

9-1-1 TELECOMMUNICATOR DISABILITY AWARENESS TRAINING

COURSE CONTENT

- Disabilities defined specific to 9-1-1 telecommunicators
- Speech impairments and challenges
- Service provision and supports
- Challenging behaviors and responsiveness
- Municipality role and responsibility
- Progressive approaches to addressing emergency situations
- Proper etiquette and interactions skills
- 711 Relay and the varying ways to telecommunicate
- Interface with law enforcement, firefighters, and EMS personnel
- Assistive Technology/Adaptive Equipment
- General effective communication
- Hearing Carry-Over and Speech-to-Speech
- The Americans with Disabilities Act
- Department Infrastructure

TRAINING OPTIONS

- Full-day in-service
- Half day in-service
- Train the Trainer (two-day course)
- All offered virtual or in-person



Disability Awareness Training is nationally recognized as the nation's leader in First Responder Disability Awareness Training. Our programs address the most prominent disabilities, customized for each discipline.

In 2016, the National Emergency Numbers Association and Niagara University signed an agreement that brings 9-1-1 Disability Awareness Training into the NENA Training Catalog, recognizing the program as the only one of its kind. Since then, the program has been funded in three states and is accredited in the state of Missouri. In 2019, the International Association on Emergency

Dispatch and DAT created a mini-online training program.

It is widely known that everyone needs Disability Awareness Training. The Institute on Disability Awareness takes this seriously, knowing that professionals require, and desire, discipline-specific curriculum. NU has created its programs with direct input from 9-1-1 telecommunicators and the associations that represent them. All disability content is created with persons with disabilities who are subject matter experts in the field.

9-1-1 Disability Awareness incorporates sensitivity training into an education that drives empathetic response. Videos, PSAP calls from persons with disabilities, the Americans with Disabilities Act, current best practices, handouts, and extensive materials and resources highlight the content and allow for attendees to best understand how to address services and ensure appropriate response.

PURPOSE

Disability awareness training has tailored a presentation for 9-1-1 telecommunicators. It brings together education on disabilities while enhancing sensitivity. The presentation includes definitions, etiquette and interaction skills, the disabled perspective, speech disabilities, and current trends and topics, all relevant to 9-1-1 telecommunicators.

RELATION AND IMPACT TO DISPATCH

The ability to respond to emergency situations that involve individuals with disabilities can be challenging. High profile events in emergency response have exposed the lack of training and preparedness in responding to this need. This training addresses every area of response to individuals with disabilities including, but not limited to, characteristics of individuals with disabilities, speech challenges faced and how to overcome them, federal guidelines (to include the Americans with Disabilities Act) and general effective communication, emergency preparedness defined and how to implement, municipality emergency services role, identifying and working with service providers, and the latest initiatives and programs. Attendees will also be provided with an in-depth explanation of why society discriminates against individuals with disabilities and the injustices that occur.

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LEARNER OUTCOMES

- Disabilities they will encounter and how to appropriately interact
- Will be able to better understand the challenges they face and how to address them effectively
- The ability to understand characteristics of individuals across all disability spectrums, especially as they relate to communication

HIGHLIGHTS

- Video and audio presentations of individuals with disabilities, with an emphasis on speech challenges, will allow for all questions to be answered
- An extensive amount of materials specific to first responders, in particular telecommunications, is provided



THE PROGRAM IS BUILT OFF THE FOLLOWING PREMISES

1. Recognition and identification of speech disabilities
2. Supports and resources that assist in telecommunication
3. Understanding the presentation of disabilities
4. Interface and accurate dispatch of first responders
5. The Americans with Disabilities Act and its role in telecommunication

PROGRAM BACKGROUND

The Founder/Director has been in the field of disabilities since 1986. In 2004 he started Disability Awareness Training when he was approached by the Association Development Group who recognized the need for training when disability advocates challenged one of their clients. DAT came together with Niagara University when they collaborated on, and was awarded, a grant from the New York State Developmental Disabilities Council to create First Responders Disability Awareness Training. Since that time NU has conducted over 400 sessions in 22 states and one territory.



This program was endorsed and accredited by NENA 2017-2024

GET IN TOUCH

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Disability Awareness Training specializes in customizing disability awareness training for professional needs and interests. Contact us for more information.