

**Howard Jay Boucher**  
12 Liberty Ln  
Grafton, NH 03240  
603.306.7871 jboucher@njersey.com

Terry Markwood  
NREMT Certification Coordinator  
National Registry of Emergency Medical Technicians  
PO Box 29233  
Columbus, OH 43229

April 7, 2014

Dear Mr. Markwood,

I am writing to you to report an irregularity discovered in the re-certifications of two EMTs in Grafton, NH.

Grafton Volunteer Ambulance, Grafton NH

April Dugan Frost, EMT, Captain GVA  
Sean Frost, EMT

On Friday, March 29, 2014 I was contacted by ex-Captain Dorothy Ernst asking for assistance navigating the NREMT website to assign Aaron Dugan as Training Officer for the purpose of approving CEU (aka Con-Ed) hours needed for re-certifications. While waiting for me to arrive, Dorothy noticed two applications pending approval that had been modified on March 28, 2014. She proceeded to compare hours credited to Sean and April with other participants in training classes.

Upon my arrival, Dorothy showed me the discrepancies and we attempted to find a reasonable explanation. Specifically, a class that was conducted in the Grafton Fire Station on October 21, 2013 for CPR re-certification showed that Dorothy and I have received credit for two hours. April had given herself three hours and Sean had given himself four hours for the same class. These adjustments brought both providers to the threshold 48 hours required for re-certification.

I navigated the NREMT website and showed Dorothy how to complete the assignment of Aaron as Training Officer. We both concluded that no violation had occurred until the hours were submitted and approved.

On Monday, March 31, 2014 Dorothy checked the NREMT website and found that Aaron had approved the hours.

Additional discrepancies exist. EZIO/IV, Advanced EKG, and Practical Training listed for April and Sean do not match each other for presumably the same training.

**Howard Jay Boucher**  
12 Liberty Ln  
Grafton, NH 03240  
603.306.7871 jboucher@njersey.com

I am confident that a cursory audit of these two providers will lead you to the same conclusion.

I have enclosed copies of the time-stamped screen captures showing the disputed hours. Feel free to contact me for additional information. You will have my full cooperation.

Sincerely,

Howard Jay Boucher  
Secretary, Grafton Volunteer Ambulance  
NREMT #E1917614

Enc 7

- |                             |   |
|-----------------------------|---|
| 1. NREMT-April-Email.pdf    | Response from Dorothy to April          |
| 2. NREMT-Pending.pdf        | List of providers pending approval      |
| 3. NREMT-Roster-Mar31am.pdf | Printable Roster showing the same as #2 |
| 4. NREMT-Dugan-Hours.pdf    | List of CEUs                            |
| 5. NREMT-Frost-Hours.pdf    | List of CEUs                            |
| 6. NREMT-Boucher-Hours.pdf  | List of CEUs to compare with #3 and #4  |
| 7. NREMT-Ernst-Hours.pdf    | List of CEUs to compare with #3 and #4  |

\* Not relevant to your investigation, but to help clarify the relationships of those involved, Dorothy Ernst was the previous Captain and April was the previous Training Officer. Dorothy logged CEUs with NREMT prior to her resignation as Captain on February 17<sup>th</sup>, 2014.

April became Captain on March 17<sup>th</sup>, 2014. Aaron became Training Officer on that same day.

April Dugan Frost and Sean Frost are husband and wife. Aaron Dugan is brother of April. Sean Frost is also a Selectman for the Town of Grafton.

**From:** Dotti Ernst ashepherd111@icloud.com  
**Subject:** Nremt  
**Date:** March 27, 2014 at 9:25 PM  
**To:** April Dugan, A2 april.g.dugan@gmail.com

---



I have tried to find where to change the trainer on the site with no success. If you can find out from them how to change it and the existing trainer needs to to do, let me know and i will asap. Im out of ideas looking around.



Dorothy A. Ernst  
T.O. for Agency: [Grafton  
Volunteer Ambulance](#)

[LOGOUT](#) [EDIT](#)

## Training Officer

[SEARCH](#)

- GENERAL INFO
- CBT CANDIDATES
- MY CERTIFICATION
- TRAINING OFFICER**

[Message Center](#)

[Manage Education](#)

• **Pending  
Recertification  
Packets**

• **Pending Affiliation  
Requests**

[Edit Agency](#)

[Roster](#)

[Transition Applications](#)

[Affiliate With Another  
Agency](#)

### Pending Recertification Packets

Select Certification Level

Professional Name	Date	Felony		Disciplinary Action		Education		Competency		Status
		Yes	No	Yes	No	Approve	Reject	Approve	Reject	
Dugan, April	3/28/2014	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<a href="#">Pending</a>
frost, sean	3/28/2014	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<a href="#">Pending</a>

I, Dorothy A Ernst, an authorized Training Officer for Grafton Volunteer Ambulance hereby attest that the continuing education documented for the above individual(s) is correct and meets current NREMT recertification requirements.

All disciplinary and felony responses are answered to the best of my knowledge on this date.

I understand that submission of falsified or inaccurate information is grounds for disciplinary action (up to and including revocation of my authorization to serve as a training officer by the NREMT and/or state EMS officials.)

[APPLY](#)

### Agency

Affiliated

Grafton Volunteer  
Ambulance

# THE NATIONAL REGISTRY OF EMERGENCY MEDICAL TECHNICIANS

#	NAME	CERTIFICATION LEVEL OR ROLE	EXPIRATION DATE	STATUS
1.	Babiarz, John	AEMT	3/31/2015	Not due to recertify
2.	Boucher, Howard	EMT	3/31/2015	Not due to recertify
3.	Dugan, Aaron	EMT	3/31/2016	Successfully recertified
4.	Dugan, April	EMT-Basic	3/31/2014	Awaiting approval
5.	Ernst, Dorothy	EMT	3/31/2015	Not due to recertify
6.	Fellers, Dawn	EMT	3/31/2015	Not due to recertify
7.	frost, sean	EMT-Basic	3/31/2014	Awaiting approval
8.	Lund, Kathleen	AEMT	3/31/2015	Not due to recertify

GRAFTON VOLUNTEER AMBULANCE

MONDAY, MARCH 31, 2014



Dorothy A. Ernst  
T.O. for Agency: Grafton  
Volunteer Ambulance

## Manage Education for Dugan, April

SEARCH

LOGOUT EDIT

PRINT CARD

- GENERAL INFO
- CBT CANDIDATES
- MY CERTIFICATION
- TRAINING OFFICER**

Message Center

• **Manage Education**

Pending Recertification  
Packets

Pending Affiliation  
Requests

Edit Agency

Roster

Transition Applications

Affiliate With Another  
Agency

Agency

Affiliated

Grafton Volunteer  
Ambulance

### Refresher Training

Complete

You currently have 24 of your 24 hours for this category.

[ + ] Show Details

### Continuing Education

Complete

You currently have 48 of your 48 hours for this category.

[ - ] Hide Details

### Continuing Education

Complete

Hours	Description
8	EVOC/Emergency Driving
2	Run Review/Traffic Laws
2	Obstetrics/Child Birth
2	NH Protocol Review
1	One Pill Killers
1	Scene Safety
1	EMS Assessment injuries of the hand and wrist
1	HIPPA: Reporting Drugs and other Illegal activities to police
1	Respect your elders
3	CPR
1	Capnography
3	IVE/ZIO Training
1	Run Review/Audit: Medical Emergencies
1	Advanced EKG
1	Allergies
1	Intubation
3.5	Practical Training
2	Medical Emergencies
0.5	Airway Management
1.5	Capnography
1	HAZMAT
1	Pediatric Resp. Distress
1	Toxicology
1	Alternative Toxicology
1	Difficult Patients
1	Upstroke Ventilation
2	Obesity
0.5	Scene Safety
2	Sports Injury Concussion

**48/48**  
Total Hrs.

Handwritten notes: 2 ✓, 2 ✓, 3 ✓, 3 ✓

### Transition

Complete



Dorothy A. Ernst  
T.O. for Agency: [Grafton  
Volunteer Ambulance](#)

## Manage Education for frost, sean

  
SEARCH

LOGOUT EDIT

PRINT CARD

GENERAL INFO  
CBT CANDIDATES  
MY CERTIFICATION  
TRAINING OFFICER

Message Center

• **Manage Education**

Pending Recertification  
Packets

Pending Affiliation  
Requests

Edit Agency

Roster

Transition Applications

Affiliate With Another  
Agency

Agency

Affiliated

Grafton Volunteer  
Ambulance

### Refresher Training

You currently have 24 of your 24 hours for this category.

Complete

[ + ] Show Details

### Continuing Education

You currently have 48 of your 48 hours for this category.

Complete

[ - ] Hide Details

### Continuing Education

Hours	Description	Complete
2	Run Review/Audit: Trauma	48/48 Total Hrs.
1	HIPPA	
2	2013 Protocols	
8	EVOC/Emergency Driving	
3	Run Review/Audit: Obstetrics and Pediatrics	
4	CPR	
1	Capnography	
4	EZIO/IV Training	
1.5	Advanced EKG	
1	Allergies	
1	Scene Safety	
5.5	Practical Training	
2	Medical Emergencies	
0.5	Airway Management	
1.5	capnography	
1	Triage	
1	Pediatric Respiratory Distress	
1	Toxicology	
1	Lung Sound Skills	
1	Alternative toxicology	
1	Difficult Patients	
2	Concussion	
2	Obesity	

Complete

48/48  
Total Hrs.

Handwritten notes:  
AD 1  
AD 3.5  
2 - 3  
2 - 3  
4  
4

### Transition

Are you transitioning from EMT-Basic (EMT-B) to Emergency Medical Technician (EMT)?  
If you select "Yes," you will need to submit documentation of successful completion of State-approved transition/refresher education to your Training Officer.

Complete

Yes, I am transitioning from EMT-B to EMT



National Registry of  
Emergency Medical Technicians®  
THE NATION'S EMS CERTIFICATION



Dorothy A. Ernst  
T.O. for Agency: [Grafton  
Volunteer Ambulance](#)

## Manage Education for Boucher, Howard

SEARCH

LOGOUT EDIT

PRINT CARD

- GENERAL INFO
- CBT CANDIDATES
- MY CERTIFICATION
- TRAINING OFFICER**

Message Center

### • Manage Education

Pending Recertification  
Packets

Pending Affiliation  
Requests

Edit Agency

Roster

Transition Applications

Affiliate With Another  
Agency

Agency

Affiliated

Grafton Volunteer  
Ambulance

### Refresher Training

Not Started

You currently have 0 of your 24 hours for this category.

[ + ] Show Details

### Continuing Education

In Progress

You currently have 8 of your 48 hours for this category.

[ - ] Hide Details

#### Continuing Education

In Progress

Hours	Description
✓ 2	CPR
✓ 1	Capnography
✓ 3	CPR
✓ 2	IV & EZIO Training

**8/48**  
Total Hrs.

### CPR

Not Started

© Copyright 2001-2014, National Registry of Emergency Medical Technicians  
Rocco V. Morando Building, 6610 Busch Blvd., P.O. Box 29233, Columbus, Ohio 43229  
Phone: (614) 888-4484 Fax: (614) 888-8920



National Registry of  
Emergency Medical Technicians®  
THE NATION'S EMS CERTIFICATION™



Dorothy A. Ernst  
T.O. for Agency: Grafton  
Volunteer Ambulance

## Manage Education for Ernst, Dorothy

SEARCH

LOGOUT EDIT

PRINT CARD

- GENERAL INFO
- CBT CANDIDATES
- MY CERTIFICATION
- TRAINING OFFICER

Message Center

### • Manage Education

Pending Recertification  
Packets

Pending Affiliation  
Requests

Edit Agency

Roster

Transition Applications

Affiliate With Another  
Agency

*add back  
to KL*

Agency

Affiliated

Grafton Volunteer  
Ambulance

### Refresher Training

Not Started

You currently have 0 of your 24 hours for this category.

[ + ] Show Details

### Continuing Education

Complete

You currently have 48 of your 48 hours for this category.

[ - ] Hide Details

### Continuing Education

Complete

Hours	Description
7	Ski Patrol - splinting / assessment / trauma
7	Trauma & Assessment - Ski Patrol - Pedi / Adult
1.5	Customer Service for Today's Fire & EMS
1.75	EMS Conference Keynote
3	EMS Response to Domestic Violence
1.5	Assessing Military TBI & PTSD
3	Medical & Behavioral Mgmt of Substance Abuse in NNE
1.5	Rural EMS, why are we different?
2	CPR
1	Capnography
3	CPR
8	Ski patrol training, wound and trauma
8	Wilderness assessment and care
7	Ski patrol training, hands on, spinal injuries
7	Ski patrol training, head injuries
6	Ski patrol hands on training

**68.25/48**  
Total Hrs.

### CPR

Expires on 10/31/2015

Complete