

Technical Subsidiary Group on Emergency and Security Systems Second 2021 Virtual Discussion

Title - Long version: Effective strategies, tools and actions implemented by Emergency and Security Systems or similar Agencies to achieve higher levels of inclusion and accessibility of persons with disabilities

Date: Wednesday, September 8th

Hora: 10:00 am (Quito, Ecuador) | 11:00 am (Washington, DC, EE.UU.)

Duration: 2 hours

Panel

Event host/Moderator: Karen Bozicovich, Information and Knowledge Section Chief, OAS Department of Public Security

Welcome remarks: Guillermo Moncayo, Acting Director, OAS Department of Public Security

Introducción: Juan Zapata, Director, Ecuador's 911 Integrated Security Service

Panelists:

- **Experience 1:** Design and implementation of emergency response protocols for people with disabilities, Marco Garnica Montenegro, Technical Subdirector of Doctrine, Ecuador's 911 Integrated Security Service
- **Experience 2:** Development and use of communication technologies to facilitate the interaction with people with disabilities, Johnny Hidalgo González, Coordinator of Operational Logistics, Costa Rica's 911 Emergency System
- **Experience 3: Hiring and incorporating people with disabilities,** Inspector Officer, Carlos Román, Coordinator of Institutional Strengthening, Paraguay's 911 Emergency System
- **Experience 4: Emergency response training for operators and dispatchers in situations where people with disabilities are involved,** Moisés Salas, Area Sub-director, México's National Information Center

Final Comments:

- Mercedes Carrillo, Legal Officer, OAS Department of Social Inclusion
- Alex Camacho Vásquez, Regional Advisor on Emergency Preparedness and Disaster Risk Reduction, PAHO's Health Emergencies Department