

COMING TO **YAKIMA!**

TTY & EFFECTIVE COMMUNICATION ACCESS TRAINING OFFERED IN YAKIMA – NOV 13TH

- 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 Yakima on **Tuesday, November 13, 2012 from 1:00 PM to 5:00 PM**. See below for location.

TAKE ADVANTAGE OF THIS GREAT OPPORTUNITY! Please register before or on Wednesday, November 7, 2012.

LOCATION

Yakima Legal and Municipal Building
Training Room – 2nd Floor
200 S. 3rd Street
Yakima, WA 98901
(509) 248-9911

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, Fax 206-328-6871; Phone 206-452-7967 or 206-323-5770.

See you at the training!