

**PURPOSE:** The purpose of this policy is to establish procedures for issuing accreditation to EMS dispatchers that provide emergency medical dispatch (EMD) service to the residents and visitors in San Joaquin County.

**AUTHORITY:** Health and Safety Code, Division 2.5, Section 1797.220; 1798 et seq

**POLICY:**

I. Initial Accreditation:

- A. Applicants shall complete and submit the following prior to beginning employment as an EMD dispatcher in San Joaquin County.
  - 1. Submit a completed EMS Dispatcher Accreditation application.
  - 2. Submit a copies of:
    - a) Current National Academy of Emergency Medical Dispatch (NAEMD) Certification.
    - b) Current certification in cardiopulmonary resuscitation (CPR) for the Professional Rescuer or Healthcare Provider, issued from American Heart Association, American Red Cross, or programs approved by the EMS Agency.
    - c) Valid state identification card (i.e., driver's license) or valid federal identification (i.e., military identification).
  - 3. Submit proof of affiliation with an approved EMD Center that serves San Joaquin County.
  - 4. Complete a live scan criminal background check by the State of California Department of Justice for San Joaquin County EMS Agency.
    - a) Live scan results older than ninety (90) days of the date of submission of an application shall not be accepted and the live scan must be repeated at the applicant's cost.
    - b) The EMS Agency shall send a notice of non-interest to the DOJ for lapse in accreditation for ninety (90) days or longer.
  - 5. Pay the application fee established by the Board of Supervisors. All fees are non-refundable and non-transferable.
- B. Accreditation shall expire on the same date as the applicant's NAEMD certification.

II. Maintenance of Accreditation:

- A. EMS Dispatchers shall complete the following to maintain continuous accreditation:

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Effective: July 1, 2010  
Supersedes: January 1, 2010

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Approved: Signature on File  
Medical Director

Signature on File  
EMS Administrator

1. Submit a complete EMS Dispatcher Accreditation application, no later than thirty (30) days prior to expiration of their accreditation.
  2. Submit a copies of:
    - a) Renewed NAEMD Certification.
    - b) Current certification in cardiopulmonary resuscitation (CPR) for the Professional Rescuer or Healthcare Provider, issued from American Heart Association, American Red Cross, or programs approved by the EMS Agency.
    - c) Valid state identification card (i.e., driver's license) or valid federal identification (i.e., military identification).
  3. Submit Proof of affiliation with an approved EMD Center that serves San Joaquin County.
  4. Complete four (4) hours of ride-along observation with an approved San Joaquin County ALS emergency provider. The time shall be documented on the application and verified by the communication center manager.
  5. Pay the fee established by the Board of Supervisors. All fees are non-refundable and non-transferable.
- B. If through the CQI process the employer or EMS Agency Medical Director determines that the dispatcher needs additional training, observation or testing, the employer, or the EMS Agency Medical Director may create a specific and targeted program of remediation based upon the identified need of the dispatcher. If there is disagreement between the dispatcher, the employer and the EMS Agency Medical Director, the decision of the EMS Agency Medical Director shall prevail.
- II. Falsification of any of the accreditation/reaccreditation documents may result in the denial of the application.