

# COUNTY OF YORK

## MEMORANDUM

**DATE:** September 13, 2024

**TO:** Dylan C. Packett, Firefighter

**FROM:** Stephen P. Kopczynski, Fire Chief/Director



**SUBJECT:** Thank You Letter

I recently received a letter regarding the outstanding care shown during a recent call for assistance. I have attached a copy of the letter.

Thank you for doing such a wonderful job!

bsw

Attachment

York County First Responders - Yorktown, VA 23693

September 7, 2024

Quite belatedly, I'd like to express my thanks to two of your EMT responders, Devin and Dillon, last names unknown. My husband and I met them at the time of my grand fall from our kitchen island, which resulted in a tibial plateau fracture, backstory unnecessary. This happened on [REDACTED] of this year, allowing me two surgeries, two stays at skilled nursing facilities, much physical rehab, and finally back home months later. While sounding so long ago, it sometimes seems like only yesterday.

All these months later, we continue to speak of Devin and Dillon with appreciation, respect, and admiration. We are forever grateful that they are the ones to have responded to our 911 call that morning.

When they arrived to find me on the kitchen floor, obviously in much pain, they could have just scooped me up and begun the transport to hospital, just another quick, non-life threatening emergency call. Instead, realizing I had no desire to move, other than for necessary breathing, they allowed me extra time to grasp the fact that lying on the floor any longer would not help the situation. Their compassion, professionalism, and patience, was remarkable.

They did all they could, short of surgery, to be sure I was "comfortable" enough, to attempt the transfer from floor to gurney to [REDACTED]. And, at some point, while in the ER treatment area, busy as their day might have been, they even came by to check on my status. Most thoughtful!

So, belated as this is, please know how grateful we are to have had Devon and Dillon be our first responders. They made a most miserable day a little bit brighter. We are still, daily, more appreciative than we can even say.

Most Sincerely,

[REDACTED]