

Carolyn Pollock
365 Lower Flying Point Road
Freeport, Maine 04032

24 January, 2021

Mr. Charles Jordan, Chief
Freeport Fire/Rescue
4 Main Street
Freeport, Maine 04032

Dear Mr. Jordan,

I am writing to thank you folks for all of your help this past week, and enclose a donation to also extend my appreciation.

I called 911 late on Monday afternoon, and they came down here to get me — big baby that I am, they couldn't have been nicer, and I know it's a bit difficult to deal with me because of my hearing issues, plus I'm a big woman. (my comprehension with the covered faces this past year is not great since lip reading isn't an option these days!) I know the young blonde woman told me her name — with all that was going on, I do not remember it, but please thank her for being so nice to me, she definitely helped me calm down a bit on the trip down to Portland.

Then on Wednesday morning, while I was still in the hospital at Maine Med (was allowed to come home on Thursday afternoon, thankfully my heart is fine), the fire alarm went off at my home, with no one here except my indoor-only cats, which I was notified about in an email from a friend whom Cunningham Security had called, and an email from Cunningham to me directly — talk about feeling helpless, and sent me into a panic! My neighbor from across the road was kind enough to meet the folks from the Fire Dept that came because he has a key (also met the ambulance crew on Monday), and another friend was already on his way down here, coming to feed the cats, and arrived a very short time later. With the repeated texts and emails back and forth (calling wasn't an option because I need captions on the phone), I was a mess, but very relieved to be told that it was a defective smoke detector apparently, and that most importantly to me, my cats were ok (or as ok as they could be with lots of people in the house, more than had been in it since last February, pre-pandemic, and the horrible loud noises from the alarm blaring — with my being deaf when I don't have the cochlear implant on, it's pretty quiet here, so that is their 'normal'). Your folks left, and my friend made sure to put eyes on both felines when things had calmed down, first needing to find them, and then I could breathe a bit easier!

Cunningham Security was out here first thing Thursday morning, replacing the defective detector, then returned later on Thursday afternoon to replace every other one in the house, after the man who came early said they were all getting older, so that should have taken care of the problem.

Please goodness, I will not need to bother you again any time soon, if ever, but I am very grateful that you came both times — only my bad luck would have the fire alarm going off when I was not here, and couldn't get here! Not knowing who any of the people were by name, especially whomever came on Wednesday since I never saw them, please thank them all for me, and let them know how grateful I am.

The good news for any of them that were here, I am thankfully negative for COVID (having been tested at 1:00am on Tuesday, as is required of anyone at Maine Med apparently), and have basically been hibernating since last February when they said "stay home," and there is a new air filtration system that was added to my a/c system last summer when it became available — it runs 24/7/365 and is supposed to catch viruses, etc., so my house was about as safe as any place could be, with only a few sporadic workmen in here over the last year, no one recently.

Thank you all, and please stay safe and well in this very scary new world.

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