

**FREQUENTLY ASKED QUESTIONS CONCERNING
EMD AND ENHANCED 911 TELECOMMUNICATOR REGULATIONS (560 CMR 5.00)**

ISSUE DATE: May 15, 2015

Q. Is a PSAP required to provide EMD for calls requesting emergency medical assistance even if the call is placed to the PSAP's business line or other non-emergency number?

A. It is the expectation of the State 911 Department that, for any and all calls that come into a PSAP that are not on the 9-1-1 system, a PSAP shall make every effort to provide EMD in the same manner (i.e., through in-house certified EMD dispatchers if that is how the PSAP has elected to perform EMD, or through a certified EMD resource if that is how the PSAP arranged for EMD to be performed) and at the same level of service as for calls that are placed to the PSAP on the 9-1-1 system.

ISSUE DATE: February 7, 2013

Q. I am a police officer or a civilian dispatcher who is required, by the regulations of the Massachusetts Department of Health, to be certified as a First Responder and to complete first aid and CPR training. Are these allowable expenses under the State 911 Department Training and EMD Grant?

A. The State 911 Department will only reimburse grantees for allowable expenses necessary to meet the State 911 Department's requirements. In some situations, the State 911 Department's requirements may be the same as another agency's requirements, and in that situation, meeting those requirements would be an allowable expense under the State 911 Department's grant program. For example, the State 911 Department requires all dispatchers to obtain and maintain CPR certification (which encompasses first aid training) if the grantee provides EMD in-house. In that case the grantee may seek reimbursement for CPR training required by the State 911 Department and another agency. However, if the grantee is not providing EMD in-house, then that grantee cannot receive reimbursement from the State 911 Department for CPR training because such training is not a requirement of the State 911 Department.

ISSUE DATE: November 20, 2012

Q. I manage a PSAP. We have filed our Annual Certification of Compliance Form stating that we are in compliance with the EMD and Enhanced 911 Telecommunicator Regulations (560 CMR 5.00), and we have received approval of our State 911 Department Grant applications. What will happen if it is subsequently determined that our PSAP does not comply with the regulations?

A. If it is determined that the PSAP does not meet the regulations, the State 911 Department may withhold grant reimbursements until such time as the PSAP complies with the regulations.

ISSUE DATE: October 1, 2012

Q. Is a PSAP who has met the requirements of the State 911 Department regulations governing emergency medical dispatch (“EMD”) and training able to spend up to the limit of the PSAP’s allocated Training and EMD Grant funds on eligible expenses such as approved training courses, services, personnel costs, software, and other eligible items?

A. Yes. A PSAP who has met the State 911 Department minimum requirements governing EMD and training and certification requirements for enhanced 911 telecommunicators is permitted to spend the remainder of its allocated Training Grant funds on eligible expenses as local needs require.

Q. Is a PSAP required to demonstrate to the State 911 Department that it has met the required continuing education hours for all dispatchers in order for the PSAP to be reimbursed for other eligible expenses under the State 911 Department Training and EMD Grant?

A. No. Once a PSAP has received the State 911 Department’s approval of its Training and EMD Grant application, the PSAP is encouraged to manage the sequencing of reimbursable purchases on its own schedule throughout the course of the fiscal year. For example, a PSAP is not required to show that each and every dispatcher has received the requisite 16 hours of State 911 Department-approved continuing education annually before receiving reimbursement for other eligible expenses (such as eligible fees, training software and other products, etc.), provided that the eligible expenses were listed on the initial Training and EMD Grant application.

Q. I manage a PSAP. I plan to seek reimbursement under the State 911 Department Grant Programs for allowable enhanced 911 telecommunicator personnel costs associated with the case review of medical calls to identify compliance with the guidelines of the emergency medical dispatch protocol reference system (“EMDPRS”) used by our PSAP. If I seek reimbursement for these costs under the State 911 Department Support and Incentive Grant, will I also be able to recover the same costs under the State 911 Department Training and EMD Grant?

A. No. Consistent with past practice, the State 911 Department will not reimburse grantees under multiple grants for the same expense. If you have sought reimbursement for allowable enhanced 911 telecommunicator personnel costs associated with quality assurance of EMD under the State 911 Department Support and Incentive Grant, you will not also be reimbursed for the same costs under the State 911 Department Training and EMD Grant. For example, if you have requested reimbursement under the Support and Incentive Grant for hours associated with case review of medical calls to identify compliance with the guidelines of the EMDPRS used by your PSAP, you may not also submit those same hours under the Training and EMD Grant.

Q. I manage a PSAP. I plan to seek reimbursement under the State 911 Department EMD Grant for personnel costs that are not eligible for funding under other State 911 Department Grant Programs. These personnel costs are necessary to meet the minimum

requirements governing EMD established by the State 911 Department. Will I be able to recover these costs under the State 911 Department EMD Grant?

A. Yes, certain personnel costs that are not eligible for funding under other State 911 Department Grant Programs are eligible through the State 911 Department EMD Grant. These personnel costs are as follows: case review of calls requesting medical assistance to identify compliance with the EMD protocol, in accordance with the guidelines of the EMD protocol; quality assurance evaluation review session in accordance with the guidelines of the EMD protocol; preparation of reports documenting the quality assurance case review process utilized to identify compliance with the EMD protocol; and the fee for the EMD medical director review and approval of the EMD quality assurance program. For example, these personnel costs of fire department personnel or supervisors who are not certified enhanced 911 telecommunicators and are not eligible for funding under other State 911 Department Grant Programs are eligible under the State 911 Department EMD Grant. Also as an example, the fee for the EMD medical director review and approval of the EMD quality assurance program is not eligible under other State 911 Department Grant Programs, but is eligible under the State 911 Department EMD Grant.

Q. I manage a PSAP. I plan to seek funding for quality assurance of EMD services. Specifically, I plan to seek reimbursement for personnel costs for case review of calls requesting medical assistance to identify compliance with the emergency medical dispatch protocol reference system (“EMDPRS”) in accordance with the guidelines of the emergency medical dispatch protocol reference system. What type and level of documentation will be required?

A. The supporting documentation shall include the case review guidelines of the EMDPRS, the name of the person reviewing the calls, the total volume of calls requesting medical assistance during the period for which you are seeking reimbursement, the number of calls requesting medical assistance reviewed during the period for which you are seeking reimbursement, and the time spent (number of hours) reviewing such calls.

ISSUE DATE: June 29, 2012

Q. I manage a private ambulance company that plans to serve as a certified EMD resource. How can my EMD dispatchers meet the enhanced telecommunicator requirements of the EMD regulations?

A. In addition to obtaining and maintaining EMD certification through an EMD certification organization approved by the Department, your EMD dispatchers are required to complete training that is equivalent to the training required of enhanced 911 telecommunicators under the EMD regulations. New dispatchers hired after July 1, 2011 are required to successfully complete 911 equipment and basic telecommunicator training and a minimum of forty hours of State 911 Department-approved basic telecommunicator training. New 911 dispatchers are also required to complete sixteen hours of continuing education annually after completing a year of service. Existing 911 dispatchers must complete sixteen hours of continuing education annually beginning July 1, 2012. The State 911 Department maintains a list of currently approved classes

on its website at www.mass.gov/e911. Classes that are not on the list of currently approved classes shall be submitted to the State 911 Department for approval.

ISSUE DATE: May 24, 2012

Q. Who can sign the PSAP/RECC Annual Certification of Compliance Form on behalf of the PSAP/RECC?

A. The PSAP/RECC Annual Certification of Compliance Form may be signed by any individual who is authorized by the PSAP/RECC to make the certifications on behalf of the PSAP/RECC.

ISSUE DATE: May 18, 2012

Q. Are PSAPs required to complete an annual certification of compliance with the regulations?

A. Yes, each primary PSAP, regional secondary PSAP (except if operated by a private safety department), secondary PSAP (except if operated by a private safety department), RECC, and wireless state police PSAP is required to submit a PSAP/RECC Annual Certification of Compliance Form to the State 911 Department. The form is posted on the State 911 Department website at www.mass.gov/e911. The form must be mailed to the address on the form and is due on or before October 1, 2012 and annually thereafter.

Q. Is a Certified EMD Resource required to complete an annual certification of compliance with the regulations?

A. Yes, each Certified EMD Resource is required to submit a Certified EMD Resource Annual Certification of Compliance Form. The form is posted on the State 911 Department website at www.mass.gov/e911. The form must be mailed to the address on the form and is due on or before September 30, 2012 and annually thereafter.

ISSUE DATE: November 22, 2011

Q. Does the State 911 Department provide funding for EMD software and EMD quality assurance software?

A. Yes, the State 911 Department provides funding for EMD software and EMD quality assurance software.

The State 911 Department Training and EMD Grant will provide funding for EMD protocol software and EMD quality assurance protocol software as well as the associated annual

maintenance costs, in accordance with the limits set forth in the response issued on August 12, 2011.

The following information supplements the response issued on June 23, 2011. The costs associated with the interface between the 911 system and CAD are not eligible under the State 911 Department Training and EMD Grant, but are eligible under the State 911 Department Support and Incentive Grant.

Other costs associated with the EMD software and EMD quality assurance software (such as the costs of the CAD to EMD interface, third party vendor fees, server software, etc.) are eligible for funding as follows:

- under the State 911 Department Training Grant to the extent that the applicant has met the minimum training requirements under the regulations and has sufficient funding under the Training Grant to support such other costs.
- under the State 911 Department Support and Incentive Grant.
- under the State 911 Department EMD Grant if the amount of allocated funding under the State 911 Department Support and Incentive Grant is not sufficient to cover these other costs and if Training Grant funding has been exhausted. (The applicant may seek supplemental funding under the State 911 Department EMD Grant for the difference.)
- under the State 911 Department Training and EMD Grant if: 1) the grantee is a regional PSAP or RECC; or 2) the grantee has entered into a formal agreement (such as an IMA or MOU) to become a regional PSAP or RECC and to serve as the host entity for such regional PSAP or RECC.

ISSUE DATE: September 16, 2011

Q. Does the State 911 Department Training and EMD Grant provide funding for straight time expenses for part-time employees for participation in Grant-related activities?

A. Yes, the State 911 Department Training and EMD Grant covers personnel costs for straight time expense for attendance of new hires at the State 911 Department Dispatch Academy and for part-time and/or reserve employees for participation in Grant-related activities as set forth in the Fiscal Year 2012 State 911 Department Training and EMD Grant Guidelines.

ISSUE DATE: August 12, 2011

Q. I manage a PSAP. I plan to seek reimbursement under the State 911 Department Training and EMD Grant for expenses associated with an emergency medical dispatch protocol reference system and EMD training. Is there a limit to the amount I can be reimbursed for each individual item?

- A. To assist PSAPs in meeting the minimum requirements established by the State 911 Department, the State 911 Department has, through a Request for Response, evaluated and approved those emergency medical dispatch protocol reference system(s), including quality assurance of the protocol reference system, and EMD training consultants as the State 911 Department determines appropriate for use by PSAPs. The list of qualified vendors, including the pricing of qualified vendors in response to the Request for Response, is available on the State 911 Department's website at www.mass.gov/e911 and may be used as the procurement basis for the execution of contracts. The State 911 Department will reimburse PSAPs for allowable expenses in an amount not to exceed the amount quoted by the vendor in response to the Request for Response. Please also note that each of the vendors offers a prompt payment discount, and, therefore, you are encouraged to make prompt payment in order to take advantage of the prompt payment discount.

ISSUE DATE: August 1, 2011

Q. I manage a private ambulance company that wishes to become a certified EMD resource. What kind of 911 equipment do I need to have?

- A. With respect to the necessary 911 equipment, a private ambulance company may serve up to two PSAPs through the use of limited secondary CPE for the purpose of meeting the requirements of a certified EMD resource. If you want to serve three or more PSAPs as a certified EMD resource, you will need to purchase secondary equipment equivalent to what a primary PSAP has today. You are not required to purchase Vesta equipment. However, any deviation from the standard CPE configuration will need to be approved by the State 911 Department prior to purchase.

ISSUE DATE: July 22, 2011

Q. I manage a PSAP with two 9-1-1 answering positions. Do I have to purchase an EMD software program that interfaces with my CAD system in order to provide EMD instructions? Or, can I purchase the printed version of the EMD protocols for each of my positions in order to provide EMD instructions?

- A. EMD can be provided by placing a manual/card set version of the EMD protocols at each 9-1-1 answering position or by using a software version of the EMD protocols that interfaces with the CAD system. It is the decision of the PSAP to choose the method that works best for their center regardless of how many positions they have. As noted below, however, by July 1, 2012, all primary PSAPs, regional PSAPs, and RECCs will be required to use a single EMD protocol.

ISSUE DATE: July 18, 2011

Q. I work at a PSAP. We will be submitting our Training Grant application shortly. We already provide EMD in-house and comply with all of the

requirements of the EMD regulations. How will we be able to document this so that we can spend our Training funds on non-EMD training?

- A. If you are providing EMD in-house and comply with all of the requirements of the EMD regulations (560 CMR 5.00), you should note this on the Training and EMD Grant application form and by checking box 1 in section 5 on p. 18.

ISSUE DATE: July 11, 2011

Q. I am going to hire a new 911 dispatcher after July 1, 2011. What training is required before I can have them answer their first 911 call?

- A. A new 911 dispatcher hired after July 1, 2011 is required to successfully complete a minimum of two days of 911 equipment and basic telecommunicator training offered by the State 911 Department and a minimum of forty hours of State 911 Department-approved basic telecommunicator training.

Q. I work at a PSAP. We do EMD in-house, but sometimes we are unexpectedly caught short by a last minute sick call and no one on the shift is EMD certified. During those times, can I transfer a caller needing EMD to another PSAP or to a certified EMD resource that has an EMD-certified person on-duty?

- A. No. The PSAP will be required to choose to do EMD either in-house or through an outside third party resource approved as a certified EMD resource, but not both. If the PSAP chooses to do EMD in-house (i.e., through certified EMD dispatchers), all of the dispatchers will need to be EMD certified.

Q. I am completing the Application for Approval as Certified EMD Resource. All of our dispatchers are CPR and EMD certified. What completion date should I note on the Application form? Should I indicate the most recent certification date or the original certification date?

- A. Please indicate the most recent CPR certification and EMD certification dates.

Q. I work at a primary PSAP. If a wireless call is transferred to me from a wireless state police PSAP, may I transfer the caller to the fire department or to our EMS provider so that they can provide EMD, even if the caller needs to speak with more than two call takers?

- A. Yes. The regulations permit a caller to speak with up to 3 call takers. Therefore, you can transfer the caller to a certified EMD resource to provide EMD to the caller. However, the regulations require that, in all instances, you shall advise the caller to stay on the line and not hang up while the call is being transferred. The regulations also require that you verify the location of the emergency prior to transferring the call and that you stay on the line until the receiving call taker acknowledges receipt of the call to verify that the transfer was successful.

Q. Who should I contact if I have more questions or if I would like to seek assistance?

A. Questions may be directed to the State 911 Department by phone to Monna Wallace at (508) 821-7220 or to Chris Markunas at (508) 821-7301 or by e-mail at EMD911@state.ma.us.

ISSUE DATE: June 23, 2011

Q. I work at a PSAP. Do I need to be EMD certified?

A. If you work at a PSAP that provides EMD in-house (i.e., through certified EMD dispatchers), you will need to be EMD certified. If the PSAP arranges for EMD to be provided by a third party (i.e., a certified EMD resource), you do not need to be EMD certified.

Q. I work at a certified EMD resource. Do I need to be EMD certified?

A. If you answer 911 calls, you must be EMD certified.

Q. If our primary PSAP uses personnel (i.e., police officers or firefighters) on the desk to cover 911 calls during breaks or otherwise, do they need to be EMD certified?

A. Yes, if the PSAP is providing EMD in-house (and not through a third party certified EMD resource), anyone that answers a 911 call must be EMD certified.

Q. I work at a PSAP and I was certified as an enhanced 911 telecommunicator prior to July 1, 2011. Do I need to do anything to maintain my certification?

A. Your certification as an enhanced 911 telecommunicator is “grandfathered” and will continue in place. However, you will need to complete 16 hours of State 911 Department-approved continuing education annually beginning July 1, 2012.

Q. What are the requirements for continuing education for enhanced 911 telecommunicators?

A. New enhanced 911 telecommunicators (i.e., those who are not certified by the State 911 Department as an enhanced 911 telecommunicator as of July 1, 2011) must complete 16 hours of continuing education annually after completing a year of service. Existing enhanced 911 telecommunicators (i.e., those who are already certified by the State 911 Department as an enhanced 911 telecommunicator and who are employed by a PSAP as a certified enhanced 911 telecommunicator as of July 1, 2011) must complete 16 hours of continuing education annually beginning July 1, 2012.

Q. Can I count the hours completing my EMD certification or recertification toward the 16 hour continuing education requirement?

A. Yes, EMD certification or recertification can be part of the 16 hours.

Q. What types of classes can I take to meet the continuing education requirements? How will the State 911 Department approve the classes?

A. The State 911 Department maintains a list of currently approved classes on its website at www.mass.gov/e911. The class types and the process for approval of new courses will be the same as the way training classes are handled today. Additional information on the process is contained in the State 911 Department Training and EMD Grant Guidelines, also available on the State 911 Department website at www.mass.gov/e911.

Q. Can a PSAP or RECC use more than one EMD protocol?

A. No. By July 1, 2012, all primary PSAPs, regional PSAPs, and RECCs will be required to use a single EMD protocol.

Q. Can a PSAP or RECC use more than one certified EMD resource?

A. No. By July 1, 2012, all primary PSAPs, regional PSAPs, and RECCs must either provide EMD in-house through certified EMD dispatchers or must arrange for EMD to be provided by one outside third party EMD resource that has sought and obtained approval from the State 911 Department to act as a certified EMD resource for the PSAP/RECC. The PSAP/RECC must select one certified EMD resource.

Q. What are the requirements for a certified EMD resource?

A. The requirements are set forth in 560 CMR 5.08, a copy of which is available on the State 911 Department website at www.mass.gov/e911.

Q. What is the process for becoming a certified EMD resource?

A. An entity that wishes to serve as the certified EMD resource for a PSAP/RECC must fill out an application form and submit the form to the State 911 Department for approval. The form will be available on the State 911 Department website at www.mass.gov/e911.

Q. I plan to seek approval to become a certified EMD resource. How will I be notified that I am approved as a certified EMD resource?

A. The State 911 Department will send you a letter notifying you whether you have been approved to serve as a certified EMD resource.

Q. Who can serve as a certified EMD resource?

- A. A limited secondary PSAP, primary PSAP, regional PSAP, regional secondary PSAP, secondary PSAP, RECC, wireless state police PSAP, or private safety department that is equipped to provide ANI and ALI displays and that is approved by the Department to provide emergency medical dispatch services for a PSAP or RECC through emergency medical dispatchers.

Q. I am a PSAP manager. Where can I find a certified EMD resource?

- A. A list of entities that have been approved as a certified EMD Resource(s), together with the list of entities for which they have been approved, will be posted on the State 911 Department website and will be updated on a regular basis. This list can be used as a guide, but the certified EMD resource must be approved for your entity.

Q. I am a certified EMD resource for a PSAP. Can I be a certified EMD resource for another PSAP or RECC? If so, what do I need to do?

- A. Yes. A certified EMD resource can provide EMD for more than one PSAP and/or RECC. In order to do so, the entity must submit an application for approval and must receive the approval of the State 911 Department. The process is the same as for the initial application for certification as an EMD resource, but the applicant only needs to complete the part of the application that identifies the PSAP/RECC for which the entity intends to provide EMD services.

Q. Will funding be available to assist PSAPs in meeting the EMD requirements?

- A. Yes. Funding will be available under a number of State 911 Department Grant Programs, including a new EMD Grant that will provide funding for allowable expenses relating to EMD services provided by a certified EMD resource and supplemental funding to meet the minimum requirements.

Q. Do I have to be CPR certified in order to perform EMD?

- A. In order to act as a certified EMD dispatcher for a PSAP or RECC, you must obtain and maintain CPR certification.

Q. Who are the EMD certification organizations that have been approved by the State 911 Department?

- A. A list of the approved EMD certification organizations is posted on the State 911 Department website at www.mass.gov/e911.

Q. If the PSAP has someone on staff that is an EMT or a Paramedic, do they need to become EMD certified in order to provide EMD?

- A. Yes, an individual must be EMD certified in order to provide EMD. EMTs and Paramedics are not certified to provide pre-arrival medical instructions over the phone.

Q. Is a PSAP required to have more than one person staff the communications center in order to provide EMD?

A. No. PSAPs that are staffed by just one person may provide EMD.

Q. If the PSAP chooses to use a software version of an EMD product, can the PSAP be reimbursed for the interface between the EMD program and the CAD system?

A. A PSAP may apply for funding for the CAD interface under the State 911 Department Support and Incentive Grant. All requests for reimbursement are subject to the Grant Guidelines for the Grant Program.

Q. If the PSAP chooses to purchase the software version of the EMD program, how will the PSAP know if the software will interface with the CAD system?

A. You must ask your CAD vendor if they have developed an interface that will work with the EMD product that you are selecting.

Q. I work part-time for two different PSAPs that use two different EMD protocols. Do I need to be EMD certified for both protocols?

A. Yes, you will need to be EMD certified for both protocols.

Q. What happens if the 911 call goes to an alternate PSAP? Will EMD be provided?

A. Yes, the alternate PSAP or the certified EMD resource for the alternate PSAP will provide EMD on calls routed to the alternate PSAP.