



CITY OF COLONIAL HEIGHTS

FIRE, EMS AND EMERGENCY MANAGEMENT

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MEDIA RELEASE

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EMERGENCY MEDICAL DISPATCH SERVICES

On April 1st, the Colonial Heights Communications Center will be implementing the Emergency Medical Dispatch (EMD) Program. Colonial Heights 911 Center handles all public safety with an average of over 108,000 calls for service a year, with slightly over 3,200 of those calls are for Emergency Medical Service. EMD is a systematic program of handling 911 medical calls for assistance. Trained dispatchers are using locally-approved EMD Guide cards to quickly determine the nature and priority of EMS calls and can then provide the caller medical instructions, such as CPR, to help treat the patient until the ambulance arrives. Each of the City's dispatchers received CPR certification and 32 hours of EMD training. The program was funded through a grant from the Rescue Squad Assistance Fund.