



Charleston County News Release

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Charleston County Consolidated 9-1-1 Center Awarded Accreditation

Jan. 22: Accomplishment recognized for already helping to save lives

The [International Academies of Emergency Dispatch](#) has formally awarded Accreditation to the [Charleston County Consolidated 9-1-1 Center](#) as an Emergency Fire and Emergency Medical Dispatch Center of Excellence. During a regular meeting on Tuesday, Jan. 22, [Charleston County Council](#) will recognize the Charleston County Consolidated 9-1-1 Center for this accomplishment. The International Academies' Associate Director Carlynn Page will be at the meeting to present two plaques to [Charleston County Consolidated 9-1-1 Center](#)'s director Jim Lake, several staff members and [Charleston County Consolidated Dispatch Board](#) members.

The [Charleston County Consolidated 9-1-1 Center](#) is only the 24th Emergency Fire Dispatch Center and the 171st Emergency Medical Dispatch Center in the world to be awarded the highest distinction for their comprehensive implementation and compliance with the Fire and Medical Priority Dispatch System and associated [20 Points of Excellence](#).

"We are extremely proud of the Consolidated 9-1-1 Center for reaching this significant milestone, which has been envisioned since the establishment of the agreement for consolidating our emergency 9-1-1 and dispatch services," said North Charleston Police Chief Jon Zumalt, chair of the Consolidated Dispatch Board.

"This international system used by Charleston County provides instructions to callers prior to the arrival of fire and medical responders," said Jim Lake, Director, [Charleston County Consolidated 9-1-1 Center](#). "With scripted telephone instructions on how to stay safe if trapped in a burning building, CPR and childbirth assistance, this system has been credited with helping save thousands of lives around the world."

The Charleston County Consolidated 9-1-1 Center processes an average of 600 9-1-1 calls and 250 fire and medical incidents per day.

"In 2012, Charleston County Call Takers were credited with assisting in the delivery of three babies and CPR instructions resulting in six cardiac arrest patients arriving at the hospital alive," Lake said. In addition to requiring proper system oversight, fire and medical administration control and quality improvement programs, Accreditation demands careful compliance to the fire and medical protocols and certification for all emergency Call-takers, Fire Dispatchers and Medical Dispatchers.

"Earning the Accreditation award is voluntary and involves completing a detailed self-study and analysis," Lake said. "This accomplishment demonstrates to not only each staff member within the communications center, but also to the administration, community and the world that Charleston County Consolidated 9-1-1 Center is compliant with all international practice standards for Emergency Fire and Medical Dispatch."

With headquarters based in Salt Lake City, Utah, the International Academies of Emergency Dispatch (IAED) is a nonprofit organization comprising three allied Academies with related programs and standards for emergency Fire, Medical and Police dispatching. The IAED regularly reviews and updates the Fire and Medical Priority Dispatch System protocols, and maintains protocols and certification standards for Fire, Medical and Police Dispatch. The IAED is the public-safety dispatch industry's leading certifying and standard-setting body with over 30,000 members in 20 countries.

For more information on 9-1-1 services in Charleston County, contact the [Charleston County Consolidated 9-1-1 Center](#) at (843) 202-7911 or visit <http://www.charlestoncounty.org/departments/dispatch/index.htm>.

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