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: Dr. Demetrice Phillips   Fee: $250

☐ **May 31, 2024** – Natick Police Department @ 8:00 AM - 4:00 PM

Fax registration to: (978) 467-4257

REGISTRATION	
1. Name:	Rank/Position:
2. Name:	Rank/Position:
3. Name:	Rank/Position:
4. Name:	Rank/Position:
5. Name:	Rank/Position:
Agency:	Street address:
City	State zip
Agency Contact: Contact email:	Phone #:
METHOD OF PAYMENT: DEPT. BILLING ☐ MASTERCARD ☐ VISA ☐ CHECK ☐ CASH ☐ OTHER ☐	
ACCOUNT or PO #	EXPIRATION DATE

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