

COURSE CONTENT:

- Disabilities defined specific to 9-1-1 telecommunicators
- Speech impairments and challenges
- Service provision and supports
- 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
- The Americans with Disabilities Act
- Department Infrastructure

9-1-1 Telecommunicator Disability Awareness Training



PURPOSE: Disability awareness training has tailored a presentation for 9-1-1 telecommunicators. It brings together education on disabilities while enhancing sensitivity. The presentation includes definitions, etiquette and interaction skills, the disabled perspective, speech disabilities, and current trends and topics, all relevant to 9-1-1 Telecommunicators.

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.

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.

Fee for service:
Consultation
Half/Full Day In-Service
Train the Trainer

****Contact us for pricing****

Program endorsed & accredited by the National Emergency Numbers Association



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
- The ability to understand characteristics of individuals across all disability spectrums, especially as they relate to communication

HIGHLIGHTS:

- Video and audio presentations of individuals with disabilities, with an emphasis on speech challenges, will allow for all questions to be answered
- An extensive amount of materials specific to first responders, in particular telecommunications, is provided
- For more information, please visit our website frdat.niagara.edu

Project Director Biography



David Whalen founded Disability Awareness Training in 2004. He specializes in training law enforcement, emergency management, 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 past Chair of the Town of Amherst's Committee on Disabilities, past-President of Williamsville CSD Special Education Parent Teacher Students Association (SEPTSA). He is past Chair of the Board of Directors of the Parent Network of WNY and co-founder 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. The program has since been funded by the states of Missouri, Virginia, and South Dakota. He sat on the NYS Office of Emergency Management human services committee and chaired NYSILC's emergency preparedness committee. He was appointed to the Erie County Disability Advisory Board and has served on it since 2010. 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* and sat on their Civil Rights Committee at the October 2015 conference. He has been awarded Deaf Advocate of the Year (WNY Deaf Access Services), the Vincentian Medal of Honor (Niagara University) and the Gaudete Medal (St. Bonaventure University).

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 and was awarded Alumni of the Year (2004).

Dave and his wife Sandy live in Williamsville and are proud parents of their twins David and Rachel. David and Rachel were born 11 weeks premature, from that David has multiple disabilities with a primary diagnosis of cerebral palsy. He is an employee of NU FRDAT, serving in the role of Office Assistant

Program Background

In September 2010, the New York State Developmental Disabilities Planning Council funded a five-year \$750,000 grant to Niagara University to develop curriculum for the training of 9-1-1 telecommunicators, police officers, firefighters, and emergency medical services in the state of New York. Other states have since contracted with NU, recognizing the program as the only comprehensive disability awareness education for first responders in the nation.

NU, in its collaboration with the NYS 911 Coordinators Association, developed a training end product. In March 2016, NU and the National Emergency Numbers Association (NENA) signed a working agreement that accredited the curriculum, maximized exposure, and enhanced product content and delivery. The program is accredited in New Jersey through the Office of Information Technology.



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