



STATE OF MAINE
 DEPARTMENT OF PUBLIC SAFETY
 MAINE EMERGENCY MEDICAL SERVICES
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Dear Maine EMS Clinicians, Emergency Medical Dispatchers, and Ambulance Operators,

We are reaching out regarding yesterday’s shocking and despicable tragedy in Lewiston and the ongoing manhunt for the suspect. We want to begin by commending every EMS clinician, Emergency Medical Dispatcher, and Ambulance Operator who responded to last night’s events – you all did an incredible job. You acted with steady professionalism and demonstrated the sheer strength of the EMS system amid the worst mass shooting in Maine’s history. We received feedback last night and this morning that the EMS system performed like a well-oiled machine in response to the mass casualty incident. In the coming hours, days, and weeks of this evolving incident, remember that you have performed your duties well.

This is an unprecedented situation in the history of the State of Maine. Feelings of fear, anger, helplessness, anxiety, sadness, and other powerful emotions are completely normal and expected. The feelings you may be experiencing right now or in the coming days and weeks are a normal reaction to an abnormal situation – it is okay to not be okay. We want to share resources with you and encourage you to seek assistance in managing the stressors, no matter whether you were directly or indirectly involved with this incident.

Don’t hesitate to contact the Maine Front Line Warm Line if you need support now or in the future. This resource is available to any first responder who wants to connect with a Maine-based mental health professional with experience working with first responders and health professionals. To access these resources, call (207) 221-8196 or text "Frontline" to 898-211 between 8 AM and 8 PM every day. Additionally, and after those hours, don’t hesitate to call 988 for crisis support. More information is available at www.maine.gov/ems/healthy.

Maine EMS is working to secure and coordinate resources to support the system in the coming days and weeks as we look towards healing as a state and a system. We see your inspiring work and dedication to the people of Maine, and we are here to provide whatever support you need as you take care of yourselves and your families. Please do not hesitate to contact our office at maine.ems@maine.gov if there is anything we can do.

Thank you for your incredible work to support Mainers and the Maine EMS system.

Take care and stay safe,

J. Sam Hurley, MPH, EMPS, NRP
 Maine EMS Director

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 State EMS Medical Director

Amy Drinkwater
 Chair of Maine EMS Board