

## OAS' Subsidiary Technical Group on Emergency and Security Systems (STG-ESS) Webinar Exchange on: Emergency Response to Situations of Violence Against Women and Domestic Violence

Wednesday, November 29<sup>th</sup> and Thursday, November 30<sup>th</sup>, 2023

### PANELISTS' PROFILES

#### CLOSING PANEL: MINIMUM AND ESSENTIAL ELEMENTS FOR A SPECIFIC PROTOCOL OR PROCEDURE TO HANDLE THIS TYPE OF EMERGENCIES



#### APRIL HEINZE

9-1-1 and PSAP Operations Director for NENA: The 9-1-1 Association. She supports the NENA development group with operational standards and best practices. She educates, advises, and advocates for 9-1-1 and PSAP operational issues on behalf of NENA with various industry associations and governmental organizations. Before joining NENA, April spent 24 years in a PSAP in Michigan. She began as a Public Safety Telecommunicator and worked her way up to Director. She was recruited by an NG9-1-1 provider and spent nearly three years as a PSAP liaison and industry advocate prior to joining NENA.



#### GARY ALMEIDA

9-1-1 and PSAP Operations Director for NENA: The 9-1-1 Association. She supports the NENA development group with operational standards and best practices. She educates, advises, and advocates for 9-1-1 and PSAP operational issues on behalf of NENA with various industry associations and governmental organizations. Before joining NENA, April spent 24 years in a PSAP in Michigan. She began as a Public Safety Telecommunicator and worked her way up to Director. She was recruited by an NG9-1-1 provider and spent nearly three years as a PSAP liaison and industry advocate prior to joining NENA.



**KAREN BOZICOVICH**

Chief of the Information and Knowledge Section of the Department of Public Security, Secretariat for Multidimensional Security, Organization of American States (OAS).

Previously, she served as the coordinator of political analysis and foresight of the Department of Sustainable Democracy and Special Missions of the OAS.

She was responsible for the Political Database of the Americas at Georgetown University.

She holds a Degree in Political Science and International Relations from the University of San Andrés, and a Master's degree in Latin American Studies with concentration in Government from Georgetown University.

She is also a Master's student in *International Criminal Justice* at *John Jay College of Criminal Justice*.