

Total Response® Accreditation



Training • Tools • Accreditation

The Total Response system was created to promote and maintain the highest standards in the 9-1-1 industry – which is why Total Response Accreditation recognizes agencies that are successfully committed to upholding these standards.

Public safety agencies that earn accreditation from PowerPhone validate their commitment to quality and accountability in emergency communications and benefit from greater call-handling consistency, reduced liability exposure and a higher standard of care for their community.



WHAT IS ACCREDITATION?

Since 1984, students certified by PowerPhone have enjoyed the PowerPhone Guarantee, an assurance of high quality and accountability to the curriculum and the individual. Now, we've extended that commitment to the agency level, offering accreditation for centers that adopt the Total Response system.

PowerPhone Total Response Agency Accreditation serves as a mark of excellence in the emergency communications industry. Accreditation is a dynamic process that identifies best practices and promotes high quality performance measures. Public safety agencies that earn accreditation from PowerPhone validate their commitment to quality and accountability in emergency call-handling.

Total Response Accreditation is PowerPhone's public commitment to and partnership with your agency. It allows you to add PowerPhone's integrated quality assurance tools to your repertoire – and provides you the knowledge and capabilities to use them effectively to enhance your standard of care.

Accreditation means that:

- You'll have tools at your disposal that identify your centers' strengths and weaknesses. And you'll have the insights to support those strengths, confront the challenges and motivate your staff;
- You'll benefit from call-handling best practices garnered internationally, learning from others to develop your own standards and processes;
- You'll have priority access to our diverse group of subject matter experts. PowerPhone trainers, consultants and protocol specialists stand ready to support you in improving the delivery of emergency services;
- Your callers AND responders can have confidence that you're skilled in using these renowned call-handling tools to positively impact performance.

BENEFITS OF ACCREDITATION

The Total Response Accreditation program offers agencies the opportunity to evaluate their operations against national standards, to remedy shortcomings and to enhance the standard of care provided. Agencies will benefit from improved center management, increased accountability, improved morale and enhanced public credibility.

Accreditation will also serve to assist in defense against lawsuits through the documented establishment of measurable criteria for upgrading call-handling standards, personnel practices and procedures on a continuing basis.

THE ACCREDITATION PROCESS

Agencies seeking Total Response Accreditation commit to a formal accreditation process that includes a self-evaluation of call handling operations to establish a benchmark, and the introduction of certified quality assurance standards that are appraised for compliance by PowerPhone. Accreditation is based upon an agency's adherence to the following core processes:

1. Train and certify call takers in at least one emergency call handling discipline (police, fire, EMD)
2. Adopt emergency call handling protocols
3. Train and certify in Quality Assurance
4. Ongoing adherence to QA standards and practices.

Upon a six-month review of agency QA practices, PowerPhone will formally recognize your agency as a Total Response Accredited Center. This important designation will illustrate your agency's commitment to the highest standard of care in the industry as well as project a more professional image within public safety and the community in which you serve.

PowerPhone Total Response Agency Accreditation is valid for 2 years and subject to renewal upon mutual agreement of both parties.

ACCREDITATION INCLUDES:

As part of the accreditation process, your agency will receive:

- Onsite consultation and quality assurance certification training
- Follow-up visit to review QA processes and formalize accreditation
- Priority access to PowerPhone subject matter experts
- Preferred hosting status
- Protocol content updates
- Up to three custom protocol updates per year
- Community recognition with an accreditation award and press release
- The PowerPhone Enhanced Liability Guarantee

ENHANCED LIABILITY GUARANTEE

Accredited agencies can have the confidence that they are operating under a tried and tested call handling system, built upon emergency communications best practices garnered from around the world. An added benefit of PowerPhone Accreditation is the security of the PowerPhone Enhanced Liability Guarantee, our commitment to our clients to support them in their call handling activities.

Should a PowerPhone accredited agency become involved in a legal action due to a miscommunication or negligent act, PowerPhone shall provide documentation regarding the Total Response System, its history and development, company and instructor credentials, student proficiency and agency adoption of and compliance with call handling standards. PowerPhone will also testify upon request regarding the agency's endeavoring to improve the standard of care provided in light of a recognized need.

Not once has the validity of a PowerPhone training program or protocol system been challenged in a court of law. PowerPhone instructors are qualified expert witnesses who understand the legal process, and will testify regarding your agency's efforts to improve the level of service to your community.

Join our global network of emergency call centers – both large and small, which are accredited in the Total Response System. Contact your account manager today to learn more.

