

WHATCOM
EMERGENCY
SERVICES

Kristopher Jorgensen <kjorgensen@nwfrs.com>

Lt. Paige, FF Bruch, FF Urling-Ehinger,

On June 25, 2017, you responded to a gentleman who fell out of bed and received a laceration above his eyelid.

I personally spoke to this gentleman after receiving an excellent customer service card and a donation to the department for \$500.00. I would like to express an outstanding job in regards to the way all of you handled this patient and the amazing customer service skills you provided.

Your patient stated all of you went above and beyond with assisting him in his time of need. Your patient specifically stated the extra care provided from Firefighter Urling-Ehinger was encouraging and very compassionate when he was frightened and unaware of what was occurring around him.

Great job with this and please let me know if I can provide any further information.

Thank you,

Kris Jorgensen
Training Captain
North Whatcom Fire & Rescue
(360) 815-1035

--

The information contained in this transmission is intended only for the use of the individual or entity named. If you are not the intended recipient of this message or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is prohibited. If you have received this communication in error, do not read the materials. Immediately delete the message, destroy any printout of it that you may have made and notify the sender by email.

To ensure compliance with the Open Public Meetings Act, recipients of this message should not forward it to other members of the fire commissioner board. Commissioners may reply to this message, but should not send a copy of the reply to the other members. Commissioners, please do not "reply to all."

Additionally, the information contained herein, or in any response to this message, may be subject to disclosure through a public records request and your information/communication may be part of said disclosure.

Please consider the environment when choosing to print this message. Thank you, North Whatcom fire and Rescue (Whatcom Fire District 21), (Whatcom Fire District 4).