

# 911 Operators/Dispatchers Disability Awareness Training

## **COURSE CONTENT:**

- Disabilities defined specific to 911 operators/dispatchers
- Speech impairments and challenges
- Service provision and supports to include NYS OPWDD
- 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
- Current trends and topics



**PURPOSE:** Disability awareness training has tailored a presentation for 911 operators/dispatchers. It brings together education on disabilities while enhancing sensitivity. The presentation includes definitions, etiquette and interaction skills, the disabled perspective, speech impairments, and current trends and topics, all relevant to 911 operators and dispatchers.

**TEACHING STRATEGIES & ACTIVITIES:** Disability awareness incorporates sensitivity training so the audience can empathize with the injustices individuals with disabilities face. Videos, extensive materials and resources, federal guidelines, and current best practices will highlight the content and allow for attendees to best understand how to address services necessary to serve all citizens in their community.



## **Fee for service:**

- Western New York full day presentation
- Beyond WNY full day presentation
- 2 day Train the Trainer (**Free to New York**)
- 4 day Multidiscipline Train the Trainer package
- Contact us for pricing

**RELATION & 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.

## 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
- Video presentations of individuals with disabilities, with an emphasis on speech challenges, will allow for all questions to be answered
- The ability to understand characteristics of individuals across all disability spectrums, especially as they relate to communication
- An extensive amount of materials specific to first responders is provided

For more information, please visit our website: [www.fr-dat.com](http://www.fr-dat.com)

## Project Director Biography



David Whalen founded Disability Awareness Training in 2004. He specializes in training law enforcement, emergency responders, human service providers, public/private/school transportation, corporations and businesses, places of worship and educators.

Mr. Whalen worked for 17 years serving adults with developmental disabilities before working with low-income, medically frail seniors in a Managed Long Term Care program. He served as President of the NYS Association of Day Service Providers. He also sat on the Developmental Disabilities Awareness Day committee for 18 years.

Dave is currently the Chair of the Town of Amherst's Committee on Disabilities, President of Williamsville CSD Special Education Parent Teacher Students Association (SEPTSA), CSE Parent representative for Williamsville CSD and the State of New York, and he sits on the NYS OPWDD Quality Assurance Real Choice sub-committee. He is past Chair of the Board of Directors of the Parent Network of WNY and an active member of the Diocese of Buffalo's Disability Action Team. In 2010, he was appointed by the Board of Regents to serve on the NYS Independent Living Council (NYSILC) and recently co-founded Access Buffalo. **In September 2010, he received, in collaboration with Niagara University, a NYS Developmental Disabilities Planning Council grant to develop disability awareness training for First Responders.** He currently sits on the NYS Office of Emergency Management human services committee and chairs NYSILC's emergency preparedness committee. He was appointed to the Erie County Disability Advisory Board and has served on it since 2010. In January 2014, Dave accepted an invitation to join the advisory council of the National Center on Criminal Justice and Disability. Also, he accepted an invitation to join the International Association of Chiefs of Police focus group—*Mental Health of Arrestees and How Impacts Our Officers*.

He has a BA in Psychology and a MS in Education in Community Counseling from St. Bonaventure University, where he serves as the Buffalo Alumni chapter President.

David resides in Williamsville, NY with his wife Sandy and their teenage twins, David and Rachel.

## Program Background

In September 2010, Niagara University was awarded a three year \$550,000 grant from the New York State Developmental Disabilities Planning Council to develop curriculum for the training of police officers, firefighters, emergency medical services, and other first responders in the state of New York. Although some states have some versions of this program, no state has developed a fully comprehensive program. Working with the support of the NYS Office of Persons with Developmental Disabilities (OPWDD), the end product will include, but not be limited to, classroom training, a train-the-trainer program, online training, database of all departments and councils, extensive resources, and regional disability contacts and information. We will also explore podcasts and applications, as suggested by some of our first responder partners.



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