



CITY OF CONCORD

New Hampshire's Main Street™
City Manager's Office

Thomas J. Aspell, Jr.
City Manager

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: August 30, 2024
FROM: Thomas J. Aspell, Jr., City Manager
SUBJECT: Citizen Comments

Recommendation:

Recommend City Council accept this report.

Background:

Attached for your information are citizen comments received during the past month.

/ss

Attachments

Stevens, Suzanne

Subject: FW: Positive Service Feedback

Sent: Friday, August 9, 2024 12:21 PM

To: * Fire <Fire@ConcordNH.gov>

Subject: Service Feedback

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

To Whom it May Concern:

I had occasion to require ambulance service mid-morning on June 19, 2024. I was in a great deal of pain. I've since learned that the 3 individuals that provided support were Jean Vaillancourt, Michael Langille and a paramedic student.

The service was superior. All 3 were helpful, kind and understanding, explaining what they were doing throughout for my comfort and understanding. I could not have wished for a better experience (under the circumstances). I was embarrassed to need that high level of help but they quickly helped me get over that feeling.

One amusing anecdote in retrospect is when they asked me as we were getting into the ambulance something about Fentanyl. I replied that I don't take drugs. They responded, "No, we want to give you some." It helped a bit given my back pain was severe (I couldn't stand upright, nor walk unaided) and I think that ambulances have truck chassis so every bump is felt. They appropriately distracted me with conversation which prompted me to tell a few jokes they hadn't heard.

Note that my hospital MRI revealed thoracic vertebrae issues throughout the entire area including bulging discs and a compound fracture. No wonder it hurt. On a positive note, I'm now in PT, have a personal trainer at a gym and am seeing a chiropractor.

I hope this email is shared with these gentlemen and goes into their respective records/evaluations. I work in human services and suspect that you folks don't hear enough of the good stuff. I get it.

Best regards,

[Redacted Signature]

--
[Redacted Signature]

"Tell me and I forget. Teach me and I remember. Involve me and I learn." ~~~ Benjamin Franklin

Stevens, Suzanne

Subject:

FW: Medical Incident on March 21st

From: [REDACTED]

Sent: Wednesday, August 21, 2024 1:54 PM

To: Chisholm, John <JChisholm@ConcordNH.gov>; Folsom, Elisa <EFolsom@ConcordNH.gov>

Cc: Dumas, David <DDumas@ConcordNH.gov>; Cullen, Michael <MCullen@ConcordNH.gov>; Anderson, Eric <EAnderson@ConcordNH.gov>; Baron, Ryan <RBaron@ConcordNH.gov>; Gill, Ian <IGill@ConcordNH.gov>

Subject: Medical Incident on March 21st

Good Afternoon Chief Chisholm,

First let me begin this email with an apology for the delay in getting this email out to you and your staff.

While working at the [REDACTED] where I experienced a medical issue my boss, [REDACTED], called 911 for assistance.

[REDACTED]

Although people may say that first responders are "just doing their job", I believe that their job is far more than just that.

It takes a special kind of person to do what they do every shift with such grace and understanding.

I am writing this email with gratitude and appreciation for the outstanding service your staff members provided to me during this panicked time while at work in front of coworkers and residents trying to do business in our office. Please accept my apologies if I have forgotten anyone that had any role in this incident call and please extend my appreciation to them.

I am pleased to say that although it has taken months of Dr visits to get answers as to what caused this medical issue and am in good health, but I am so thankful we have such exceptional staff serving our community. Their selfless efforts do not go unnoticed and wanted to make sure they know how grateful I am for their calm during my storm and how much they are appreciated.