

1 VIRGINIA ACTS OF ASSEMBLY — CHAPTER

2 An Act to amend the Code of Virginia by adding a section numbered 56-484.16:1, relating to E-911
3 dispatchers; training in telecommunicator cardiopulmonary resuscitation and emergency medical
4 dispatch.

5 [H 727]
6 Approved

7 **Be it enacted by the General Assembly of Virginia:**

8 **1. That the Code of Virginia is amended by adding a section numbered 56-484.16:1 as follows:**

9 **§ 56-484.16:1. PSAP dispatchers; training requirements.**

10 A. As used in this section:

11 "Dispatcher" means an individual employed by a public safety answering point, an emergency
12 medical dispatch service provider, or both, who is qualified to answer incoming emergency telephone
13 calls or provide for the appropriate emergency response either directly or through communication with
14 the appropriate PSAP.

15 "Emergency Medical Dispatch" means a systematic program of handling medical calls pursuant to
16 which trained dispatchers determine the nature and priority of the call, dispatch the appropriate
17 response, and give the caller instructions to help treat the caller until the arrival of the appropriate
18 responder.

19 "Emergency Medical Dispatch certification" means certification by an Office of Emergency Medical
20 Services recognized emergency dispatch training organization meeting or exceeding standards by the
21 National Highway Traffic Safety Administration and accepted and recognized by the American Society
22 for Testing Materials (ASTM).

23 "Emergency Medical Dispatch education program" means an Emergency Medical Dispatch
24 certification education program that meets national criteria set forth by the National Highway Traffic
25 Safety Administration.

26 "High-quality telecommunicator cardiopulmonary resuscitation instruction" or "TCPR" means the
27 delivery by trained 911 telecommunicators of high-quality cardiopulmonary resuscitation instruction for
28 acute events requiring cardiopulmonary resuscitation, including out-of-hospital cardiac arrests.

29 "Office" means the Office of Emergency Medical Services within the Department of Health.

30 B. By July 1, 2021, the Office of Emergency Medical Services shall adopt standards for training and
31 equipment required for the provision of TCPR by dispatchers. The standards shall meet or exceed
32 nationally recognized emergency cardiovascular care guidelines. At a minimum, training standards shall
33 require dispatchers to obtain certification in cardiopulmonary resuscitation and shall incorporate
34 recognition protocols for out-of-hospital cardiac arrest, compression-only cardiopulmonary resuscitation
35 instructions for callers, and continuing education as appropriate. The Office shall update such standards
36 as frequently as necessary, but not more frequently than biennially, in order to keep the standards
37 current with nationally recognized emergency cardiovascular care guidelines.

38 C. On or before January 1, 2022, each PSAP shall provide training in TCPR to each dispatcher in
39 its employ and shall provide its dispatchers with equipment necessary for the provision of TCPR. The
40 training and equipment shall comply with the standards adopted by the Office pursuant to subsection B.
41 Following completion of the initial training, each dispatcher's training shall be updated or supplemented
42 in order to reflect updates to the training standards.

43 D. An operator of a PSAP may enter into a reciprocal agreement with the operator of another PSAP
44 authorizing the initial PSAP to transfer callers to the other PSAP at times that the PSAP does not have
45 a trained dispatcher on duty who is able to provide TCPR to a caller. If a PSAP transfers a caller
46 under the provisions of this subsection, the transferring PSAP shall use an evidence-based protocol for
47 the identification of a person in need of cardiopulmonary resuscitation and ensure that the PSAP to
48 which calls are transferred uses dispatchers that meet the training requirements under subsection B to
49 provide assistance on administering TCPR.

50 E. The Office of Emergency Medical Services shall identify all public agencies and other persons
51 that provide TCPR training that satisfies the requirements adopted under subsection B and set minimum
52 standards for course approval, instruction, and examination, including online training modules based on
53 nationally recognized guidelines. The Office shall implement a means to ensure that every dispatcher
54 that has satisfactorily completed a training program and his employing PSAP receive a certificate of
55 completion of the required TCPR training.

56 F. No dispatcher who instructs a caller on TCPR shall be liable for any civil damages arising out of

57 *the instruction provided to the caller, except for acts or omissions intentionally designed to harm or for*
58 *grossly negligent acts or omissions that result in harm to an individual. A caller may decline to receive*
59 *TCPR. When a caller declines TCPR, the dispatcher has no obligation to provide such instruction.*

60 *G. By January 1, 2024, each operator of a PSAP shall implement a requirement that each of its*
61 *dispatchers shall by July 1, 2024, have completed an Emergency Medical Dispatch education program*
62 *that complies with minimum standards established by the Office of Emergency Medical Services. The*
63 *Office shall ensure that every dispatcher that has satisfactorily completed an Emergency Medical*
64 *Dispatch education program and his employing PSAP receive a certificate of completion of the required*
65 *education program. Following completion of the initial Emergency Medical Dispatch education*
66 *program, each dispatcher's training shall be updated or supplemented in order to reflect updates to the*
67 *education program.*

68 *H. Each PSAP shall conduct ongoing quality assurance of its TCPR program.*

69 *I. The State Board of Health shall adopt regulations in accordance with the provisions of the*
70 *Administrative Process Act (§ 2.2-4000 et seq.) as are necessary to implement the provisions of this*
71 *section.*