

Transcript: “Crossover and convergence: today's AT Innovation landscape”

Pathways to Zero Barriers Episode 1, Season 3

Introduction

Sambhavi Chandrashekar (00:01)

It is AI and introduction of AI that has speeded up this shortening of the time difference between when something is assistive technology and when it becomes a mainstream innovation. And the boundary itself between assistive technology and innovative technologies is blurring rapidly. We see innovations like metaglasses that serve everyone.

Judith Hermetter (00:26)

Welcome back to Pathways to Zero Barriers, the podcast about scaling solutions for disability inclusion. We're kicking off this new season on assistive tech innovations with an ecosystem perspective. How are AT and mainstream markets interconnected? How is AI changing the game? And what are the latest economic developments and opportunities? Let's dive in.

Tom Butcher (00:59)

Hello, my name is Tom Butcher with the Xero Project, and it's a delight to be able to welcome you to our new season, the third of Pathways to Zero Barriers Podcasts. This season, we will be focusing on assistive technology innovation around the world. And I am very happy to be here today to kick off the series with our guest, Dr. Sambhavi Chandrasheka.

Who is Global Accessibility Lead at Desire to Learn, or D2L Corporation? Based in Canada, Sam is not only an acknowledged authority on accessibility, but also deeply committed to fostering inclusive ecosystems in both education and work, with a particular focus on disability inclusion. Sam, welcome. Great to have you with us from Canada. How are you doing?

Sambhavi Chandrashekar (01:55)

Very well. Thank you, Tom. And thank you for having me on your show.

Tom Butcher (02:00)

It's an absolute pleasure. Before we kick off and get into the woods, as people say, can you tell us a little bit about yourself?

Sambhavi Chandrashekar (02:10)

Absolutely, Tom. First off, it's an honor to be opening the season of your Pathways to Zero Barriers podcast. It's a pleasure to chat with you any day, Tom. I am a huge fan of Zero Project. I'm in Vienna every year. My mission is to work towards disability inclusion in education, work, and life. And it aligns with the Zero Project mission, and that's what makes me very happy. you asked me to choose.

Tom Butcher (02:18)

Great to have you.

Sambhavi Chandrashekar (02:40)

By way of introduction, like I came to Toronto from India 21 years ago. And for the first 12 years, I was in academia doing a PhD, doing a postdoc, and then teaching inclusive design. In 2017, I joined the ed tech company D2L as their accessibility lead. And since then I've helped shape and grow.

Accessibility at D2L holistically as a company culture and as a competitive advantage. Alongside, all through these years, I've been associated with the Inclusive Design Research Center, and I've been mentored by their director, Dr. Jutta Treviranus. I'm also the president of Cognitive Accessibility Institute in UK, advocating for cognitive support as an integral part of governance.

Tom Butcher (03:39)

Sam, thank you so much for the introduction. We're going to get into the woods now. Could you please tell listeners what assistive technology in innovations actually are and why they're so important, especially in the field your field of inclusive design. And I'd like to quote you back to yourself. As you've noted on LinkedIn.

The fact that when we think about accessibility, we must think about the ecosystem. Could you tell us all about that and particularly about the ecosystem?

Sambhavi Chandrashekar (04:22)

Absolutely. Absolutely. First off, let me begin with assistive technology innovations. Assistive technology is technology that enhances the functional capabilities of persons

with disabilities. And assistive technology innovations are new, improved, advanced tools. They could be software, they could be systems that enhance the functional capabilities of persons with disabilities. We'll see more of it as we keep moving.

But this is a range of technologies. I would call it a spectrum, low end to high end or low-tech to high-tech. On the one end, we could have manual aids like the one-handed kitchen cutting board. That's an assistive technology. And on the other end of the spectrum, there could be something like a high-tech AI-driven device that could be really a cutting edge of modern accessibility.

I could give an example, like smart eyewear that uses computer vision or AI-powered predictive communication. So one of them is about seeing and the other one is about communicating. Right. All assistive technology innovations are focused on breaking down barriers to inclusion. They are supposed to increase the independence, improve the quality of life, and facilitate full participation in society for people with disabilities. Before we move further, Tom, I'd like to pause and unpack the notion of assistive technology. I mean why they exist in the first place. Is that okay?

Tom Butcher (06:07)

Yeah, absolutely. Please. that kind of foundation I think is incredibly important because it's the foundation of everything.

Sambhavi Chandrashekar (06:16)

Thank you. So I'll start at the very beginning. We all interact with the world using our sensory, physical and cognitive abilities. Now when you look at mainstream products or systems or services or even environments, buildings and all that, they are all predominantly designed for the mythical average user. When I say mythical, I mean the average user doesn't exist.

Sambhavi Chandrashekar (06:47)

But we design for the average user. And that user is supposed to have perfect sensory, perfect physical, and perfect cognitive abilities. None of us has that. Because as human beings, we are all diverse, very different from each other. Our abilities are different at birth, and they keep varying throughout our lives. But this human variation is our biggest strength.

Because just because we are different, we are not extinct so far. This human variation has a problem. It creates sensory, physical, or cognitive needs that are different from the

average user. So when products are designed for the average user, there's often a mismatch between what those products offer.

Tom Butcher (07:43)

That's interesting you should say that because that is very, very much the approach and has been of the UN's CRPD when it moved away from the medical description and definition of disabilities. So, I think that's absolutely fascinating.

Sambhavi Chandrashekar (09:05)

Indeed, Tom. And if I remember correct, last week you were at the UN's Conference of States parties to the CRPD. What was your experience?

Tom Butcher (09:15)

Yes, we were. And it was interesting. It's always interesting, but particularly looking at assistive technologies. We actually had a couple of sessions on AI and assistive technologies. One of the really interesting ones, we had a great fireside chat with Rylin Rogers, who's the disability policy director at Microsoft Accessibility.

And we chatted about disability, equality, and artificial intelligence. And we're going to be coming to artificial intelligence later. So I think it really ties in from what you've just said. Can you please take things forward a bit more on this whole concept of a mismatch?

Sambhavi Chandrashekar (10:06)

Absolutely. And apologies. I didn't really mean to interview you.

Tom Butcher (10:11)

That's perfectly okay. Any time.

Sambhavi Chandrashekar (10:14)

Okay, so I'll return to the mismatch. I was talking about a mismatch between what products or systems offer and what the user needs. And we were talking about people with disabilities. I might use that term, although I'm not a big fan of that term. But interestingly, if you think about it, the mismatch also happens when people without disabilities face sensory, physical, or cognitive constraints due to temporary or situational conditions. Like if I go out into bright sunlight and then I take out my phone, I can't see what's there on the screen. It's just like somebody with low vision would experience. Yeah. Or if I'm in a loud cafe, I would probably experience what a hard of

hearing person might be experiencing. So these are temporary or situational. They could even be episodic, happening now, not happening at the next moment.

So what happens is assistive technologies or as tools or features get adopted or get used by people who actually don't fall within the definition of people with disabilities. And there's a good name for it. It's called the curb cut effect. It's a very popular term. I'm sure most of the people hearing this podcast would know it or would have heard about it. This is a term used to describe designs that were initially created to solve specific accessibility barriers, but they get ultimately used or adopted by the mainstream for sheer convenience or efficiency, or even you know, universal appeal. I could give you an example by way of captions. Captions are added to videos to help people who are therefore hard of hearing to understand what's being spoken. But captions are used by a whole lot of other people when they are watching the video, like I said earlier, if you're in a loud cafe, or if you're in a quiet library, or if you have your child or partner sleeping and you want to watch a video. Now, what happens to this assistive technology when everybody starts using it? It moves from being a specialized or niche market into a broader, dominant, popular market. When this shift happens, the price drops massively. And the stigma that might be associated with this particular feature or tool is also removed. Like as a person with a learning disability, I might be using word prediction.

But if everybody starts using word prediction, then there is no stigma around that. Because stigma is something that's very much spoken about when we talk about people with disabilities. So we talk about features that people with disabilities use being used by everybody, then suddenly this becomes an innovation, right? So that's how you have this assistive technology innovation.

People with disabilities are very important contributors to this innovation. Because when we design technologies with the involvement of people with disabilities, then it becomes creative, it becomes innovative because they have constraints. And you have to be very creative to overcome constraints. And I see more and more that mainstream is adopting.

Tom Butcher (14:00)

Yeah.

Sambhavi Chandrashekar (14:07)

This kind of innovative approaches to design. This is where I recall my favorite topic, inclusive design. It has been my field of specialization for two decades. Why wouldn't I recall it, right? I studied it, I taught it, and I established in my company where I'm working

right now. inclusive design has three dimensions. The first one is to recognize to respect and to design with human uniqueness and variability. So recognize diversity in short. And second one is I said we should work with people with disabilities. How do you do that? The processes need to be accessible, right? So the second dimension is use inclusive, open, and transparent processes and co design with people who have a diversity of perspectives, including people.

And the third dimension is realize that you're designing in a complex adaptive system. The world keeps changing, the requirements keep changing. So nothing is fixed, nothing is finished. Everything is an iterative process of making better.

So this is what inclusive design is all about. And it's about designing at the edges of human capability. So when you when it comes to you were talking about AI, I just want to mention one thing. Especially when you design technologies involving AI, it is absolutely important to involve people with disabilities. We'll see why that is so. Yeah. And I just want to give a huge shout out again to Zero Project before I hand it over to you for promoting innovation by people with disabilities. And I would also like to give a shout out to accelerators of disability innovation, like Access to Success, led by Varun Chandak. They help companies start, scale up, and flourish. Companies that are run by people with disabilities, companies that create products for people with disabilities. Yes, Tom.

Tom Butcher (16:36)

That's great. Yeah, and I I'm a great fan of Varun. And of course, he's another Canadian. If I remember rightly. Where I will be, I hope, in November to go and see Varun. but I've still got to fix that in stone. So we've talked about co-design and the absolute necessity of co-design and the really absolute necessity of inclusion in design right from the start, ab initio, is like anything. If you try to be inclusive retrospectively, retrofitting is one a nightmare and two outrageously expensive. So why spend all that money? Let's bring it down and let's go deductively from the general to the particular.

Is there any one innovation you'd like to highlight? And if there is, what particular problem does it solve and how does it do it, Sam?

Sambhavi Chandrashekar (17:48)

I'd like to point out one genre of technologies called wearables. So wearables is a new category of assistive technologies. It's been growing a lot lately. Wearables are not clunky anymore. They used to be once upon a time, right? But now they come in many sizes and forms. I could say AI glasses. They could also be wrist wearables like

smartwatches and health bands. So I'm going to talk about two types. One is for vision and one is for healthcare. So let's look at wearables for vision first. The market for assistive technology support the supporting the visually impaired is valued as 8.4 billion in 2026, and it's growing at an accelerated rate.

This is driven directly by the high margin smart glasses and AI text-to-speech readers. So AI glasses, they help people with vision loss by narrating the world around them. Everybody is familiar with that, I suppose - meta-ray-band glasses. Like some even have small display screens that can zoom in and translate small fonts so that people with no vision can also read what's close to them. And yeah, the most popular AI glasses in the market is a partnership between Meta and RayBan. This is a major mainstream crossover innovation for disability inclusion. What I mean by that is it's a mainstream product, but at the same time, it's useful to people with disabilities.

So it's a crossover innovation. I would call it an assistive technology innovation that is operating in the mainstream market. And these smart glasses use built-in cameras and microcomputers to actually verbally map and describe the physical surroundings. the glasses can read out street signs, they can identify objects, and they can provide spatial data to visually impaired bearers. There's another product, I should say, the OrCam MyEye. It is from Israel. It's a tiny smart camera that clips directly onto any pair of regular glasses. Like you don't need to buy Ray-Ban. Right. You could have your own glasses, but just clip the camera on it and then it translates physical text from books, menus, screens into spoken language, just on the fly.

Tom Butcher (20:37)

Gracious.

Sambhavi Chandrashekar (20:38)

We can also announce who's standing in front of the wearer by using facial recognition software. Isn't that amazing?

Tom Butcher (20:44)

Yeah, absolutely. And frightening in some instances.

Sambhavi Chandrashekar (20:49)

And I'm happy. the reason why I brought these two examples is because both Metaglasses and OrCam MyEye have been recognized by Zero Project. You know, award. They give awards every year, and both of them have been recognized. There are

a lot, many other products, but I don't want to go into that because I want to talk to you a little bit about wearables in the healthcare domain, hot watches and health bands.

Tom Butcher (20:59)

Right, please.

Sambhavi Chandrashekar (21:17)

All of us are familiar. I don't think anybody is today without a smartwatch or a band.

Tom Butcher (21:24)

I am. I'm terribly sorry about that. As I said before, when we were trying to get everything set up, I'm kind of antideluvian when it comes to technology. But let that not in let that not get in the way. Okay.

Sambhavi Chandrashekar (21:38)

So when it comes to healthcare, you have the US Food and Drug Administration or FDA who needs to clear and only then you can actually bring these technologies into the market. Because they could be ECG being run by these devices. Yeah. Or there could be, you know, glucose sensors that just work on the skin. and

Undoubtedly these kind of wearables open up a whole new market. And yeah, I'm so excited about that.

Tom Butcher (22:13)

Great. Yeah, so markets. What does the market look like? W or the markets looks like and the landscapes. You mentioned some figures in in the billions. those are big figures. Do you think you could riff on that for us and tell us a bit more about that? Because I I I like having hard facts and figures. And also I think providing those provide people with just some idea of the opportunities that are out there.

Sambhavi Chandrashekar (22:45)

Absolutely. So you you were surprised by a single digit billion. I'm going to give you double digit billions now. The market for such innovative assistive technologies is booming, Tom. I can say that the global assistive tech market size today is estimated at \$34.2 billion. And we are in 2026. And by 2030, it is projected to scale to approximately

Tom Butcher (23:06)

Gracious.

Sambhavi Chandrashekar (23:14)

49.1 billion, take it as fifty billion by twenty thirty. I think all yes, all businesses should just run towards that. And we're going to talk more about what they should do to be able to be successful. Why I chose wearables is because within the sector, wearables are one of the fastest growing and one of the highest potential segments. Previously, wearables were around 18% of the global market share. But now they are rapidly capturing more value. And one other influence that's coming in into these variables is the integration of AR. Yes. How can you not have AI? I don't know. We delayed a lot bringing AI, otherwise it would have come in much earlier, I suppose. So going back to the Meta Ray-Ban glasses, just to give you an idea, Tom, in September twenty twenty five, Meta launched their Ray-Ban display glasses. They priced it at eight hundred dollars. And they were out of stock in just two hours.

Tom Butcher (24:26)

Yeah, I remember that.

Sambhavi Chandrashekar (24:33)

They themselves didn't know how much of a demand they would be having. And they even had to delay their official rollout. That's the kind of madness that like comes over people. Anything novel, I suppose, is always attractive. Again, when it comes to FDA approvals and healthcare wearables, generally smaller devices get FDA approval easily.

Tom Butcher (24:47)

Yeah.

Sambhavi Chandrashekar (25:01)

And they break into the market quickly. But if it's a larger technology, like blood pressure sensors or even disease prevention monitors, like it keeps checking your blood pressure and or any other vital sign, and then it can even tell you, predict that you're gonna get this disease. Those kind of technologies, FDA takes a longer time to certify. So at least by the end of like 2030, let's take 2030 as the as the year. By 2030, it is expected that these larger inventions also will be certified. And there are other types of wearables as well, besides watches and health bands. There are smart rings, AI smart rings. These are fitness trackers. They have built-in sensors and they have machine learning to continuously analyze your body vitals. This is also amazing. Yes. And when there is a trend and an upward trend, there will necessarily be a rush to profit, right? To run there and make your money. So there are cheap knockoffs. Cheap knockoffs are already

flooding the market without any FDA pro world with very much lesser capabilities, but still they're able to sell and they're able to make money.

And in terms of geographical regions, I would say in North America currently dominates the assistive technology market. Thirty-eight percent revenue share goes to North America. When you look at the Asia-Pacific region, it's the fastest growing market globally. And it's expanding at a CAGR, that is compound annual growth rate of thirteen-point five percent.

Tom Butcher (27:02)

Good gracious me. And we've looked some of at some of the wearables, whether it's bands or rings. Let's take it out again and go from the particular to the general. And what do you see as the current trends, developments, and indeed challenges? For these types of solutions.

Sambhavi Chandrashekar (27:38)

When you ask me for trends, well, there are two concepts that I really love. One called the mainstream crossover effect. Yeah. And the second one, the technology convergence. So let me explain what I mean by these. So the mainstream crossover, it's a tongue twister. Mainstream crossover effect happens when an assistive technology or feature breaks through into the mainstream market.

It was an assistive technology like word prediction, say, and it comes into the mainstream. We see a trend of large consumer tech companies embedding assistive technology features into their mainstream products. This is another genre. Major consumer tech companies like Apple, Microsoft, Google, they have started embedding assistive features for mobility, for vision and hearing deeply into their mainstream products, screen readers, screen magnifiers, voice activation, all of them are built in as part of their operating system. So that users with disabilities need not bring in their own standalone assistive tools. This also makes their Google's or Microsoft's products totally inclusive, but it also makes them more popular and more sold, right? Because they are capturing that market, if you will. That market

Tom Butcher (28:44)

Yeah.

Sambhavi Chandrashekar (29:06)

Consisting of people with disabilities, right? Earlier they used to buy from the niche market of assistive technologies. Now they are buying mainstream technology. That's the shift. And it's a very positive shift. Yeah. And if you want an example for mainstream crossover effect in the wearables, I think smart glass is an example with object recognition, face recognition and all that. That I would say is crossover effect. Right. Where everybody started using it.

The other one is equally interesting. It's the technology convergence. Technology convergence is where previously separate distinct technologies integrate and they evolve into unified systems. They share resources and they interact in new ways and create new experiences. So this happens because there are several advancements, breakthroughs. There is edge AI, a miniaturized edge AI. There is soft robotics, there's computer vision, there is Internet of Things sensors. All of these make wearables or smart apparels and accessories practical for day-to-day use. So that is technology convergence. I can give you some examples. Yeah, so some examples of technology convergence.

Tom Butcher (30:27)

Yeah. Yeah, just a couple would be lovely.

Sambhavi Chandrashekar (30:34)

Smartphones and wearables. So previously we had telephones, we had watches, we had cameras, we had navigation systems. Now everything has merged into one single pocket-sized hub, right? So wearables now blend AI and biotech to create comprehensive real-time health monitors. That's another technology convergence. You could also look at the cloud and look at edge computing hardware and software infrastructure were separate. Now they converge so that AI systems operate in a continuum between the local devices and the global cloud networks. So there's seamless exchange of data and processing and experiences for the user. I could give you one more Internet of Things and physical AI.

Tom Butcher (31:31)

Yes, please.

Sambhavi Chandrashekar (31:35)

So there are physical objects at home, like home appliances. They can merge with the IoT sensors, Internet of Things sensors, and with AI to create interconnected systems. Now these interconnected systems can learn and adapt in real time. And all of this is focusing on giving people experiences that they've not had so far.

So there is infinite possibilities, infinite possibilities for innovating new products and services in this area. That's why competition is starting to boom. And those who innovate early have majority share of the market. Meta. They innovated early and they have, I think, if I remember correct, 35%.

Tom Butcher (32:22)

Yeah, I'm remembering it's a massive share.

Sambhavi Chandrashekar (32:29)

Yeah. And then there is this future market insights. We know the sleep tracking industry, right? It there's an app on your phone and you can see how many hours you slept, etc. When you went into REM and all that. Yeah. That industry will become a twenty billion dollar industry by twenty thirty five. The reason? Because people

Don't want to just be tracked during sleep. They want continuous 24 hour tracking. And then that data will go to the doc doctors. Yeah. And the doctor will have more comprehensive data and they will be able to help people remain healthier and live longer. There's always a negative side, but I'm not going there. But did you ask me about challenges? I forgot.

Tom Butcher (33:05)

Yeah, yes, yeah, challenges. That was just the fine the final ask of you.

Sambhavi Chandrashekar (33:27)

Yeah, so I think I can I can think of one. Again, wearables, that's my favorite. So for wearables, see they are connected to the internet of Internet of Things. Yeah. So this connectivity, right? Yeah. Means that people should always be online if they want help or if an if there's an emergency while using that device, how do they call?

Tom Butcher (33:34)

Please.

Sambhavi Chandrashekar (33:56)

Like how do they contact people? They need to be online. Now this creates a dependency to be online to call for help when an emergency happens, and that's not good. So how providers are overcoming this is by using 5G networks or even satellites for the help. How to keep people online. Yeah. I'm going to come to what's probably an inevitable question. We've touched on it over the last half an hour, but I still believe it's really important. the impact of AI. and for example, the impact of AI on both product development and market dynamics.

Everything AI speeds everything up, right? So when everyone starts using an assistive technology or feature, yeah, it gets recognized and adopted by mainstream as an innovation. There is a time frame for this transition. It was longer earlier, like something is an 80 for like five years, and then it comes into the mainstream. But nowadays, this time frame is getting shorter and shorter. And one reason why the time frame might even collapse is because of AI. It is AI, an introduction of AI, that has speeded up the shortening of the time difference between when something is assistive technology and when it becomes a mainstream innovation. And the boundary itself between assistive technology and innovative technologies is blurring rapidly.

We see innovations like metaglasses that serve everyone, including people with this vision loss. So there's no difference. a lot of positives there, right? And I keep going back to the same examples because it's easier if you keep hearing it again and again. Word prediction. It was considered assistive for people with learning disabilities earlier. Yeah. Now it's mainstream and it's used by everyone. And all of these are positive outcomes of AI. Whether we mention it or not, whether we want to acknowledge it or not, there's a lot of AI in our lives. And AI has also transformed to wearables. Generally, wearables were passive data collectors earlier, right? It would just collect the data and then you had to add and send it to your phone or somewhere else and process it, process it. But now processing happens right away, and those wearables are becoming proactive, intelligent companions. Yeah. Right? And because the processing happens right away, healthcare wearables are now becoming health advisors. Right? You have better go to sleep because your blood pressure is high and stuff like that. So now AI, it is AI that is shifting healthcare product development towards hyperpersonalized health and then predictive analytics. Even it allows multimodal form factors like you could hear an audio instead of like having to watch look at the watch. when it comes to non AI powered devices, like I said earlier.

They usually collect the data, health data. But now there's increasingly the tendency to pair them with smartphone applications powered by AI so that the data can be crunched and recommendations can be given. You can have a dashboard and all that. So all of this is happening because of AI. But if you have things like wearables. And they have a screen, say. You don't even have to pair it with a smartphone. That device can run the AI locally in the gadget itself. And then the analysis can be seen in front of your eyes right on that screen on your wrist. Everything is becoming, I don't know, simpler. I think that's the word. Yeah. So one last point about AI is that AI enables the whole set of devices to serve like an ecosystem. A locked in ecosystem. And then you could also have like subscription models. There's there's no end to what you can have using AI. I think we have to wrap this up, but otherwise I'll keep going on.

Tom Butcher (39:12)

No, I was just about to say I'm very cognizant of the time. And there are just a couple more questions specifically that I come to and there's one thing which I will pro if we have time, I will ask again. I'd like to sum up briefly our discussion and well, what you've been telling us. I've written down four really useful practical takeaways.

And they are the first one mainstream technologies developed with people with diverse abilities will end up being innovative. That's number one. AI-based technologies create both opportunities and risks and risks for people with disabilities. With AI, the gap between assistive technology.

And technology innovation is closing quickly. And then I'd like to make one of my own, and you can tell me whether I'm right or not. Is from for me, it appears that the future belongs to companies whose leadership treats accessibility as a strategic imperative. Ab initio right the way through. Great.

Sambhavi Chandrashekar (40:42)

Absolute.

Tom Butcher (40:45)

I'm not going to let you off the hook, Sam, I'm afraid. I'm terribly sorry about this. But you did realise that this was going to be the case. I am going to ask you to conclude by providing our listeners with a single strategic call to action to take away with them.

Sambhavi Chandrashekar (41:09)

The most crucial call to action I have is for mainstream technology developers. Please stop catering to the mythical average user. Include people with diverse sensitive sensory, physical, and cognitive abilities in your ideation, in your design and development processes. Practice inclusive design. Make your processes accessible.

Count accessibility as a strategic leadership imperative, then your products will be usable by all. Remember, there are 1.3 billion people around the world who identify as having a disability. And when you include friends and family, the disability market touches 53% of all consumers. It's the world's largest emerging market. Tech that ignores this loses access to this market, which is worth \$13 trillion dollars.

Tom Butcher (42:08)

gracious so a move from trillion billions to trillions sam thank you once again for joining us and sharing with us not only your experiences but also so much of your wisdom i just wish we'd had more time maybe we'll organize another one towards the end of the series i'll chat with my colleagues and listeners goodbye and thank you for tuning in to this

The third season of Zero Projects Pathways to Zero Barriers Podcast. And we look forward to you joining us for our next episode.

Judith Hermetter (42:49)

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