



Talk About It TUESDAY

October 7, 2025





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2ND. EDITION

ALEMD

PROGRAM, PROCESS, POLICY



ALABAMA
EMERGENCY
MEDICAL
DISPATCH

2ND EDITION

2025

November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
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ALABAMA EMS CONFERENCE

Orange Beach, Alabama | November 10th-14th



Alabama 911 Board | Alabama Office of EMS

NOVEMBER 10-11, 2025

Orange Beach, AL
8:00 A.M. – 5:00 P.M.

ALABAMA EMERGENCY MEDICAL DISPATCH

2ND EDITION

ALABAMA EMS

pre-conference practitioner course

Provided by:
ALABAMA 911 BOARD

- Required prerequisites: Valid 40-Hour PST* and CPR** certifications
- All prerequisites and required documentation must be submitted by October 10
 - You will receive an email with all instructions and deadlines within 3-5 business days of registering
- A 2-hour online session through Virtual Academy will be assigned by AL911 Board staff after prerequisite documentation has been verified
- The online portion must be completed by November 3, prior to attending the in-person classes

app.al911board.com/training-registration

*APCO, IAED, NENA TCC, Smart Horizons, and PowerPhone/Total Response
**TeleCPR (TCPR) also accepted

Questions? Laura@al911board.com
O. 334.440.7912 or C. 334.451.9984



Alabama 911 Board



Alabama Office of EMS

2ND EDITION

ALABAMA EMERGENCY MEDICAL DISPATCH

GUIDEBOOK

GUIDE BOOK



Key Questions

1) "Where is the patient bleeding from?"

If the patient is female with vaginal bleeding, "Could she be pregnant?"

YES Go to: [Pregnancy Problem](#) 58

If a limb or digit is fully or partially removed, go to: [Amputation](#) 14

2) "Is blood squirting out?"

3) "Is there a bleeding control kit available?"

YES Go to [Bleeding Kit Instructions](#) on the [Medical Devices](#) tab. 95

Pre-Arrival Instructions

- 1) If bleeding, use a clean cloth and apply pressure directly over the wound. Do not remove. If the cloth becomes soaked, add more to what is already there.
- 2) Elevate bleeding extremities.
- 3) For nosebleeds:
Apply direct pressure by pinching the nose tightly. Lean forward and hold pressure until help arrives. If blood is in mouth, attempt to spit it out.
- 4) Any tourniquet that has been applied should be left in place.
- 5) If teeth have fallen out, locate if possible. Do not touch the root and place them in a container with milk or clean water.
- 6) Have the patient lie down and be still.
- 7) Keep the patient calm, if possible.
- 8) Gather the patient's medication, if any.

Secondary Questions

- "How much blood can you see?"
- "How long have they been bleeding?"
- "Is blood squirting out?"
- Is the patient a hemophiliac or free bleeder?
- "Is the patient on blood thinners?"
- "Has the patient recently traveled outside of the country?"

Personal Reminders

Emergency: Unconscious

If patient is unconscious, and breathing normally, or uncertain breathing, go to: [Unconscious \(Airway Control\)](#) 74

If patient is unconscious, and **NOT** breathing normally, go to: [CPR Instructions](#) 76

74 Unconscious (Airway Control)

Preliminary Questions

1) "Is the patient breathing normally?"

YES Continue to question 2.

NO Go to [CPR Instructions](#) 

UNK a) "Listen carefully, I will tell you what to do."

b) "Tell me every time they take a breath."

If there is more than 8 seconds between breaths:

c) "We need to start CPR." Go to [CPR Instructions](#) 

2) "Did you witness the patient become unconscious?"

YES Continue to question 3.

NO Go to [Unconscious: Trauma Patient](#) located on the next page.

3) "Did the patient experience a fall, injury, or any other trauma prior to becoming unconscious?"

YES Go to [Unconscious: Trauma Patient](#) located on the next page.

NO Go to [Unconscious: Non-Trauma Patient](#) located on the next page.

UNK Go to [Unconscious: Trauma Patient](#) located on the next page.

Secondary Questions

1) "What was the patient doing before they became unconscious?"

2) "Has the patient taken any alcohol, medication, or recreational drugs?"

YES Consider [Overdose / Drug Influence](#) 

3) "If the patient regains consciousness, let me know immediately."

Unconscious (Airway Control) 75

Trauma Patient (If unknown, default to Trauma)

2) "Listen carefully, I will tell you what to do."

3) "DO NOT MOVE THE PATIENT, especially head and neck, unless there is immediate danger to life."

4) "Check for normal breathing until help arrives."

5) "Watch for the chest to rise and fall."

6) If the patient STOPS breathing normally, go to [CPR Instructions](#) 

7) If the patient vomits: "Roll the patient onto their side, sweep it all out of the mouth with your fingers and continue to monitor breathing."

Non-Trauma Patient

1) "Listen carefully, I will tell you what to do."

2) "Roll the patient onto their side."

3) "Check for normal breathing until help arrives."

4) "Put your cheek next to the nose and mouth to listen and feel for the air movement."

5) "Watch for the chest to rise and fall."

6) If the patient STOPS breathing normally, go to [CPR Instructions](#) 

7) If the patient vomits: "Roll the patient onto their side, sweep it all out of the mouth with your fingers and continue to monitor breathing."

Preliminary Questions

- 1) "We need to start CPR. Before we start, is the entry door unlocked?"
- 2) "Is there an AED available?" (Automatic External Defibrillator)

YES

"Send someone to get it and let me know when it arrives at the patient's side." If caller is alone, have caller obtain AED and return to the patient.
Continue to step 4. When AED arrives at patient, continue to [AED INSTRUCTIONS.](#)

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3) "Get the phone as close to them as possible. Do not hang up."

4) "Listen carefully. I will tell you what to do."

5) "Get the patient flat on their back on the floor or a stable and hard surface."

6) "Kneel by the patient's side and bare the patient's chest."

"Do you see any tubes or wires coming out of the chest or abdomen?"

YES

Do not begin CPR. Continue to the **SPECIAL CONSIDERATIONS** section.

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NO

Continue to CPR Instructions based on age of patient.

7) "Are you willing to give the patient breaths?"

YES

Continue to CPR Instructions (based on age of patient) and include ALL steps.

NO

Continue to CPR Instructions (based on age of patient) and skip steps 5-8.

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Adult

CPR Instructions

77

1 "Place the **HEEL** of one hand on the **CENTER** of the patient's chest, **between the nipples.**"

2 "Place your other hand on top of that hand. Push down on the **heels of your hands at least 2 inches.** "

3 "**PUSH HARD AND PUSH FAST.**"

4 "**100 to 120 times a minute or about 2 times a second. Count out loud with me. 1, 2, 3, 4, 5, 6, 7...**"
If no ventilations, continue chest compressions until help arrives.

With Ventilations

5 After 30 compressions, "**Use one hand to lift up on the patient's chin so the head bends back.**"

6 "With your other hand, pinch the patient's nose shut and **completely cover the patient's mouth with your mouth.**"

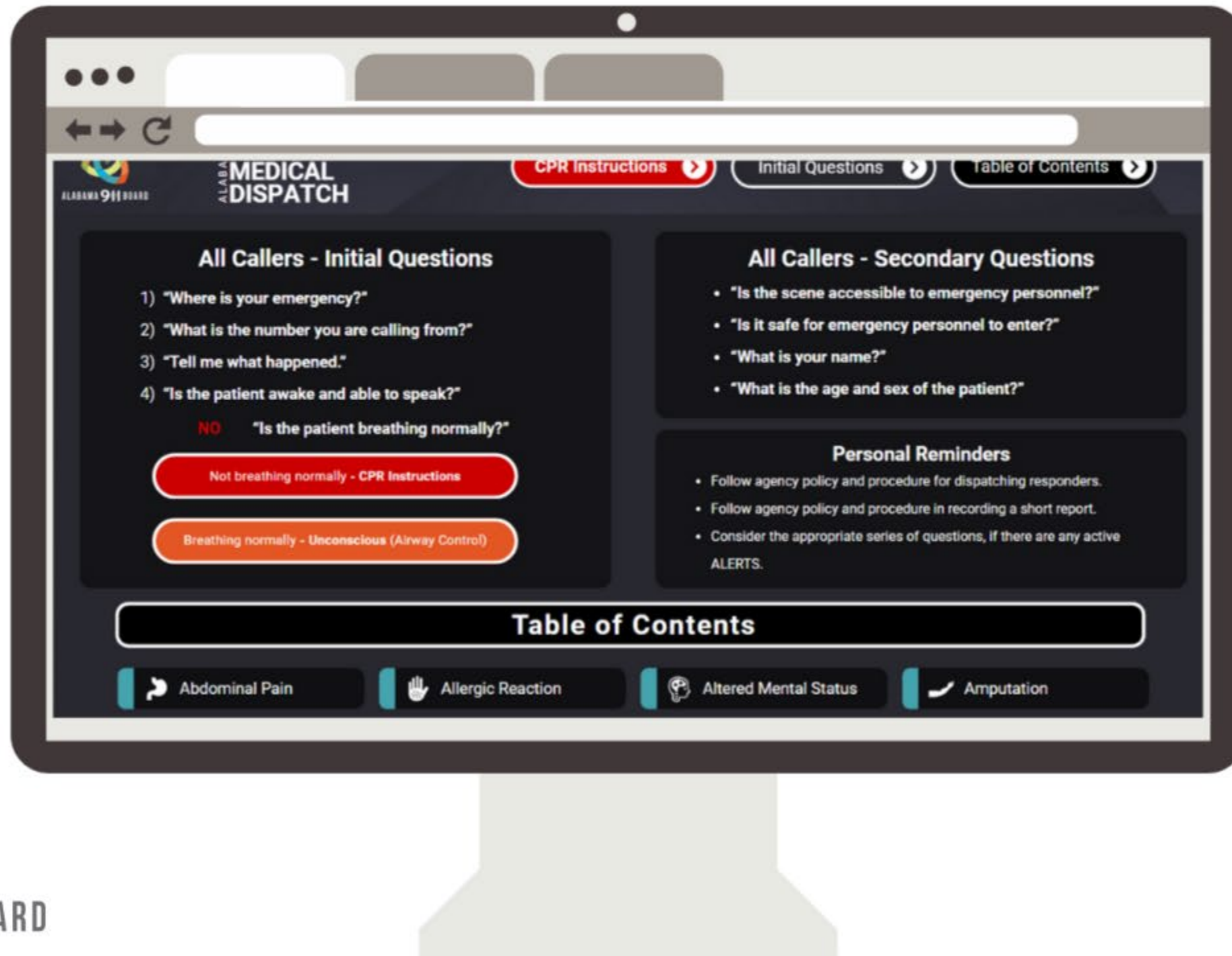
7 "**Give 2 breaths, each lasting 1 second. Watch for chest rise.**"

8 Continue cycles of 30 compressions and 2 breathes until help arrives.

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DIGITAL EMD

ONLINE VERSION





[Table of Contents](#)

[Quick User Guide](#)

[Common Terminology](#)

[Policies & Procedures](#)

www.al911board.com

[myAlabama911](#)

[ThisGen 911](#)

This publication is distributed by the Alabama 9-1-1 Board in partnership with the Alabama Department of Public Health Office of Emergency Medical Services in the interest of providing a common protocol for Emergency Medical Dispatch for those agencies operating within the State of Alabama. The protocol meets or exceeds the National Highway Traffic Safety Administration: National Standard Curriculum for Emergency Medical Dispatch.

Use of the Alabama Emergency Medical Dispatch Guidebook is strictly intended to be used by individuals who have successfully completed the required prerequisites and training for the program when affiliated with an agency that has implemented the program. If trade or manufacturer's names or products are mentioned, it is only because they are considered essential to the objective of the publication and should not be considered an endorsement.

Information about the Alabama Emergency Medical Dispatch program may be requested from the office of the Alabama 911 Board.

1 Commerce Street, Suite 620
Montgomery, AL 36104
(334) 440 - 7911



PREREQUISITE

REQUIREMENTS



- **Valid** Public Safety Telecommunicator (PST) Certification
- **Current** certification in CPR or TCPR
- **Online** Virtual Academy component (2 hours)

ONLINE

DAY ONE, MODULE 1-2

VIRTUAL ACADEMY.

Alabama 911 Board

Alabama 9-1-1 Board

Click on a course to start your training. To review a course, select Description

Course Archive

See Upcoming Courses

ALEMD

All

Administrative

Constitutional Criminal Law and Procedure

Corrections

First Line Supervisor

General Patrol

IADLEST Approved

Investigations

Leadership

School Safety

Telecommunications

Wellness & Resiliency

All Training

Results are limited by the search input.

Clear Search

Alabama Emergency Medical Dispatch (ALEMD) P...



Laura Ehrhart / Daniel Hipps
2.0 Credit Hours

Description





IN PERSON

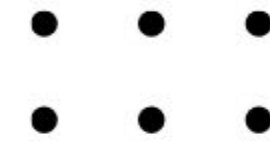
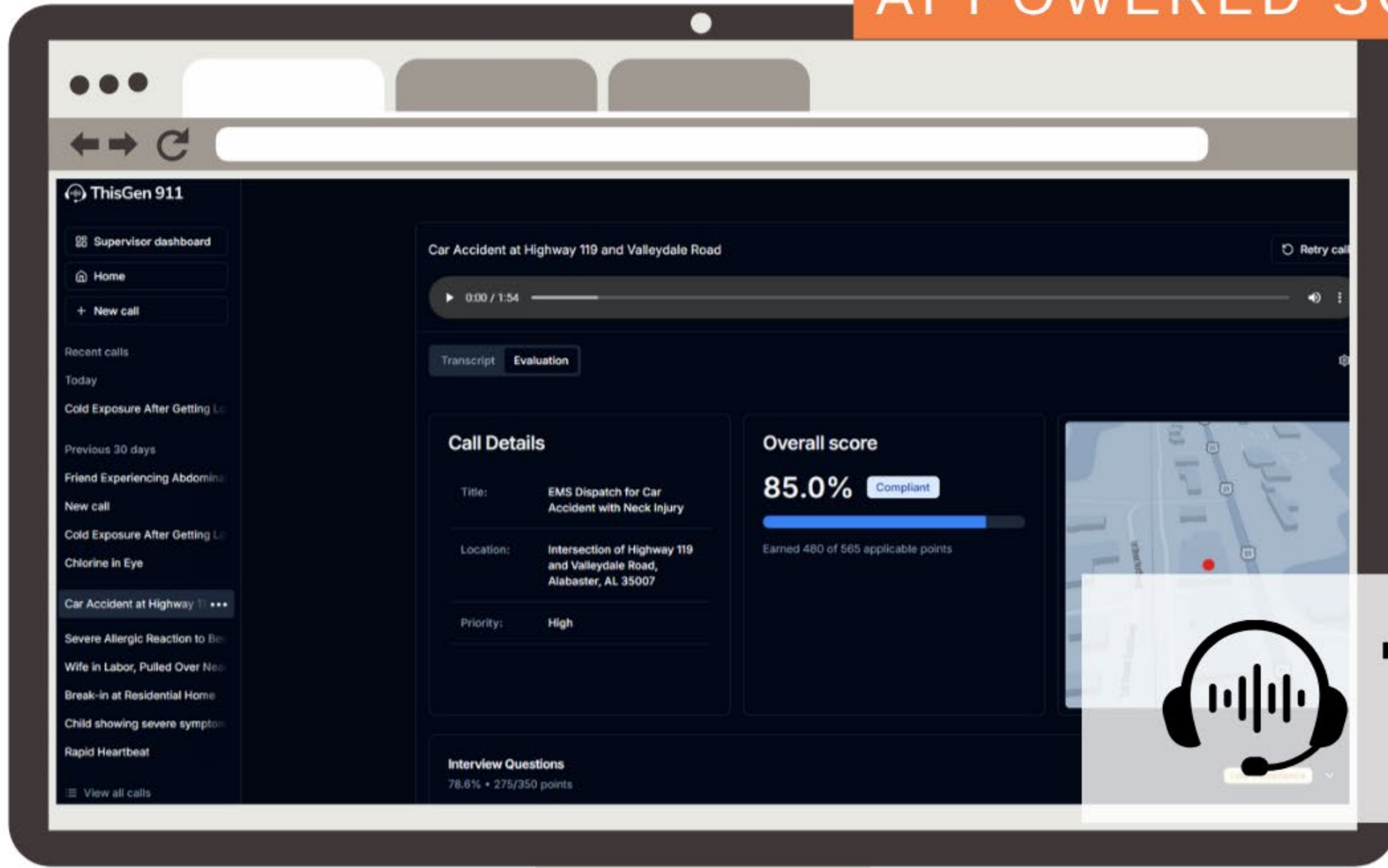
DAY TWO, DAY THREE

- **Module** 3-4
- **Skills** practice
- **Simulations** through ThisGen app
- **Scenario-Based** learning
- **Final** Assessment



IN PERSON

AI POWERED SCENARIOS



ThisGen 911

- Supervisor dashboard
- Home
- + New call

- Today
- New call
- Cold Exposure After Getting Lo
- Chlorine in Eye
- Previous 7 days
- Car Accident at Highway 119 an
- June
- Severe Allergic Reaction to Bee
- Wife in Labor, Pulled Over Near
- Break-in at Residential Home
- Child showing severe symptom
- Rapid Heartbeat



Create a new call

Select a scenario to simulate or create a custom scenario

Abdominal Pain Vomiting

Caller's friend is having abdominal pain and has vomited.

Advanced Settings ^

- Environment
- Challenges
- Persona

Location

Montgomery, AL

Time of Day

Current Time

Background Noise

None

Simulate call

Any

Generate Random Call



- Table of Contents
- Quick User Guide
- Common Terminology
- Policies & Procedures
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- [myAlabama911](#)
- [ThisGen 911](#)

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(334) 440 - 7911



CERTIFICATION

PROCESS



- **Total score** must be 80% or higher
- **Certificate** issued within 10 business days in myAlabama
- **Valid** for two years



RENEWAL

PROCESS



- **24** Continued Education Units (CEUs) per renewal period
- **Maintain** current CPR or TCPR certification
- **Complete** refresher course
- **Renewal** issued through myAlabama

CURRENT

PRACTITIONERS



- **Updated** certificates will be issued through myAlabama
- **New** Guidebooks will be sent to each agency
- **Old** Guidebooks must be returned
- **Online** Virtual Academy 2nd. Edition update required

QUESTIONS

????????????????



UPCOMING

CLASSES



app.al911board.com/training-registration

anderson@al911board.com
334-440-7911

VEP TRAINING

Are you confused about what to do with your remediated data and the Client Verify requirements? Please bring a laptop with ESRI ArcPro or Map installed and VEP login credentials, as well as any questions you have regarding VEP.

Madison County 911
1570 Old Monrovia Road Northwest
Huntsville, Alabama 35806

9:00 - 4:00 pm each day

October 28-29, 2025

ALABAMA 911 BOARD



WHO SHOULD ATTEND?
ECDs who have had their GIS data remediation completed.

EMOTIONAL and SOCIAL INTELLIGENCE

- Unlock the power of Emotional and Social Intelligence in this dynamic course designed to boost mental health, self-awareness, and connection with others. Gain practical strategies to navigate life and work with more purpose, balance, and fulfillment.

NOVEMBER 3
Tuscaloosa 911

NOVEMBER 5
Baldwin 911

8:00 A.M. - 5:00 P.M.



REGISTER TODAY!

8 HOURS CEUS



CHARLES HEDGESPETH



Provided by:
ALABAMA 911 BOARD

app.al911board.com/training-registration

UPCOMING

CLASSES

**DO YOU want
to have this class in
your area??**

Laura@al911board.com



presented by
NAMI
National Alliance on Mental Illness

ALABAMA 911 BOARD

CRISIS CALL TRAINING for EMERGENCY COMMUNICATIONS CENTERS

- Recognizing potential mental health-related calls
- Role of call-takers in a crisis response system
- Suicide assessment and intervention
- Call management and transfers to 988 and warm line
- Scenario based training



 **Wednesday, Nov. 19, 2025**
OR
Thursday, Nov. 20, 2025

 **Madison Co. 911**
1570 Old Monrovia Rd NW
Huntsville, AL 35806

 8:00 a.m. - 5:00 p.m.

<https://app.al911board.com/training-registration>

 8 CEUs

 laura@al911board.com

VERY LIMITED number of seats



2026

PLANS

- **January-** OTM Cyber
- **February-** Denise Amber Lee (2/24 & 2/26)
- **March-** Help for the Headset (3/23 & 3/25)
- **APRIL- CONFERENCE** - MAY 4-7
- **NENA** CMCP
- **NENA** Center Supervisor



REGISTRATION OPEN!!

MISSION
DRIVEN

05

DAY \$49
PASSES



IMPACT
FOCUSED

26

\$99 FULL
CONFERENCE

ALABAMA 9-1-1 CONFERENCE

HUNTSVILLE MARRIOTT AT THE US SPACE AND ROCKET CENTER

Grant Program

Grant Cycle 10 Press Release:

<https://www.al911board.com/announcements/grant-cycle-10-recipients-announced>

For release on or after 9/17/2025

ALABAMA 911 BOARD

Alabama 9-1-1 Board Announces Grant Cycle 10 Recipients

Montgomery, AL— 9/17/2025 — During the September 17, 2025 meeting, the Alabama 9-1-1 Board approved awards to be granted to multiple applicants of Grant Cycle 10. The two key focuses in Grant Cycle 10 were updating Emergency Communication District call handling systems and NG911 recorders. This grant cycle had previously been tabled in September 2024 due to the need for statutory clarity on the source of grant awards within the 911 Fund and because of the passage and signing of Act 2025-376, the Alabama 9-1-1 Board was able to continue with grant cycle discussions. The determination for the awards was based on the content of the applications submitted and deliberation by the Board. Official award letters and grant agreements will be sent to each ECD in the coming weeks. Listed below are the districts, project types, and award amounts for Grant Cycle 10:

Emergency Communication District	Project Type	Award Amount
Jefferson ECD	NG911 CPE (premise)	\$ 644,783.30
Tallapoosa ECD	NG911 Recorder	\$ 52,610.00
Sumter ECD	NG911 CPE (hosted)	\$ 249,750.00
Franklin ECD	NG911 Recorder	\$ 33,649.00
Hale ECD	NG911 CPE (hosted)	\$ 101,600.00
Marshall ECD	NG911 Recorder	\$ 35,569.00
Choctaw ECD	NG911 CPE (premise)	\$ 99,900.00
	NG911 CPE (premise)	\$ 2,489.60
	NG911 Recorder	\$ 24,799.00
	NG911 CPE (premise)	\$ 4,857.71
Clay ECD	NG911 Recorder	\$ 37,430.00
Randolph ECD	NG911 CPE (premise)	\$ 206,977.19
Montgomery Co ECD	NG911 Recorder	\$ 51,661.19
Covington ECD	NG911 Recorder	\$ 38,910.00
Baldwin ECD	NG911 Recorder	\$ 85,780.00
Pike ECD	NG911 Recorder	\$ 43,900.00
Clarke ECD	NG911 CPE (hosted)	\$ 299,700.00
Washington ECD	NG911 CPE (hosted)	\$ 101,475.00
Lamar ECD	NG911 CPE (premise)	\$ 206,482.40
Lauderdale ECD	NG911 CPE (premise)	\$ 335,341.65
Lauderdale ECD	NG911 Recorder	\$ 23,800.00
	NG911 CPE (premise)	\$ 149,850.00
Calhoun ECD	NG911 CPE (premise)	\$ 494,562.62
Tarrant ECD	NG911 CPE (hosted)	\$ 149,850.00
	NG911 Recorder	\$ 45,400.00
Jackson ECD	NG911 Recorder	\$ 1,920.00
Homewood ECD	NG911 Recorder	\$ 89,780.50
Elmore ECD	NG911 CPE (premise)	\$ 93,816.08
Geneva ECD	NG911 Recorder	\$ 26,925.00
		\$ 3,771,281.24

Media Contacts: Alabama 9-1-1 Board
Adam Brown, Deputy Director
adam@al911board.com
(334) 440-7911

Grant Cycle 10:

- ❑ Award letter packages sent out September 23, 2025 via postal mail and email
- ❑ Deadline to return signed grant project agreements is October 20, 2025

Grant Status Reports due October 30:

- ❑ Grant Status Reports for grant project activity that occurred between July 1, 2025 and September 30, 2025
- ❑ Please use the Grant Project Status form provided in your award package for these updates
- ❑ If your project has been completed during this time, please note that you are closing out the grant on the form
- ❑ Email these reports to adam@al911board.com by October 30, 2025



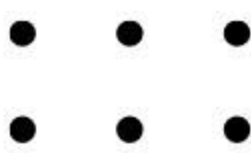
What Is Your Agency's NG911 Success Story?



The Next Generation 911 (NG911) success story survey is a vital tool for capturing the transformational impact of migrating from legacy E911 to a modern, IP-based emergency communications system. It goes beyond technical checklists to document the real-world benefits, such as enhanced data sharing, improved system resilience, and the ability to handle multimedia communication (text, photos, video).

The goal is to collect concrete examples and qualitative data that validate the investment, inform best practices, and demonstrate how NG911 is fundamentally enhancing public safety and emergency response across jurisdictions. If you have a picture or other file that enhances this story, please feel free to email it to leah@al911board.com. Thanks!





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334-440-7911



THANK

YOU!

