

Chief, Deputy Chief, President, VP, and Town Selectmen,

On 08/28/17, at approximately 1812 hours, I heard one of our neighbors screaming outside. I looked to see her running across the street carrying a 1 year old toddler in her arms. She was screaming that the child was choking and not breathing. I ran out of my house to render assistance, as well as another neighbor who is a retired fire fighter. I called 911 for help and shortly thereafter, Old Lyme EMS personnel arrived on the scene at 57 Connecticut Road in Point O Woods.

In public service we most often receive correspondence of complaint, but that is not the intent of my email. I am writing to express great praise with your personnel.

OLEMS response was very fast. I did not write down the names of the responders, but I will do my best to describe the one I spoke with the most. She was a young woman, blonde hair, driving a white Subaru Legacy, and was the first on the scene. She was quick to assess the situation and to determine the level of care required. She stayed by the side of the toddler's mother and didn't leave her. She also quickly and effectively handled the two other children running around by allowing them to see and touch her stethoscope so they felt less scared. This quickly settled them down. She knew what to do, and when to do it.

Numerous other personnel quickly arrived, along with the ambulance. All EMS personnel were top notch, and handled themselves not only very professionally, but also read the situation very well and knew when and how to de-escalate the incident, helping the civilians involved. My 20 month old daughter was captivated by the flashing lights of the ambulance, and your staff was kind enough to allow her to see the ambulance up close. She was in awe.

How your personnel handled themselves could not have been any better. As a Police Officer of 19 years, I have seen first responders under many stressful situations, let alone a call for a choking 1 year old. Children in distress shake us to our core. Your personnel handled it so well, that I was compelled to write to you in their praise. Please determine who responded to this incident, include this letter of praise in their files, and commend them for their actions. They made Old Lyme proud, as well as its residents. Thank you.

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