



## OFFICE OF THE COMMISSIONERS AND MANAGER

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## News Release

### **Union County Emergency Communications Earns Reaccreditation as an Emergency Medical and Emergency Fire Dispatch Center of Excellence**

**April 5, 2016, Monroe, NC** — Union County’s Emergency Communications Center has been approved as an Emergency Medical Dispatch Center of Excellence and Emergency Fire Dispatch Center of Excellence by the Board of Accreditation of the International Academies of Emergency Dispatch (IAED). Union County retains the distinguished honor of being the 132<sup>nd</sup> accredited Emergency Medical Dispatch Center and 13<sup>th</sup> Emergency Fire Dispatch Center in the world.

“Many hours of hard work and commitment played a part in Union County retaining the Emergency Dispatch Centers of Excellence designations,” said Curtis Teague, Union County Executive Director of Emergency Management.

The IAED is a non-profit standard-setting organization promoting safe and effective emergency dispatch services world-wide. Comprised of four allied academies for medical, fire, police, and emergency communication nurse system dispatching, the IAED supports first-responder related research, unified protocol application, legislation for emergency call center regulation, and strengthening the emergency dispatch community through education, certification, and accreditation. An Accredited Center of Excellence is the highest distinction in 9-1-1 emergency communication services.

Union County Emergency Communications achieved reaccreditation for its continued compliance to the Fire Priority Dispatch System and Medical Priority Dispatch System and the associated “20 Points of Excellence.” The “20 Points of Excellence” encompass international practice standards of excellence for Emergency Medical Dispatch and Emergency Fire Dispatch. This sustained culture of operational effectiveness addresses system oversight, quality improvement programs, and individual certification of all emergency call-takers. Reaccreditation is a voluntary accomplishment that demonstrates an unprecedented dedication to public safety from not only each individual within the communications center, but also the administration team.

“Becoming reaccredited is an accomplishment the men and women of Union County’s



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Emergency Communications Center should be extremely proud of,” said County Manager Cindy Coto. “I am pleased these dedicated professionals have been recognized for their outstanding work and performance.”

Union County Emergency Communications is responsible for the emergency dispatch of all police, fire, and EMS related calls for Union County, and serves a population of more than 210,000 people covering more than 643 square miles.

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