchers associated with UWI to share their knowledge, experience and expertise in this domain.

"We view the linkage with UWI created by this MOU as a cascading first phase for taking the standards out of TTBS into education, industry, health, safety and preservation of the environment and into governance," Reddock said.

STAFF PROFILE

Mrs. Kamla A. Rampersad
Senior Library Assistant II

Mrs. Kamla A. Rampersad retired after 37 years of dedicated and productive service to TTBS. She started her career as a clerk in 1973, when TTBS was being set up in Salvatori building, Port of Spain. She worked under the supervision of Dr. Michael G. Lines, the first Executive Director of TTBS. However, during the formative years of TTBS, Mrs. Rampersad functioned as the Director's Administrative Assistant thereby providing vital support to Dr. Lines. She also worked closely with the technical and administrative staff in the early years in building public awareness of TTBS and promoting its work.



KAMLA ANNETTE RAMPERSAD

Mrs. Rampersad also made invaluable contributions in other areas including: Records, Accounting and the Information Centre. And in 1989 she was promoted to the post of Senior Library Assistant II in the Information Centre.

She feels a great sense of satisfaction that she was able to serve TTBS for so long and thus contribute to its growth and development. "I am very thankful for the opportunity to serve TTBS and I feel a great sense of pride in the role I played over these years in the establishment, growth and development of TTBS", she said.

After thirty seven years of dedicated service Mrs. Rampersad proceeded on pre-retirement leave in April 2010 taking with her a mental archive on TTBS. She retired from TTBS in October, 2010.

A function was held in her honour in April 2010 where Management and staff bid her a fond farewell and reminisced about the past thirty seven years Mrs. Rampersad served TTBS. A former Standard Officer who worked with her since 1974, Mr. Simeon L. Sandiford spoke on her behalf. He recalled the challenges that they faced in the early years and how dedicated and committed, Mrs. Rampersad was. He indicated that Mrs. Rampersad was the quintessential peacemaker often acting as the referee in the midst of conflicts. In her farewell sentiments to TTBS she stated, "This life is good but God helps us to believe the best is yet to come."

The Management and Staff take this opportunity to thank Mrs. Rampersad for her long and dedicated thirty seven years of service and her invaluable contribution to the growth and development of TTBS and extend best wishes for a bright and fulfilled future.

Services of the Trinidad and Tobago Bureau of Standards

All standards are intended to improve the quality of life through sustainable development by promoting Economic Growth, Societal Equity and Environmental Integrity.

OUR VISION:

To be a World-Class Standards Institution, dedicated to improving the quality of life of the people in Trinidad and Tobago.

To fulfill this vision TTBS provides the following services: -

• Standards Development

Formulation of National, Voluntary and Compulsory Standards through technical committees for all goods except food, drugs, cosmetics and agricultural products.

Contact: Errol Rampaul,
Head Standardization Division - Ext. 121

• Inspection

Inspection of goods covered by National Compulsory Standards at ports of entry, importers' premises and retail outlets.

Contact: Steve Williams,
Head Implementation Division - Ext. 188

• Laboratory Services

Testing: Electrical, Fibre/Footwear, Material and Chemical Products.

Contact: Renée Abass-Lalla
Head Laboratory Services Division - Ext. 216

• Metrology

Inspection, calibration, testing and certification of measuring devices and pre-packaged goods.

Contact: Theodore Reddock,
Head Metrology Division - Ext. 230

• Certification

Product Certification
A license to use the Trinidad and Tobago Product Certification Mark is issued for certified products.

System Certification-
Quality and Environmental Management Systems (ISO 9001, ISO 14001), Trinidad and Tobago Tourism Certification (TTTIC) and Quality and Environmental Management for SME's (Q&EMS – SME's).

Contact: Ronah Persad,
Head Certification Division (Ag.) - Ext. 177

• Laboratory Accreditation

ISO 17025 for Testing/Calibration Laboratory, ISO 15189 for Medical Laboratories

Contact: Karlene Lewis,
Standard Officer II - Ext. 153

• Standards Information

Supply of local, regional, national and international standards.

Contact: Devitra Maharaj-Dash,
Librarian, Information Centre - Ext. 159

• Quality Training

The Premier Quality Services Limited (PQSL), a subsidiary of the Trinidad and Tobago Bureau of Standards, offers training in:

ISO 9001 and 14001, Laboratory Practices, Calibration, Health and Safety.

Contact: PQSL
Tel.: 645-9026/9268, 662-8827.

Facilities for rental

The Trinidad and Tobago Bureau of Standards also offers facilities for rental through its wholly-owned subsidiary, Premier Quality Services Limited (PQSL)

TS TRINIDAD AND TOBAGO
BUREAU OF STANDARDS

1-2 Century Drive, Trincity Industrial Estate,
Macoya, Tunapuna.

Tel. Nos.: 662-8827, 662-4481/2 or 663-4835/6
Fax: 663-4335 • Email: ttbs@ttbs.org.tt
Website: www.ttbs.org.tt

PREMIER QUALITY SERVICES LIMITED

Facilities for Rent

The Trinidad and Tobago Bureau of Standards offers the following facilities for rental through its wholly-owned subsidiary, Premier Quality Services Limited (PQSL) for business and social functions such as seminars, workshops, conferences, graduations, weddings and award ceremonies.

ROOMS:

Maracas Conference Room

- Seating capacity for 60 persons, class room style
- Seating capacity for 110 persons, theatre style
- Ideal for seminars

Bon Accord Meeting Room

- Seating capacity for 20 persons
- Ideal for strategic meetings
- Equipped with white board and screen

Naparima Training Room

- Seating capacity for 20 persons
- Equipped with white board and screen

An audio/visual equipment also provided to clients upon request.

Auditorium

- Seating capacity for 199 persons
- Podium with built-in microphone
- Stage with head table for 6 persons
- Changing and washrooms (behind stage)
- External entrance to stage

Dining/Reception Area

- Seating capacity for 150 persons
- Tables and chairs provided
- Large Kitchen

Catering services also provided to clients upon request.

Contact: Giselle Taylor
Tel: 645-9026/9268, 662-8827 • Fax: 645-8879
Email: giselle.taylor@ttbs.org.tt



Conference Room



Auditorium



Dining/Reception Area