



## OFFICE OF THE COMMISSIONERS AND MANAGER

500 N. Main St., Room 921 • Monroe, NC 28112 • Phone (704)283-3810 • Fax (704)282-0121

**Staff Contact:**

Brett Vines 704-283-3546/704-361-4133

[brettvines@co.union.nc.us](mailto:brettvines@co.union.nc.us)

### News Release

## Union County Emergency Communications Awarded Reaccreditations as an Emergency Fire and Medical Dispatch Center of Excellence

**March 25, 2013, Monroe, NC** – The International Academies of Emergency Dispatch has awarded reaccreditations as an Emergency Fire Dispatch Center of Excellence and Emergency Medical Dispatch Center of Excellence to Union County Emergency Communications.

Union County Emergency Communications was the 13<sup>th</sup> center in the world to be awarded this highest distinction for their comprehensive implementation and compliance with the Fire Dispatch System (FPDS) and associated “20 points of Excellence.” The county was the 132<sup>nd</sup> to be awarded for their comprehensive implementation and compliance with the Medical Dispatch System (MPDS) and associated “20 points of Excellence.”

The FPDS and MPDS are the world’s most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol systems.

With scripted telephone instructions for water rescue, trapped in structure fire and person on fire, CPR, airway obstruction relief, hemorrhage control and childbirth assistance, the FPDS and MPDS have been credited with helping to save lives. In addition to requiring proper system oversight and quality improvement programs, reaccreditation demands careful FDPS and MDPS compliance and certification for all emergency call-takers and medical and fire dispatchers.

Earning these reaccreditation awards is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates to not only each individual within the communications center, but also to the administration, community and the world, that Union County Emergency Communications is compliant with all international practice standards for Emergency Medical and Fire Dispatch.

###