

# INTERNATIONAL ACADEMY OF EMERGENCY POLICE DISPATCH®

## *Accreditation / Re-Accreditation*



## APPLICATION & SELF-ASSESSMENT

This document guides desiring agencies through a Self-Assessment Study to be recognized by the Academy as an Accredited Center of Excellence (ACE).

A site evaluation is required for all accreditations and may be required for re-accreditations at the option of the Board of Accreditation. Contact the Academy for the current site evaluation fee, award presentation fee, etc.

Applications are submitted online. Please request access to the web page at the following address:  
[www.accreditation.emergencydispatch.org/Default/NewApplication](http://www.accreditation.emergencydispatch.org/Default/NewApplication)

For more information, please contact the **Accreditation Division** at the address and phone number listed below.

**The International Academy of Emergency Police Dispatch®**  
110 South Regent Street, 8<sup>th</sup> Floor, Salt Lake City, UT 84111  
Phone: 801-359-6916 • Fax: 801-359-0996 • [ace@emergencydispatch.org](mailto:ace@emergencydispatch.org)

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# **TWENTY POINTS OF ACCREDITATION**

The Accreditation Self-Assessment Study must formally document and describe the following:

**1. Communication center overview and description**

- a. Document the total number of stations that are active (calltaking and dispatching) and the number of supervisory or standby stations.
  - b. Include a floor plan showing the placement of each workstation.
  - c. List any current accreditations and the accrediting body.
  - d. Include documentation of last CALEA (or applicable body) rating.\*
    - i. Show rating of the communication center for the last period.
    - ii. Include overall department rating for the same period.
      1. Provide relevant documentation outlining rating changes.
- \* Where CALEA rating is not available or applicable, provide supporting documentation in place of Point 1d.

**2. Police Priority Dispatch System™ (PPDS®) version and licensing confirmation**

- a. Provide the following, as applicable:
  - i. PPDS protocol version number
  - ii. ProQA® Paramount version number
  - iii. AQUA® version number
  - iv. ED-Q™ Performance Standards edition number
- b. Include documentation (policy, directive, etc.) stating that the most recent versions of the PPDS (ProQA Paramount and/or cardsets) and the Performance Standards will be implemented within one year of their release.

**3. Current Academy EPD certification of all personnel authorized to process emergency calls**

- a. Provide a list of all EPDs including their names, hire dates, last certification dates, next recertification dates, and Academy EPD member numbers.

**4. All EPD certification courses are conducted by Academy-certified instructors, and all case review is conducted by Academy-certified ED-Qs**

- a. If you have an in-house or contracted instructor, include her/his name, next recertification date, and member number.
- b. Provide a list of all ED-Qs, including their names, next recertification dates, and Academy ED-Q member numbers.

**5. Full activity of quality improvement (QI) committee processes**

- a. Include copies of agendas and minutes of all Dispatch Review Committee (DRC) and Dispatch Steering Committee (DSC) meetings (at least two DRC meetings and one DSC meeting in the six months immediately preceding the application).
- b. List the names and titles of all committee members for the following:
  - i. Quality Improvement Unit
  - ii. Dispatch Review Committee
  - iii. Dispatch Steering Committee
- c. List the objectives and tasks of each of these committees.

**6. IAED quality assurance and improvement methodology**

- a. Attach a complete description of the methods used to evaluate EPD performance and correct use of the PPDS as outlined in the ED-Q Course Manual (consistent reviewing practices). The document should outline the following:
  - i. How cases are randomly selected.
  - ii. The minimum number of cases reviewed monthly.
  - iii. Any focused case review practices employed. This may include cases the agency has identified that warrant additional reviews, such as caller in danger, hostage situation, and suspicious package.
- b. Attach a detailed description of how EPD performance is checked, tabulated, and tracked.
- c. Include details and dates of when case review began and how scores were shared with each employee.
- d. Include details and dates of when shift and center scores were posted and how they were posted.

## 7. Consistent case evaluation that meets or exceeds the Academy's minimum expectations

- The minimum case evaluation requirement is based on annual call volume per discipline. This calculation is available through the ACE Calculator in AQUA as well as on the Academy website: [www.emergencydispatch.org/AccredCalculator](http://www.emergencydispatch.org/AccredCalculator)

ANNUAL CALL VOLUME BY DISCIPLINE	HIGHEST CALL VOLUME DISCIPLINE		SECOND HIGHEST CALL VOLUME DISCIPLINE		THIRD HIGHEST CALL VOLUME DISCIPLINE	
	Per Year	Per Month	Per Year	Per Month	Per Year	Per Month
0-1000*	520	43	364	30	260	22
1001-5000*	884	74	728	61	572	48
5001-15000	936	78	780	65	624	52
15001-25000	988	82	832	69	676	56
25001-43333	1040	87	884	74	728	61
>43333	Calculated on a 1-3% sliding scale. Refer to ACE calculator in AQUA 7 or on the website <a href="http://www.emergencydispatch.org/AccredCalculator">www.emergencydispatch.org/AccredCalculator</a>					

\*Random review number is never greater than 50% of the annual call volume per discipline.

- List the total number of emergency police calls the center received in the six months immediately prior to the accreditation application.
- List the total number of cases reviewed in the same time period.

## 8. Historical baseline QA data from initial implementation of structured Academy QA processes

- A baseline Agency ACE Performance Report
  - Determinant Drift Reports (or equivalent) for the center
- \*Indicate on cover letter if these items are not available.

## 9. Monthly average case evaluation compliance levels for the communication center for the six months preceding the accreditation application, with compliance levels at or above accreditation levels for at least the three months immediately preceding application

- Include Accreditation report showing compliance at or above the following expected minimum performance levels for at least the three months preceding the application:

	ACE
High Compliance	
Compliant	
Partial Compliance	10%
Low Compliance	10%
Non-Compliant	7%

Percentage of Deviation Accepted	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
	3%	3%	3%	3%

- Include a Communication Center Determinant Drift Report for the three months preceding the application showing that under-response and over-response each occur in no more than 5% of cases.

**10. Verification of correct case evaluation and QI techniques, validated through independent Academy review**

- a. Provide copies of 25 case review audio files and an AQUA merge file of 25 cases for Academy assessment.
  - i. Include 22 calls from the one-month period immediately preceding the application. These calls must be selected purely at random; they must not be cases specifically marked for feedback or other review.
  - ii. State the process for random selection of these calls.
  - iii. Include an additional 3 cases involving Pre-Arrival Instructions. These cases should include the first case with Pre-Arrival Instructions reviewed in each of the three months immediately preceding the application.

**11. Implementation and/or maintenance of PPDS orientation and case feedback methodology for all field personnel**

- a. Describe your PPDS field personnel orientation process.
  - i. Include copies of handouts, presentations, and any other materials used.
  - ii. List the number of Field Responder Guides distributed, along with the dates these were given out.
- b. Describe your EPD case feedback methodology.
- c. Include a blank copy of the field feedback form utilized by your agency.
  - i. Include documentation of the dates field feedback forms were distributed to all field stations.

**12. Verification of local policies and procedures for implementation and maintenance of the PPDS. Include all policies relating to EPD practices, which must include the following:**

- a. Implementation and application of PPDS.
- b. Law enforcement approval of all PPDS protocols, including those listed in the ProQA Admin "Restricted Settings" and "Special Definitions."
- c. Protocol compliance.
  - i. Quality improvement
  - ii. CDE requirements
  - iii. Performance management and remediation
  - iv. Customer service skills (how customer service scores are addressed by your agency)
  - v. Language translation processes
- d. A policy stating that all law enforcement calls are only processed by EPD-certified personnel and that employees are removed from their calltaking duties if their certification is expired, suspended, or revoked.

**13. Copies of all documents pertaining to your continuing dispatch education (CDE) program**

- a. Submit the CDE schedules and topics for the past six months.
- b. Submit EPD attendance records.
- c. Submit a CDE schedule draft for the next six months.

**14. The process that will occur when outside agencies request a law enforcement assistance response. Include the following:**

- a. Distribution of protocol information to fire and medical dispatchers and to other agency dispatchers.
- b. Provision of PPDS orientation to all such dispatchers.
- c. Description of the orientation process.
- d. Copies of any literature, including handouts and slides.
- e. Copies of attendance rosters.
- f. Total number of dispatchers trained and the organizations that employ them.

**15. Established local response assignments for each PPDS Determinant Code**

- a. Include a description of the process for developing response assignments.
- b. Include a list of all PPDS Determinant Codes and each locally determined response assignment.
- c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response assignments are approved.

**16. Maintenance and modification processes for local response assignments to PPDS Determinant Codes**

- a. Provide documentation describing how local PPDS response assignments are regularly reviewed and how recommended changes are approved.

**17. The communication center's incidence (number of occurrences) of all PPDS codes and levels for the six months immediately preceding application (Master Dispatch Analysis Report)**

- a. Each Chief Complaint.
- b. Each individual Determinant Code.
- c. Each Determinant Level ( $\Omega$ , A, B, C, D, and E).

**18. Appointment and appropriate involvement of the Law Enforcement Administrator to provide oversight of the center's EPD activities**

- a. List the name, address, license number, and country/state/province (or equivalent).
- b. Include a copy of the documentation appointing the Law Enforcement Administrator.
- c. List the approved roles and responsibilities of the Law Enforcement Administrator within the dispatch system.

**19. Agreement to share nonconfidential EPD data with the Academy and others for the improvement of the PPDS and the enhancement of EPD in general**

- a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.
- b. Include written verification, signed by the agency's senior executive, agreeing to submit the quarterly compliance summary reports to the Academy (submitted electronically through the Academy's Website).

**20. Agreement to abide by the Academy's Code of Ethics, Code of Conduct, and the standards set forth for an Accredited Center of Excellence**

- a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.
- b. Provide the date, location, and verification of the prominent posting of the Code of Ethics and Code of Conduct.

## ACADEMY ETHICS POLICY

The Academy encourages, advocates, and supports the proposition that *“The community relies on the sound application of Priority Dispatch® and imposes on the certified Emergency Dispatcher an obligation to maintain professional standards of technical competence, morality, and integrity.”* To accomplish this, the Academy’s College of Fellows has unanimously adopted the following Code of Ethics, which serves as a guideline for the Academy in determining whether initial certification or recertification should be granted and in assessing grounds for possible suspension or termination.

### THE CODE OF ETHICS

1. Academy-certified personnel should endeavor to put the **needs of the public** above their own.
2. Academy-certified personnel should continually seek to maintain and improve their professional **knowledge, skill, and competence** and should seek continuing education whenever available.
3. Academy-certified personnel should obey all **laws** and **regulations** and should avoid any conduct or activity that would cause unjust harm to the citizens they serve.
4. Academy-certified personnel should be **diligent and caring** in the performance of their **occupational duties**.
5. Academy-certified personnel should establish and maintain **honorable relationships** with their service peers and with all those who rely on their professional skill and judgment.
6. Academy-certified personnel should assist in improving the **public understanding** of emergency dispatching.
7. Academy-certified personnel should assist in the **operation** of and enhance the **performance** of their dispatch systems.
8. Academy-certified personnel should seek to maintain the highest standard of **personal practice** and also maintain the **integrity** of the International Academies of Emergency Dispatch by **exemplifying** this professional Code of Ethics.

### CODE OF CONDUCT

1. Academy-certified personnel **shall not participate in, or publicly endorse**, any group or organization that demeans the goals, objectives, credibility, reputation, goodwill, or dignity of the Academy or the public safety profession.
2. Academy-certified personnel shall be **truthful and timely** in all forms of communication with the Academy and **shall not provide information that is false**, misleading, deceptive, or that creates unreasonable expectations. Academy-certified personnel shall **not sign any document** that the individual knows or should know contains false or misleading information.

3. Academy-certified personnel **shall notify** the Academy of **any and all occurrences** that could **call into question one's ability to perform** his or her duty as a dispatcher. Academy-certified personnel **must notify** the Academy immediately **if convicted of a felony or crime** involving moral turpitude. Crimes of moral turpitude include but are not limited to illegal pornography, fraud, embezzlement, illicit drug abuse or distribution, theft, bribery, kidnapping, or assault.
4. Academy-certified personnel **are prohibited from** using Academy **certification(s) for private or commercial gain**. Academy-certified personnel shall not compete in any way with the Academy or its contracted partners, including Priority Dispatch®, in regards to active or planned business activities without prior written authorization.
5. Academy-certified personnel shall **not violate patient privacy laws** and rights and shall always respect those rights.
6. Academy-certified personnel shall **not take calls or dispatch** while **under the influence** of alcohol, illicit drugs, or any other agent that would impair the ability to properly function in the dispatch setting.
7. Academy-certified personnel **shall not engage in conduct or perform an act** that would reasonably be regarded as disgraceful, dishonorable, or unprofessional.
8. Academy-certified personnel should **avoid practicing or facilitating discrimination** and strive to prevent discriminatory practices including but not limited to those relating to race, religion, color, gender, sexual orientation, national origin, age, or disability.
9. Academy-certified personnel understand **it is their personal responsibility to ensure they remain certified** by the Academy through CDE and similar Academy-approved programs and processes. Academy-certified personnel shall **follow their respective employer's policies and procedures**. In addition, they shall strive to always **follow the Academy's protocol**, including Key Questioning, Determinant Coding, Post-Dispatch Instructions, Critical ED Information, and Pre-Arrival Instructions.
10. Academy-certified personnel understand **it is their responsibility to remain current** to any and all protocol changes that can have an impact on the outcome, negative or positive, of the emergency for which the dispatcher is responsible.



110 South Regent Street, 8<sup>th</sup> Floor, Salt Lake City, Utah 84111  
Toll-Free: 800-960-6236 Int'l/Local: 801-359-6916  
Fax: 801-359-0996 Email: [ace@emergencydispatch.org](mailto:ace@emergencydispatch.org)

