



9-1-1 Telecommunicator Disability Awareness Train the Trainer–VIRTUAL Missouri 9-1-1 Telecommunicator Personnel March 2021

The First Responder Disability Awareness Training project at Niagara University is pleased to announce a **VIRTUAL Train the Trainer program for 9-1-1 Telecommunicators** personnel for the states of **Missouri**.

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 program is **developed strictly for 9-1-1 personnel** with the intent to TRAIN other telecommunicators. This is **NOT** a training session for those who do not intend to train their peers. Once trained, trainers will conduct the training and coordinate with Niagara University for ongoing reporting and certification for attendees. You must be able to attend all five sessions.

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. You must be able to connect via the internet on a computer, there is no call-in attendance.

DATE: March 2, 3, 4, 9, 10, 2021

WHEN: 10am-1pm CST all days

For registration please visit <https://frdat.niagara.edu/> or [click here](#)

For more information, please contact:

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