



## INTEROFFICE MEMO

**DATE:** September 8, 2021

**FROM:** Kristen Anderson  
Assistant Communications Manager

**TO:** Art Andres  
Director

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**SUBJECT:** IAED EMD Re-Accreditation

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CONFIRE Communications has been Re-Accredited as the 169<sup>th</sup> Accredited Center of Excellence (ACE) with the International Academy of Emergency Dispatch (IAED). IAED has been the standard-setting organization for emergency dispatch and response services worldwide. IAED has been the leading body of emergency dispatch experts for over 40 years.

Every three years CONFIRE goes through a rigorous process of submitting the 20 Points of Accreditation. These points include documentation about who we are, what we do, and how we do it. IAED reviews our QA process, EMD, CPR, and EMD-Q certification status, our training records, meeting notes, even our history as a 9-1-1 center. They evaluate our compliance and they also evaluate the CONFIRE Quality Assurance Team's compliance.

Accreditation (and subsequent re-accreditation) from IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. CONFIRE has earned and kept their Medical ACE status for 9 years which proves we are the embodiment of dispatch done right. Our ACE designation puts us in with the top-performing dispatch centers in the WORLD! It shows our citizens and departments that we are 100% committed to providing the best service possible. It is a representation of the hard work that everyone at CONFIRE puts in every day – and not just dispatch, but everyone that supports the operations and services we provide!

“Accreditation is truly a pinnacle achievement”, said Christof Chwojka, Accreditation Board Chair at IAED. “We applaud the dedicated calltakers, dispatchers, and leadership team at CONFIRE for their commitment to quality, and for meeting that high standard that

few achieve. We know their community can count on these first, first responders to do an outstanding job.”

With all the mountains that we have climbed over the last three years, not just with COVID, but with splitting centers, staffing challenges, retirements, injuries/ illness, constant training, major fires, and losing one of our own, we are beyond honored to have gone through the re-accreditation process and come out on top.