

**KEYSTONE STATE CHAPTER
Pre-Conference Agenda
Wednesday, September 15, 2021**

National NENA Course Participants

Course held in Silver Maple I & II

ENP Study Group

Course held in the Cedar Cove

7:30 AM – 8:30 AM

Registration & Full Breakfast – Outside Silver Maple I & II

8:30 AM – 12:00 PM

National NENA Course

Robert Mann

Serving Equally - Removing Bias-based Inequities from 9-1-1

This one-day course puts telecommunicators into a judgment-free learning environment, which allows them to be more understanding about the impact stereotypes and biases have on the service they provide. Students in this class will engage in assessments to become aware of their own biases and learn how to apply a model to ensure they provide bias-free 9-1-1 service. The outcome of this course is a Telecommunicator who acts intentionally and provide equitable service to all communities.

To participate fully in the self-assessments, students should bring either a smartphone, tablet, pad, or laptop with the capability to connect to WiFi.

ENP Study Group

Sid McConahy, ENP

Sid will lead this study group to prepare you to take the ENP exam.

12:00 PM – 1:00 PM

Lunch – Aspen Room

1:00 PM – 4:00 PM

Serving Equally - Removing Bias-based Inequities from 9-1-1

ENP Study Group

(Continued)

4:00 PM – 5:00 PM

PUC 9-1-1 Task Force Meeting – Red Pine Library & Red Pine Room

6:00PM – 9:00 PM

Welcome Reception – Pig Roast & Live Music

Aspen Retreat

Hosted by PA NENA Conference Committee