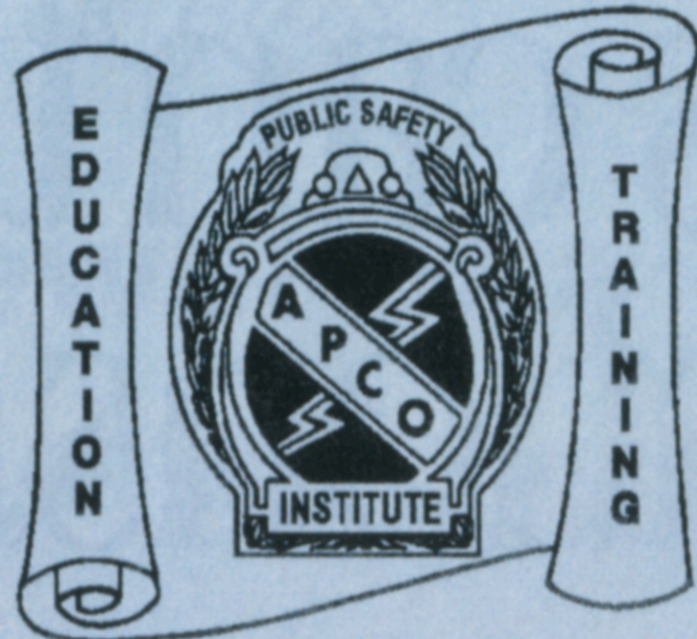


APCO Institute Offers TWO CHOICES For Video-Based TDD Training

From the Institute
for Disabilities Research
and Training, Inc.

**Responding
Effectively
To 9-1-1 TDD Calls**



From Hearing
Impaired
Technologies

**9-1-1:
The TDD
And YOU**

*Every silent call you receive isn't
a hang up ... it may be a call
from a TDD user.*

This unique and innovative training package is designed for 9-1-1 personnel who have not had in-depth experience in interacting with people who have hearing and speech impairments, especially during emergencies. The goal of the training package is to enable 9-1-1 operators to successfully handle emergency TDD calls.

Under the Americans with Disabilities Act, disabled persons have the right to bring suit against a public entity which does not provide full access to its services. By training operators to respond appropriately to persons using TDDs to contact emergency services, the possibility of legal action is greatly reduced.

The package includes *Interactive Call Simulation Computer Software* that provides real-time training in responding to emergencies via a TDD. There are 20 unique emergency calls to which the student will respond as if using a TDD. A 386/25 IBM-compatible computer with *Microsoft® Windows version 3.1®* is minimally required to run the software.

The package contains:

- 50-minute training video.
- Five training participant workbooks.
- Hot sheet of critical information.
- Information collection sheets.
- Trainer's guide with resource manual.
- Five certificates of completion.
- Interactive computer program.

Training can be implemented by an in-house trainer or by the participants themselves. The trainer has the flexibility of using the training package in its entirety at a single session, using each segment in separate training sessions or integrating it into existing training programs like APCO Institute's *Basic Telecommunicator Training Course*.

*Being ACCESSIBLE means more
than just having the proper equipment
equipment. A mishandled call can
result in a tragedy.*

Everyone must have access to 9-1-1 services. With millions of deaf and hearing-impaired people in the United States, 9-1-1 centers need trained telecommunicators who can properly recognize and handle emergency TDD calls. This video training series was developed by Hearing Impaired Technologies and is distributed by APCO Institute, Inc. It provides a four-tape instructional package which focuses on communications in emergency situations using the TDD.

The package includes:

- *Sensitivity training about people with communication disability.*
- *Operation of TDD equipment.*
- *Recognizing and responding to TDD calls, including special language skills.*
- *Situational examples and practical applications to handling TDD calls.*
- *Workbooks to record and confirm understanding of the key training points.*

This program has been reviewed by APCO Institute, Inc., and exceeds the strict educational and training standards that have become the mark of APCO Institute. The program can be used for all of these training situations:

- *In-service training.*
- *Refresher training.*
- *Ongoing roll-call training.*

Video offers the flexibility to teach this necessary topic on *your schedule*. With workbooks to help guide understanding, this is much more than "another video tape" ... it's a complete training program that can allow your telecommunicators to be trained on the job without the expense or commitment of classroom training.

Is Your Agency in Compliance With Accessibility Provisions of the ADA?

**To order the video-based TDD training,
call APCO Institute toll-free at 1.888.APCO.9-1-1**

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hended. Communications Specialist II Linda Hagan received an OPOA Life Saving Award for her January 22 call from an armed man reported he was going to kill himself. Deputies arrived but the man wouldn't talk to them. He told Hagan he would not kill himself but would kill someone else. She maintained a calm, even tone throughout the nearly 30 minutes she was talking with the man. After much discussion, the man agreed to leave the gun in the house and step outside.

"I think it is wonderful," Cameron said, "that these truly exceptional individuals got the recognition they and many others in our profession go years without receiving." WVCC, a consolidated dispatch, is still a division of the Salem (Oregon) Police Department.

Knox County District In Tennessee Observes Telecommunicator Week

Employees of the Knox County (Tennessee) Emergency Communications District participated in a wide range of activities for National Telecommunicators Week. The week of April 14-20 was proclaimed formally as Telecommunicators Week by Mayor Victor Ashe of Knoxville and County Executive Thomas Schumpert.

For the second consecutive year, both governments made this official declaration which was broadcast on local TV.

Monday was open house at Enhanced 9-1-1. On Tuesday, all shifts participated in a pot luck meal. Enamel 9-1-1 pins were issued to all employees. Wednesday included the presentation of the comm center's Telecommunicator of the Year Award to Call Processor Joyce Estes. Thursday began early with a pancake breakfast sponsored by the Northside Knoxville Kiwanis Club.

Club members and central administrative staff cooked and served pancakes and sausages to the telecommunicators. That was followed up later that afternoon by a spaghetti dinner for the late shifts.

Dispatchers from the Rural Metro Corporation's alarm room participated in the dinner, as well as in a seminar presented on Friday by Lou Schoenfeldt, former captain in charge of the Chicago Police 9-1-1 PSAP.

The district presented certificates of merit to Bill Witt, Jon Bandy and Marilyn Moss for their dedication to duty. Moss and Telecommunicators Nancy Ault and Edith Abshire were featured guests on a local talk radio show during the week.

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