



UNDERSTANDING CULTURAL NORMS

for First-Responders and 911 Dispatchers

As society becomes more diverse it is important for 911 call-takers and first responders to have an understanding of others' cultural backgrounds. First responders play a major role in dealing with everyday situations and crises, so it is important to understand how culture can impact these interactions. Cultural characteristics can include: customary beliefs, racial/ethnic background, religious affiliations, values, norms, preferences, practices and other shared ideas of different groups, and can be a major determinant of one's behavior. This eight-hour course is designed to ensure that 911 call-takers and first responders have an understanding of different cultural norms and how that impacts perception and numerous public safety issues.

Some of the topics covered:

- The importance of understanding cultural norms
- Adapting to a changing and diverse community
- How cultural norms and non-English speaking can impact first responders and call-takers
- Understanding diversity and culture in relation to decision making
- Review first responder's culture
- Discuss police legitimacy issues
- Understand the 6 pillars of US Policing with specific attention given to developing a guardian mindset
- And many other important areas

Instructed by: Sgt. Demetrice Phillips

Fee: \$150

- September 9, 2020** – Natick Police Department 8:00 AM - 4:00 PM
- September 22, 2020** – Natick Police Department 8:00 AM - 4:00 PM
- October 9, 2020** – Natick Police Department 8:00 AM - 4:00 PM
- October 29, 2020** – Waltham 911 Dispatch Center 7:00 AM - 3:00 PM
- November 2, 2020** – Waltham 911 Dispatch Center @ 3:00 PM - 11:00 PM
- November 3, 2020** – Lynn Police Department @ 9:00 AM - 5:00 PM

Fax registration to: (978) 467-4257

REGISTRATION			
1. Name:	5. Name:		
2. Name:	6. Name:		
3. Name:	7. Name:		
4. Name:	8. Name:		
Agency:	Street address:		
City	State	zip	
Agency Contact:	Contact email:	Phone #:	