



# In Person 9-1-1 Telecommunicator Disability Awareness Train the Trainer (Two Options) January 25<sup>th</sup> & 26<sup>th</sup> 2023 and March 15<sup>th</sup> & 16<sup>th</sup>, 2023



The First Responder Disability Awareness Training project at Niagara University is pleased to announce two **In-Person Two Day Train the Trainer programs for 9-1-1 Telecommunicators** in 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.

**These trainings are open to both those who intend to train the program and those wanting to educate themselves on this important topic.** *Attendees that **do not plan to train the program will NOT receive the training manual or PowerPoint**, but other resources will be provided.* You must be able to attend both days in order to receive credit.

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. **Training materials and attendance are FREE.**

**January 25-26th 2023  
8:30am-5:00pm**

4220 Bailey Ave. Amherst, NY  
14226

[Click Here to Register](#)

**March 15-16th, 2023  
8:30am-5:00pm**

4220 Bailey Ave. Amherst, NY  
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**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 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.

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

Cary Newman, Program Manager

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