



NCTCOG 9-1-1 T.E.A.M. TTY Refresher Training

PSAP Supervisors/ Training Coordinators

North Central Texas Council of Governments 9-1-1 T.E.A.M. (Telecommunicator Education And Management), with educational material provided by Excel 9-1-1, has developed on-site training for telecommunicators answering 9-1-1 calls from hearing or speech impaired callers. NCTCOG 9-1-1 supports compliance with Title II, 28 C.F.R. Part 35.162 of the Americans with Disabilities Act:

Telephone emergency services, including 911 services, shall provide direct access to individuals who use TDD/TTY's and computer modems.

The ADA Technical Operating Standards for Telecommunicator requirements include:

- *Training should be mandatory for all personnel who may have contact with individuals from the public who are deaf, hard of hearing, or who have speech impairments.*
- *PSAPs should require or offer refresher training at least as often as they require or offer training for voice calls, but at a minimum, every **six months**.*
- *Comprehensive training should include:*
 - *Information about the requirements of the ADA and Section 504 of the Rehabilitation Act for telephone emergency service providers;*
 - *Information about communication issues regarding individuals who are deaf or hard of hearing, or who have speech impairments, including information about American Sign Language;*
 - *Practical instruction on identifying and processing TDD/TTY calls, including the importance of recognizing silent TDD/TTY calls, using proper syntax, abbreviations, and protocol when responding to TDD/TTY calls and relayed calls; and*
 - *Hands-on experience in TDD/TTY communications, especially for new call takers, as part of their initial training orientation.*

NCTCOG's 9-1-1 T.E.A.M. TDD/TTY refresher training program is designed to help PSAPs remain compliant with Federal Law pertaining to ADA by providing on the job training for telecommunicators. This saves training monies by:

- No overtime money spent
- No travel time paid
- No man-power shortages due to staffing

How does it work? Each August and February NCTCOG 9-1-1 T.E.A.M. introduces a new TDD/TTY Refresher Course on-line. Choose a module, then:

- Make necessary copies for each call-taker/dispatcher of:
 - Reading Material
 - Hands on Check List

- Test
- Assure call-taker/dispatchers review study material
- Monitor performance and completion of the hands on check list
- Administer Tests
- When all participants have completed the module, post the class to the TCLEDDS website.
Note: NCTCOG 911 PSAPs are requested to post their TDD Module participation on this website.

Note: Agencies that do not have access to TCLEDDS may also post Module classes to the NCTCOG website by special arrangement. Classes will be posted to TCLEDDS on your behalf. **We will post one Module class every six months. New employees and anyone not included in that class posting should begin with the next 6-month Module class.** Please contact Laura J. Litzerman 817-695-9205 llitzerman@nctcog.org for information.

Retain student tests and hands on check lists for your records. Please do not return them to NCTCOG 911.

If you have any questions contact:

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