

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

Carolyn Waring  
Paralegal  
National Registry of Emergency Medical Technicians  
6610 Busch Blvd  
Columbus, OH 43229

May 9, 2014

Dear Ms. Waring,

I am replying to your email dated Thursday, May 8, 2014, where you asked for my thoughts on April Dugan's response to your inquiry. I notice contradictions and will be offering clarifications that I hope help with your investigation and ultimate decision. I address her points in the order they appear in her statement.

Dugan wrote, "Our small volunteer (completely unpaid) department went through some major shifts in leadership in Feb/March due to the poor health of our past Captain" and attached the resignation of Ernst as Captain. The resignation makes no reference to Ernst's health. I do not know why Dugan includes this or feels this is relevant to your audit. If you choose to include the resignation as a part of your decision, I would like to call your attention to the second paragraph where Ernst wrote "The job of Captain is difficult enough even with the cooperation of the Select Board and **the department**; without it, impossible." (emphasis mine). Ernst was meticulous in her record keeping and organization, and in no way contributed to these discrepancies.

It is worth noting that April Dugan served two years as Training Officer prior to her becoming Captain, and was the Training Officer for the entire period in question. Any deficiencies in record keeping are Dugan's alone.

Dugan makes the point of correcting her name. I notice that on the CPR roster dated 10/21/13, she listed her name as "Frost" and has since crossed that out and added "Dugan".

Dugan wrote, "CPR-taught by an exceptional outside instructor should be listed as 4 hours of training" and attaches the BLS HCP form prepared and signed by Jason Osborne. Mr. Osborne provided the "Course Start Date/Time" as 10/21/13 **1800** and the "Course End Date/Time" as 10/21/13 **2030**. I read this as 2.5 hours, not the 4 hours Dugan claims. I have enclosed a copy of the roster that I enhanced to call your attention to the times listed.

This same roster shows Participant #7 as Emily Osborne. I have never met Emily and she was not present at that training. I distinctly recall that Tom Ploszaj (listed as #6) was the last to arrive. While

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this is not relevant to Grafton Ambulance, this creates another question for NREMT to investigate. I have located and enclosed Jason Osbornes's invoice from this session and it indicates that GVA was billed for six students.

Dugan next asserts that "IV/EZIO training (also taught by an outside trainer) should be documented as 3.0 hours". I continue to dispute this and again I have enclosed an enhanced copy of the roster to call your attention to an alteration. It is my opinion that this class lasted 2 hours and later a "3" was written over the original "2". This is supported by my own Continuing Education entry on the NREMT website. You might want to compare the entries for Kathy Lund, Dawn Fellers, and John Babiarz to confirm this. (Other participants: Tom Ploszaj is not yet licensed, Richard Lourie did not re-cert.) The markings in blue on the enclosure are mine and intended to call your attention to the "2" in Dugan's hand and the appearance of an alteration of the hours. This class was also instructed by Mr. Osborne and I have enclosed his invoice billing GVA for two (not three) hours as well.

Dugan concludes that the previous Captain (Ernst) was entering course rosters. This is correct. Although Dugan had been Training Officer for at least two years prior, she nor Frost ever found time to create accounts for themselves in the NREMT system despite repeated urgings by Ernst. As you know, the EMT personally has to create the account his/herself before a TO can assign CEUs. Again, Ernst was meticulous and diligent in her record keeping within the limitations of the NREMT system and the cooperation of the department members.

I am encouraged by your continued interest in this matter and remain committed to assisting you in any way possible. It is my opinion that there is a pattern of deception that cannot be explained by illness, inexperience, or incompetence. I am disturbed by both Dugan's and Frost's initial misrepresentations about the training they have attended, and more so by Dugan's brazen alteration of the documents supposedly explaining their "errors". This attempted cover-up and blame-shifting, to my mind, is worse than merely not obtaining the CEUs required to re-certify.

Finally, answering your question as to whom you should notify, the entity to have liability concerns over non-certified EMTs would be the

Board of Selectmen  
Town of Grafton  
7 Library RD  
PO Box 299  
Grafton, NH 03240

Sincerely,

Howard Jay Boucher  
Secretary, Grafton Volunteer Ambulance  
NREMT #E1917614

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**American Heart Association Emergency Cardiovascular Care Programs  
 Basic Life Support for Healthcare Providers (BLS HCP)  
 Course Roster**

**Course Information**

- New Course
- Renewal Course
- Instructor
- Provider

Lead Instructor JASON OSBORNE

1800

2030

Issue Date \_\_\_\_\_  
 Center \_\_\_\_\_  
 Center ID# NLH  
 Facility Name (if applicable) \_\_\_\_\_  
 Location GRAFTON FIRE DEPT  
5 LIBERTY RD  
 City/State GRAFTON NH

Course Start Date/Time 10/21/13 1800      Course End Date/Time 10/21/13 2030      Total Hours of Instruction \_\_\_\_\_  
 No. of Cards Issued \_\_\_\_\_      Student-Manikin Ratio 2:1      Issue Date of Cards \_\_\_\_\_

<small>Assisting Instructors (Attach copy of instructor card for instructors aligned with a TC other than the primary TC)</small>			
Name and Instructor ID#	Card Exp. Date	Name and Instructor ID#	Card Exp. Date
1.		5.	
2.		6.	
3.		7.	
4.		8.	

I verify that this information is accurate and truthful and that it may be confirmed. This course was taught in accordance with AHA guidelines.

Signature of Lead Instructor \_\_\_\_\_      Date 10/21/13

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IV Training w/ Jason Osborne

Hours 3.0

Hours 3.0

Name	DATE	
Cyril Dyer	12-16-13	
Sean Frost	12-16-13	Grafton
Bob [unclear]	12-16-13	Grafton
Bethy [unclear]	12/16/13	Grafton
Tom Ploszaj	12/16/13	Grafton
Dawn Fells	12/16/13	gratton
John BAZZANO ✓	12/16/13	gratton
Richard Souto ✓		gratton

**Jason Osborne**

66 Foisy Hill Rd  
Claremont, NH 03743  
Phone 603 504-5483 Fax 603 542-8583

INVOICE

INVOICE # 10212013  
DATE: OCTOBER 21, 2013

To: Grafton Fire Department  
5 Library Road  
Grafton, NH

FOR:  
CPR Training

DESCRIPTION	Number of Students	RATE/PER STUDENT	AMOUNT
Healthcare Provider CPR	6	\$65.00	390.00
Mileage	90	\$0.55/mile	49.50
TOTAL			439.50

*JASON OSBORNE*

Make all checks payable to ~~Life Support Education Services~~  
Total due in 30 days. Overdue accounts subject to a service charge of 1% per month.

**Thank you for your business!**

**Jason B. Osborne**

66 Foisy Hill Rd  
Claremont, NH 03743  
Phone 603 504-5483 Fax 603 542-8583

**INVOICE**

INVOICE # 12162013  
DATE: DECEMBER 16, 2013

To: Grafton Fire Department  
5 Library Road  
Grafton, NH

**FOR:**  
Vascular Access Training

DESCRIPTION	Number of Hours	RATE/PER Hour	AMOUNT
Vascular Access Training	2	\$50.00	100.00
Mileage	90	\$0.55/mile	49.50
TOTAL			149.50

Make all checks payable to **Jason B. Osborne**  
Total due in 30 days. Overdue accounts subject to a service charge of 1% per month.

**Thank you for your business!**