

**From:** Patricia A Gladysz  
**Sent:** Monday, August 26, 2013 1:18 PM  
**To:** Gary G Mayer  
**Subject:** Telephone Message

Chief:

Today I received a call from Nancy Knutson, a current "Citizen on Patrol" and graduate of our Citizens Police Academy.

Ms. Knutson requested that I relay to the Chief of Police the details of a very positive experience she recently had with PSA Sievers:

- Approximately two weeks ago, Ms. Knutson's sister (a resident of Cassopolis, Michigan) suffered a stroke
- Ms. Knutson knew that her sister needed immediate medical assistance
- Ms. Knutson contact our Communications Section and her call was answered by PSA Sievers
- After explaining her sister's urgent need for care, Ms. Knutson said that PSA Sievers "went above and beyond" to assist her
  - Emergency medical service was contacted and dispatched
  - Neighbors' telephone numbers were located
- Ms. Knutson repeatedly praised the efficiency and professionalism of PSA Sievers

Pat Gladysz



PSA JERILYN SIEVERS -  
THANK YOU FOR HANDLING THIS  
MEDICAL EMERGENCY IN ANOTHER  
JURISDICTION SO WELL. I AM CONFIDENT  
THAT MS. KNUTSON WAS GLAD TO HAVE  
SOMEONE OF YOUR ABILITY TO HELP  
DURING THIS CRISIS  
GARY