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Subject: Public 9-1-1 Education

Policy: The Enhanced 9-1-1 Authority shall provide 9-1-1 education to the citizens of El Paso and Teller Counties.

Purpose: To provide education, which teaches about 9-1-1 services in the Pikes Peak region.

Procedure:

1. Public Education is the responsibility of the Education Specialist.
2. There are five main areas of focus for the education program:
 - a. Elementary and pre schools
 - b. Middle and high schools
 - c. Corporations
 - d. Senior citizens
 - e. General forums
3. Elementary and preschool students are provided materials to reinforce correct use of the 9-1-1 emergency system. The Education Specialist, or designee, is available to teach children and offer instruction through a variety of methods, including: "The Great 9-1-1 Adventure" video program and "Impatient Pamela Calls 9-1-1" storybook. Alternate instruction methods may include participation with outside public agencies.
4. Middle and high school students are provided materials to reinforce correct use of the 9-1-1 emergency system. The Education Specialist, or designee, is available to teach

students through group interaction, class discussion, and case studies. Students may also participate in role-play scenarios depicting 9-1-1 emergencies.

5. Corporations are provided materials to reinforce correct use of the 9-1-1 emergency system. The Education Specialist, or designee, is available to instruct members of area businesses through case studies and group discussion.
6. Senior citizens are provided materials to reinforce correct use of the 9-1-1 emergency system. The Education Specialist, or designee, is available to instruct senior citizens through case studies and group discussion.
7. General 9-1-1 instruction shall take place in the community through a variety of methods, including:
 - a. Presentations for civic organizations
 - b. Regular television and/or radio education campaigns
 - c. Guest appearances by the Education Specialist or 9-1-1 representative on television or radio talk shows
 - d. 9-1-1 Authority appearance or participation in public safety and health fairs
 - e. 9-1-1 Authority participation in safety-related organizations and coalitions