

## COMING SOON TO **OLYMPIA!**

### TTY & EFFECTIVE COMMUNICATION ACCESS TRAINING OFFERED IN OLYMPIA – OCT 11<sup>TH</sup>

- What equipment do people with hearing loss and speech disability use to call 9-1-1?
- What are VCO and HCO?
- What will you do with the silent call?
- What is the best way to call people with hearing loss and speech disability?
- Is it true that handling 9-1-1 calls via relay services is considered as direct call?
- Can you communicate different ways with American Sign Language translation?

Come to the training to find out! A **FREE** initial training on TTY and effective communication access to Deaf, Deaf-Blind, Hard of Hearing, and speech disabled callers is being offered to primary & secondary PSAP and WSP telecommunicators in Olympia on **Thursday, October 11, 2012 from 9:00 AM to 1:00 PM**. See below for location.

**TAKE ADVANTAGE OF THIS GREAT OPPORTUNITY! Please register before or on Friday, October 5, 2012.**

#### LOCATION

Thurston 9-1-1 Communications (TCOMM)  
Large Conference Room  
2703 Pacific Ave SE  
Olympia, WA  
(360) 360-704 2738

The initial cultural training includes:

- an overview of callers (Deaf, Deaf-Blind, Hard of Hearing, Speech Disabled)
- how to communicate with these populations via TTY, phone and relay services
- technologies and relay services used by Deaf, Deaf-Blind and Hard of Hearing people
- FCC regulations on local 10-digit phone numbers & emergency handling of calls via relay services
- American Sign Language (ASL)
- TTY Protocol
- ASL/English translation exercises
- Hand-On TTY practice

Please RSVP at least 4 working days prior to the training and/or for more information, email to Donna Platt, the manager of Emergency Education Program at [dplatt@hsrc.org](mailto:dplatt@hsrc.org), Fax 206-328-6871; Phone 206-452-7967 or 206-323-5770.

See you at the training!