

Craig A. Muri & Chad A. Konow

606 West Wisconsin Avenue
Unit 1901
Milwaukee, Wisconsin 53203
414/559-9558 or 414/837-6901

November 22, 2011

Milwaukee City Clerk
200 East Wells Street, Room 205
Milwaukee, WI 53202

Dear Milwaukee City Clerk:

The reason I'm appealing the decision regarding our daughter falling from a stool at Central Library is because a captain of the Milwaukee Fire Department cited a different protocol other than the one used by 911 and because the library stools are too high for children (up to two years old) to sit at during the 9:30 Wednesday story time.

The babysitter had talked with a captain of the Milwaukee Fire Department working at the "Doors Open Milwaukee" event on Sunday, September 25 at the fire station located at 755 N. James Lovell St.

The captain stated that when 911 is called from the Central Library, an engine is dispatched to the Central Library from the fire engine station at 755 N. James Lovell St. Once the fire engine arrives at Central Library, the firefighter EMTs examine the child or adult first and then determine if an ambulance is needed. The firefighter EMTs then place the ambulance call themselves.

The protocol you provided stated an ambulance was dispatched before the fire engine arrived thereby providing conflicting protocols or procedures.

A cut on the lip didn't warrant an ambulance call before a firefighter EMT could examine our child.

Why is a captain of the fire department providing one protocol to follow while 911 is giving another protocol?

The library is also liable because the 9:30 am Wednesday story time for children (up to two years old) at Central Library provides high stools (not even chairs with armrests) and a table that is too high for children to reach. The table is covered with drawing paper, crayons are placed on the table and children are expected to sit on stools that are too high for them and then reach to a higher table to try to color.

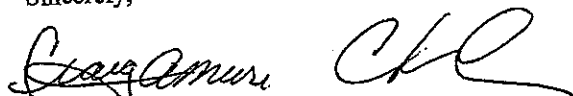
The story time librarian even said the stools are too high for children and that the library needs child-size chairs and tables.

The Central Library, to prevent future accidents to children and claims, should install child-size tables and chairs to create a safety-first environment for child patrons of the library.

The library is negligible for using high stools and a captain of the fire department and 911 are providing conflicting protocols. The Bell Ambulance personnel even said it was their easiest call of the day, implying that an ambulance wasn't necessary.

Because the proper protocol wasn't followed (according to a captain of the Milwaukee Fire Department) and the library didn't provide child-size chairs and tables, I expect the city to pay my claim of \$180.12.

Sincerely,


Craig A. Muri and Chad A. Konow

RONALD D. LEONARD
CITY CLERK
2011 NOV 28 PM 3:01
CITY OF MILWAUKEE

NOV 29 PM 2:53
CITY OF MILWAUKEE
RECEIVED
CITY ATTORNEY

To whom it may concern:

On Wednesday, August 17, 2011, I, as babysitter that day for Anya Konow-Muri, took Anya to the 9:30 a.m. story time for 0-2 year olds at the children's room at the Central Library. The story time consists of songs, stories, playtime with toys and snacks consisting of graham crackers, Cheerios and juice.

During the snack time, I was standing immediately to the right of Anya (who was sitting on one of the library's children's stools) and pouring some Cheerios from the box onto the table when all of a sudden Anya fell off the stool and landed on her bottom with her back next to the leg of the stool to the left of her. She started crying and when I immediately picked her up I noticed blood inside her mouth.

I asked Joan the story time librarian for ice and she brought a tray of partially-frozen ice cubes. I applied ice and napkins to her mouth. Joan also called another librarian (Virginia) who filed the report. Joan said the library should have shorter stools for the children. A young security guard also came over. He asked if he should call for help. I hesitated since only the inside of her lower lip on her right side was bleeding. After a couple minutes, he said "to be on the safe side" he could call. I then asked him to call 9-1-1 since I just wanted to make sure there were no other injuries. I never once mentioned Bell Ambulance to the security guard.

Virginia then had Anya and I go with her from the story time room across the rotunda to the 1st floor meeting room where book sales are held. Walking across the rotunda, we heard the sirens.

When we were in the meeting room, two respondents from Bell Ambulance came into the room. One kneeled down and looked at Anya. He had latex gloves in his hand but did not put them on. He didn't feel Anya's head for any bumps. He said it was good that she cried when she fell and that she was alert. The other respondent said "kids are like rubber" when they fall. They also said that it was their easiest call that day.

The Bell Ambulance respondents didn't ask for any insurance card or inform me that there would be a charge or present a dollar amount so I assumed 9-1-1 had been called.

I never requested the security guard at the Central Library call Bell Ambulance. The next day, Thursday, August 18, Chad Konow, one of the parents to Anya, called the Central Library and talked with Joan Johnson, who admitted there was a debate the day of the incident as to whether or not to phone Anya's parents and she expressed her regret for not notifying the parents of the incident. She also informed Chad to be certain to mention the Milwaukee Public Library Accident Report for Non-Employees dated 8-17-11 that is on file at the City Attorney's office.

In summary, the security guard at the Central Library made the decision to call Bell Ambulance and the Central Library would be responsible for the Bell Ambulance charge incurred. The total of the charge is \$180.12. Chad Konow and Craig Muri can be reached at 414-378-3229 and 414-559-9558, respectively. The address of the Konow/Muri household is 606 West Wisconsin Avenue, Unit 1901, Milwaukee, Wisconsin, 53203.

(As drafted by Jan Wills: Caregiver)

Respectfully,

Chad A. Konow and Craig A. Muri

CITY OF MILWAUKEE
RECEIVED
2011 SEP 28 3:05 PM
OFFICE OF
THE CITY ATTORNEY

RONALD D. LEONHARDT
CITY CLERK
2011 SEP 28 PM 1:00
CITY OF MILWAUKEE



"IF IT DOESN'T SAY BELL ON THE SIDE,
YOU'VE JUST BEEN TAKEN FOR A RIDE!!!"

PO BOX 070550
MILWAUKEE, WI,
53207-1635

#BWNDSFD
#26 11 0229 0039 0 7#

CRAIG MURI
506 W WISCONSIN AVE
MILWAUKEE, WI 53203-1930

Client Name: **KONOW MURI, ANYA**

Trip Number:

11-2290039

Service Date: **08/17/2011**

Amount Due: **\$ 180.12**

Billing Date: **09/06/2011**

Billing Department: **(414) 486-2000**

Toll-Free Number: **(800) 896-6200**

Se Habla Español: **(414) 486-4016**



"IF IT DOESN'T SAY BELL ON THE SIDE,
YOU'VE JUST BEEN TAKEN FOR A RIDE!!!"

Billing Department: **(414) 486-2000**

Toll-Free: **(800) 896-6200**

PO BOX 070550
MILWAUKEE, WI, 53207-1635

Service Date:

Trip Number: **11-2290039**

Client Name: **KONOW MURI, ANYA**

Caller:

From Location: **814 W WISCONSIN AVE**

To Location: **<NO TRANSPORT>**

Insurance Information

Bill Patient

Patient SSN

DATE	DESCRIPTION OF TRANSACTION	H CPC	QUANTITY	UNIT PRICE	AMOUNT
08/17/11	BLS Emerg First Resp NonRes-F	A0429	1	\$171.00	\$171.00
08/17/11	Gloves (Pair) - BLS - F	A0382	1	\$9.12	\$9.12



(414-264-2355)

"IF IT DOESN'T SAY BELL ON THE SIDE,
YOU'VE JUST BEEN TAKEN FOR A RIDE!!!" **PLEASE PAY THIS AMOUNT => \$180.12**

You have not provided us with insurance information, therefore immediate payment in full is now due. Thank you.