

Valley Shore Communications Earns Accreditation



Pictured, from left to right, are PowerPhone President/CEO Chris Salafia, Valley Shore Emergency Communications Dispatch Supervisor Carol Buck, Dispatch Supervisor of Valley Shore, a Valley Shore dispatcher, Valley Shore Emergency Communications Executive Director Richard Darin, and PowerPhone Director of Professional Services Cory Friend, PowerPhone's Director of Professional Services.

Published September 17, 2012 12:01AM | Updated September 19, 2012 1:05PM

Valley Shore Emergency Communications, a regional 911 call center based at the Connecticut State Police Barracks in Westbrook, was honored recently as the first agency in Connecticut to achieve accreditation after successfully completing quality assurance training and testing through Total Response Accreditation by PowerPhone.

Valley Shore Emergency Communications Inc. is a regional 911 center based in Westbrook. Valley Shore handles the emergency call processing and dispatching needs for the towns of Chester, Deep River, Durham, Essex, Haddam, Killingworth, Lyme, Middlefield, Old Lyme and Westbrook. The center has been in operation since 1976.

In March, Valley Shore became the first agency in Connecticut to achieve Agency Accreditation after successfully completing PowerPhone's quality assurance program. This accolade recognizes agencies that are committed to upholding the highest standards in the 911 industry. The process includes assessment of call handling and protocol use, documentation of policies, procedures and goals, and quality assurance training.

Built on the premise of One Number, One Protocol, PowerPhone is the only provider of integrated police, fire and emergency medical dispatch protocols, training and technology solutions. The maker of Total Response, a comprehensive system of protocols and quality assurance, PowerPhone delivers flexible guidance, innovative tools and proven methods to empower public safety professionals to make thoughtful, outcome-driven decisions.

At the ceremony, PowerPhone president and CEO Chris Salafia and Vice President Jerry Turk congratulated Valley Shore's dispatchers and supervisors for completion of a program designed to help them provide the best quality service to their member municipalities.