



SEECOM

Southeast Emergency Communications

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P R E S S R E L E A S E

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SEECOM Obtains International Distinction as Emergency Medical Dispatch Center of Excellence

CRYSTAL LAKE, IL - Southeast Emergency Communications (SEECOM) has earned the distinction as an Accredited Center of Excellence (ACE) for their Emergency Medical Dispatch program through the International Academies of Emergency Medical Dispatch (IAED).

This international accreditation is a formal process which validates that all SEECOM staff is trained and certified; performs consistently at a high level through established metrics; and has implemented regular reviews and quality assurance of emergency medical calls.

The IAED Emergency Medical Dispatch protocol was acquired in cooperation with the McHenry County Emergency Telephone System Board in 2014 and implemented throughout the county with oversight from Centegra Health System and the Illinois Department of Public Health. It provides a unified application of medical protocols which the highly trained telecommunicator utilizes to provide key information to the first responders and pre-arrival care to the victim.

According to IAED, "Accredited Centers share a common goal of improving public care and maximizing the efficiency of 9-1-1 systems." With this recognition, SEECOM provides "superior, up-to-date public care and efficient resource utilization to achieve maximum results in emergency situations."

"We are in an industry designed to save lives and seconds truly save lives. This product puts the tools in the hands of the 9-1-1 telecommunicators which provide the opportunity to positively impact an outcome of an individual in our community during a medical emergency," said Jason Kern the Executive Director of SEECOM. During the past twelve months, SEECOM has provided medical instructions on roughly 9,400 incidents and is credited with saving several lives.

SEECOM has a proven commitment to excellence and provides a high quality of service in order to assist public safety for the agencies and communities served.

SEECOM joins an elite group as the world's 225th agency to be awarded the Medical ACE. In addition, they are the 124th agency in the United States and the 4th agency in Illinois to achieve this distinction. Staff will formally receive their award in April 2017 at IAED's Navigator Conference.

In addition to the ACE Accreditation, SEECOM was recently awarded recognition by the National Center for Missing and Exploited Children (NCMEC) as part of the *Missing Kids Readiness Project* in August 2015 and received *Agency Training Program Certification* by the Association of Public-Safety Communications Officials (APCO) in March 2016.

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Southeast Emergency Communications (SEECOM) is a consolidated emergency 9-1-1 communications center created in 2005 by the Village of Algonquin, Village of Cary and City of Crystal Lake. SEECOM proudly serves 15 agencies (Algonquin Police, Algonquin-Lake in the Hills Fire, Cary Fire, Cary Police, Crystal Lake Fire Rescue, Crystal Lake Park District Police, Crystal Lake Police, Fox River Grove Fire, Huntley Fire, Illinois Public Works Mutual Aid Network (IPWMAN), Lakewood Police, Mutual Aid Box Alarm System (MABAS) Division 5, McHenry County College Police, Nunda Rural Fire and Oakwood Hills Police) and a combined residential population of over 201,000 in McHenry County.