Maine Crisis Response Policy Implementation Guidance

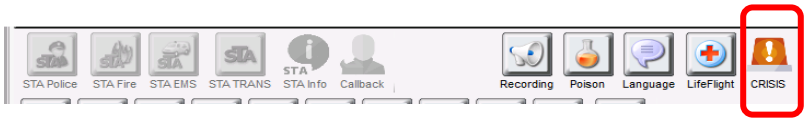
ADOPT	TRAIN	UPDATE	FAMILIARIZE	USE
Adopt Maine Crisis Response Policy	Complete online MEMSEd training. File certificates internally.	IT department to make updates to ProQA and AQUA software	Familiarize yourself and the center with the policy, policy decision tree and new CRISIS speed dial button	Use the new speed dial once ALL personnel at the PSAP has completed training

The policy document and Decision Tree are available to view or download from the Maine ESCB Policies webpage. PSAPs are not required but are encouraged to adopt the policy. **A PSAP must adopt and implement the policy before staff use the CRISIS transfer option.**

Policy implementation includes all PSAP staff completing an online training available in the Maine EMS Education (MEMSEd) portal. Anyone with an existing Maine EMS license has a user account in MEMSEd with the same login credentials as the Maine EMS eLicensing portal. If you credentials do not work, please submit a support ticket from the login page or email melissa.f.adams@maine.gov for help.

PSAPs must work with their IT staff to update Paramount ProQA Software to Version 14.0.22: Build 5.1.1.46 or later and Update AQUA to version 7.1.1.4 Click here for Priority Dispatch's software support, available 24/7. Within the software access Share Point file are release notes and the agency impact form. This update includes significant changes to Protocol 25. Users will find existing and upcoming IAED training at the Online College through their member portal at www.emergencydispatch.org.

Implementing the policy requires PSAP leaders and Telecommunicators to be familiar with the Policy, how to use the Decision Tree, and the new CRISIS quick transfer icon in the 9-1-1 software. Familiarity is obtained through exposure and practice. Please let the ESCB or Maine EMS support staff know if you have an idea on how we can assist with this at your agency.



The new CRISIS quick transfer icon will be available on all 9-1-1 consoles beginning October 12, 2023.