



Missouri 9-1-1 Telecommunicator Disability Awareness Full Day In-Person In-Service Four Options Available



The First Responder Disability Awareness Training project at Niagara University is pleased to announce a **one day in-service program for 9-1-1 Telecommunicators** personnel for the state of **Missouri. Four training options are available.**

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** as a one day training to introduce disability awareness. Content includes, but are 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. Lunch will not be provided

Options 1 & 2:

Date: November 15, 2021 or November 16, 2021

Time: 8:30am-4:30pm CST

Location:

Fire Administration Building
427 Monroe St
Jefferson City, MO 65101

[Click Here to Register](#)

Options 3 & 4:

Date: November 17, 2021 or November 18, 2021

Time: 8:30am-4:30pm CST

Location:

Eureka Fire Protection District - Station 2
1815 West 5th Street
Eureka, MO 63025

[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 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.

Please visit <https://frdat.niagara.edu/> for more information.

For more information, please contact:

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<http://frdat.niagara.edu/>

www.facebook.com/nufrdat



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