

911 AS A PROFESSION

911 Professionals, “the FIRST, FIRST RESPONDERS” have specialized training to assist callers needing assistance. By gathering essential information the Call Taker can determine what type of help to send and in some cases give pre-arrival instructions to the caller. Call Takers must remain calm and in control under the pressure created by the call.

All 9-1-1 Professionals in Lackawanna County have received extensive training through APCO (Association of Public Safety Communications Officials) and are certified by PEMA, (Pennsylvania Emergency Management Agency) in Fire, Police, EMS, and EMA dispatch and also as Emergency Medical Dispatchers who can provide you with valuable life saving instructions via the telephone while you are waiting for help to arrive. These would include, Airway maintenance, CPR if necessary, bleeding control and a huge list of other interventions to assist the patient.

In addition to the training above, All PSAP (Public Safety Answering Point) Managers are certified as Emergency Number Professionals, or ENP’s through NENA (National Emergency Number Association). This is a certification that the holder has mastered the comprehensive knowledge base necessary to manage an emergency number program.

