

**IMPORTANT:** [Before sending to the media, insert or select appropriate information within the red parenthetical phrases below. Keep quotes brief and concise. Omit any quotes or portions that are not applicable to your center.]

**FOR IMMEDIATE RELEASE:**

## **[NAME OF COMM. CENTER] HONORED FOR ACHIEVING ACCREDITATION**

*[City, State—Month Day, Year]*—[Name of Comm. Center] is taking center stage in recognition of achieving the highest distinction in 9-1-1 emergency communication services. The communication center is the [No. \_\_\_\_] emergency dispatch center in the world to attain International Academies of Emergency Dispatch® (IAED™) status as an Accredited Center of Excellence, or ACE, for its use of the [fire, police, medical, and nurse triage] protocol[s].

[Name], the agency's [individual's title], who spearheaded the ACE process, is delighted by the accolade. As [he/she] explained, the distinction took [amount of time] to achieve, with plenty of hands pitching in to support the accomplishment.

[Quote from that individual about the process]

The IAED's ACE program commands superior, up-to-date public care and efficient use of resources when handling emergency call situations. Accreditation in each discipline (medical, fire, police, and nurse triage) requires a detailed self-assessment based on the Academy's Twenty Points of Accreditation. The self-assessment covers everything from the center's description to procedures outlining a quality improvement plan, continuing dispatch education, and compliance to the emergency dispatch protocols developed by IAED Co-founder Dr. Jeff Clawson.

The Academy's Board of Accreditation reviews the center's application and documentation of the Twenty Points and arranges for an intensive on-site visit by an Academy representative.

"There's a tremendous amount of work that goes into achieving ACE status," said IAED President Scott Freitag. "We're certainly proud of [Name of Comm. Center]'s accomplishment."

**[MORE]**

There are more than 133 centers throughout the world carrying the ACE distinction among the 3,000 centers worldwide using the fire, police medical, and nurse triage protocols for safe and efficient response to emergency situations.

[Quote from comm. center manager or city or county official about the importance of receiving accreditation and what it means for the public]

## **Contact Information**

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