



North Dakota Modified 9-1-1 Telecommunicator Disability Awareness Virtual Training

The First Responder Disability Awareness Training project at Niagara University is pleased to announce a **three-hour virtual Disability Awareness Training for 9-1-1 Telecommunicators**.

Niagara University's First Responder Disability Awareness Training (NU FRDAT) helps to both sensitize and educate on how to effectively identify, address, and respond to various disabilities that 9-1-1 professionals 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 9-1-1 telecommunicators.

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, protocol, and augmentative/alternative communication.

This program is **developed strictly for 9-1-1 personnel from North Dakota**

DATE: March 30, 2022

WHEN: 9am CST-12:00pm CST

Virtual Training via Zoom

Link for training will be provided **one day** before training

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

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.

For more information, please contact:

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