



## Deaf or Hard of Hearing Professional Development Sessions

APCO strives to provide you with an educational experience unparalleled to any other industry-related event. In doing so, we will help you become more knowledgeable in your field, more valuable to your agency and co-workers, and better equipped with the latest tools to keep our communities and the public safe.

Below are Professional Development sessions purposely designed to enhance Deaf or Hard of Hearing attendees experience that focus on a variety of subject areas.

### **Sunday, August 5**

#### **9:30am-10:30am**

Imagine Listening: Your Worst Day Is My Everyday Within the Trenches

**Track:** Frontline Telecommunicator

#### **10:45am-11:45am**

Community Engagement: How Increasing Opt-Ins Helps Improve Large Scale Events

**Track:** Industry Products and Tools

#### **1:30pm-2:30pm**

TTY is Going Away: RTT is Here to Stay

**Track:** NG9-1-1 and Emerging Technologies

#### **2:45pm-3:45pm**

0% Turnover: How the Best 9-1-1 Leaders Keep Their Best Employees

**Track:** Leadership Development



Deaf or Hard of Hearing  
Professional Development Sessions

**Monday, August 6**

**8:30am-10:00am**

Opening General Session

**Keynote:** Sal Giunta, First Living Medal of Honor Recipient Since the Vietnam War and Author, *Living With Honor*

**2:00pm-3:00pm**

North Bay Wildfires: Lessons Learned from REDCOM Fire and EMS Dispatch

**Track:** Emergency Preparedness, Response, and Situational Awareness

**3:15pm-4:15pm**

Service Denied: Cyber and Jamming Threats to Public Safety

**Track:** Cybersecurity in Public Safety Communication

**4:30pm-5:30pm**

Avoiding Ethical U-Turns

**Track:** Frontline Telecommunicator

**Tuesday, August 7**

**8:00am-10:00am**

Distinguished Achievers Breakfast

**Keynote:** Gary Heil, Founder, The Center for Innovative Leadership and Author

**1:30pm-2:30pm**

Value Everyone; Servant Leadership

**Track:** Leadership Development

**2:45pm-3:45pm**

Critical Incident Training

**Track:** Emergency Preparedness, Response, and Situational Awareness



Deaf or Hard of Hearing  
Professional Development Sessions

**Wednesday, August 8**

**9:00am-10:00am**

The Future of Emergency Communications: Interoperability and the Path to NG9-1-1

**Track:** NG9-1-1 and Emerging Technologies

**10:15am-11:15am**

Stress in the 9-1-1 Ranks

**Track:** Communications Center Management

**11:30am-1:30pm**

Food for Thought Luncheon

**Keynote:** Connie Podesta, Expert in Changing Lives and Author, *Life Would Be Easy If It Weren't for Other People*

**1:45pm-2:45pm**

FirstNet Town Hall

**Track:** Cutting Edge Developments

**3:00pm-4:00pm**

Identifying and Mitigating Cyber Attacks

**Track:** Cybersecurity in Public Safety Communications

**6:45pm-9:00pm**

Connect & Celebrate Dinner

\*Please note: The Distinguished Achievers Breakfast (Tuesday), Food for Thought Luncheon (Wednesday) and Connect & Celebrate Dinner (Wednesday) are not included in any registration. These event tickets must be purchased separately.