

Emergency Medical Dispatch Manager

COURSE DESCRIPTION

This course will assist with the implementation and management of the APCO Institute EMD Program. It is intended to provide appropriate personnel, whether administrator, communications supervisor or other management personnel, with the necessary guidelines and information required for the management of their agency's EMD program to include creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD program and the relevant national standards.

Topics include:

- ▶ Overview of an Emergency Medical Dispatch Program
- ▶ Implementing an EMD program
- ▶ Overview of the APCO Institute EMD Program
- ▶ EMD Training and Certification
- ▶ EMD Quality Control
- ▶ EMD Compliance and Ongoing Maintenance

CO-HOST INFORMATION

Host: West Newbury Police Department
Contact: Chief Art Reed
areed@westnewburysafety.org
Ph. (978) 363-1212

CLASS INFORMATION

Class # 48798
Date: 16 April 2018
Time: 8:30am – 4:30pm
Tuition: **\$199.00**
** APCO Full, Associate and Commercial Members receive a \$20 discount*
Location: **Public Safety Center**
401 Main Street
West Newbury, MA 01985

LODGING *

Hampton Inn by Hilton Amesbury	Fairfield Inn Amesbury by Marriott
284 Elm Street Amesbury, MA 01913 Ph. (844) 584-6273 <i>6.7 miles from class site</i>	35 Clarks Road Amesbury, MA 01913 Ph. (866) 238-4218 <i>6.7 miles from class site</i>
<i>*Lodging suggested by host agency</i>	

Airport: Boston Logan International Airport – BOS

REGISTRATION

Visit our website at:
http://www.apcointl.com/institute/schedule_registration.htm