



## 9-1-1 Telecommunicator Disability Awareness Virtual One Day In-Service Training Options January 24<sup>th</sup>, 2023 or March 14<sup>th</sup>, 2023

The First Responder Disability Awareness Training project at Niagara University is pleased to announce two **virtual one-day in-service trainings for 9-1-1 Telecommunicators** personnel for the state of **New York**.

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 Numbers Association (**NENA**) recognizes this program as the only comprehensive disability awareness training program for emergency telecommunicators.

This **one-day in-service** option provides attendees with an overview of disabilities. 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.

**Virtual One Day  
January 24, 2023  
9:00am-5:00pm**

**Zoom link will be provided the day  
before the training**

[Click Here to Register](#)

**Virtual One Day  
March 14, 2023  
9:00am-5:00pm**

**Zoom link will be provided the day  
before the training**

[Click Here to Register](#)

**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 past 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.

**If you are in need of accommodations such as ASL Interpreter or Closed Caption, please contact:**

Cary Newman, Program Manager

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