



APCO/NENA
9-1-1 Telecommunicator Fall Training
Disability Awareness
SNC Approved: NUV2022-3006
November 1st or 2nd 2022



The First Responder Disability Awareness Training project at Niagara University is pleased to announce two (2) **one-day training options for 9-1-1 Telecommunicators.**

Niagara University's First Responder Disability Awareness Training (NU FR-DAT) helps to both sensitize and educate on how to effectively identify, address, and respond to various disabilities that 911 telecommunicators may encounter in the line of duty. The National Emergency Number Association (**NENA**) recognizes this program as the only comprehensive disability awareness training program for emergency telecommunicators.

This program is **developed strictly for 9-1-1 personnel** as a one-day training to introduce disability awareness. Content includes, but is not limited to, speech disabilities, the Americans with Disabilities Act, Relay Services, disabilities defined specific to PSAPs, communication barriers, person/identity first language, augmentative/alternative communication.

Date: November 1st or 2nd, 2022

Time: 8:30am-4:30pm

Place: Oakland Community College
2900 Featherstone Road, Auburn Hills, MI 48326-2845

To Register [Click Here](#)

See the Chapter websites for Cancellation Policy

About the Trainer – Michelle Kerr retired from public safety in 2015 after 38 years with Erie County (NY) Central Police Services PSAP. She began working as a 911 call taker in 1977, became a shift supervisor in 1980 and spent her last six years as the PSAP director. Michelle is a certified APCO Public Safety Telecommunicator-1, 7th edition instructor and is a NENA Instructor for this course. Michelle is the Lead Master 9-1-1 Master Trainer for Niagara University's First Responder Disability Awareness Training.

Program Contact :

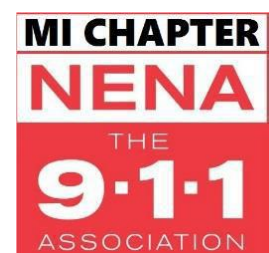
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This training is arranged by the Michigan Chapters of NENA & APCO