



LYME EMS

SPRING 2026

PRESIDENT'S MESSAGE



From Tradition to Transformation

As we reflect on more than fifty years of service to Lyme, I'm filled with immense pride in what our volunteer organization has accomplished. Since our humble beginnings in 1974 with a single ambulance and a handful of dedicated volunteers, we've grown to become an essential pillar of emergency services in our community.

For five decades, our mission has remained steadfast: To provide highly responsive, 24/7 emergency medical services and life-saving education to the town of Lyme and associated communities.

As our organization has grown, so too has our responsibility and the scope of what we now do. Today, our volunteers do far more than ambulance transport. We deliver rapid-response emergency medical care ahead of ambulance transport to an emergency medical facility, share lifesaving education with the community, and serve as a trusted part of Lyme's public safety network. For

that reason, we are proud to move forward as Lyme EMS (Lyme Emergency Medical Services), a name that better reflects the full role our volunteers play in caring for this community.

The "bedrock" supporting all of this is a detailed and contemporary set of State-wide regulations, protocols, and standards that our staff must meet to qualify and renew on a regular basis to maintain their Emergency Medical Technician (EMT) and Emergency Medical Responder (EMR) licenses. It is a major personal commitment by all our staff on your behalf to ensure we meet these demanding requirements as volunteers, providing the best standards of care in a far more complex world than it was in 1974.

None of this would be possible without you—our supporters, donors, and the community members who have trusted us with their care. Lyme EMS is and continues to be a volunteer-led and operated organization that is your neighbors, who care about our community, and who are empowered and strengthened by your support. As we look ahead, we remain deeply grateful for the people who continue to stand behind our mission and help ensure that compassionate care is always close to home.

With heartfelt thanks,

K. George Mooney
President

CELEBRATING 50 YEARS OF SERVICE



RAPID RESPONSE EVERY SECOND COUNTS

EQUIPPED TO SAVE LIVES ANYWHERE, ANYTIME

At Lyme EMS, we've made a commitment that sets us apart: Every responder on our team carries a personal jump bag equipped with life-saving tools, including defibrillators and critical emergency supplies.

This strategic investment means that medical help doesn't start when the ambulance arrives—it starts when our first responder reaches your side, which could be minutes earlier in an emergency.

HOW IT WORKS: When a 911 call comes in, our dispatch system immediately alerts our on-duty crew. If a responder can reach the scene before the ambulance, they immediately head out with their fully-equipped jump bag, beginning critical care while the ambulance is still en route.

Our jump bag program isn't just equipment—it's our promise that we'll do everything possible to deliver life-saving care to you and your loved ones as quickly as humanly possible.

HONORING KAREN DAHLE

A LEGACY OF SERVICE



For over three decades, Karen Dahle has embodied the spirit of selfless service that defines our organization. We celebrate her extraordinary contributions to Lyme's emergency medical services.

Karen joined Lyme Ambulance Association in 1991 as an EMT and quickly became known for her calming presence during emergencies. Throughout her 33-year tenure, she responded to thousands of calls, always putting community needs above her own.

Beyond emergency response, Karen pioneered our community CPR training program, personally training countless community members in life-saving techniques.

"Karen represents the heart and soul of what makes a volunteer EMT special. Her compassion, professionalism, and tireless dedication have touched countless lives in our community." — Chief Steve Olstein

Her institutional knowledge and commitment to excellence set a standard for all volunteers. Karen's legacy lives on. We wish her all the best in her retirement.

MORE WAYS TO CONNECT WITH US

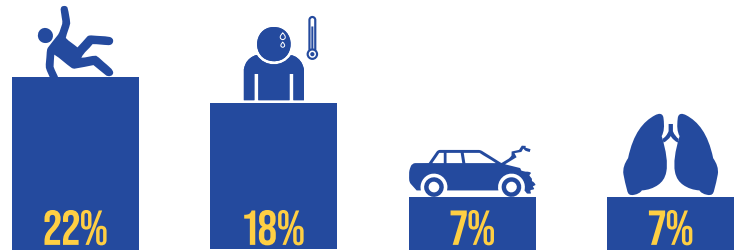
If you haven't already, we encourage you to sign up for our email notifications to stay informed about upcoming classes, helpful tips, and what's happening at Lyme EMS, follow us on social media to meet your responders, and join us for our free Community Education classes—now with easy online registration.



BEHIND EVERY NUMBER IS A NEIGHBOR

In the quiet town of Lyme, emergencies don't happen every day—but when they do, they matter intensely to those involved. In 2025, our team responded to nearly 300 calls for help, each one representing a moment of crisis for a family member, neighbor, friend, or visitor to our community.

THE TOP REASONS LYME RESIDENTS CALLED 911



THE REMAINING 46% of our calls span everything from cardiac events to allergic reactions, showcasing the diverse emergency medical skills our team maintains.

JOIN OUR TEAM



In a small town, you call a neighbor when you need a hand. At Lyme EMS, we are those neighbors, and we're always looking for more people just like you!

Most of our volunteers start with no medical experience—just the desire to help.

With training, guidance, and the support of a close-knit team, you'll gain life-saving skills and the confidence to step in when it matters most. Along the way, you'll build connections, serve your community, and become part of something truly meaningful.

"Being an EMT with Lyme EMS is exciting, deeply fulfilling, and the most rewarding thing I've ever done." — Chief Steve Olstein

Non-medical volunteer opportunities range from helping with special events and clerical work to sign-making and washing our ambulances.

Volunteering with Lyme EMS offers more than training—it offers connection, confidence, and community:

- ✓ A sense of purpose
- ✓ A close-knit, supportive team
- ✓ Ongoing training and growth
- ✓ Flexible scheduling
- ✓ The opportunity to serve your community

If being there for your community when it matters most speaks to you, we'd love to hear from you. Contact Deputy Chief Ariana Eaton at 860-434-7225 or deputychief@lymeambulance.org.

A JOURNEY THROUGH TIME 50 YEARS OF SERVICE

1974 > Founded by a group of concerned citizens responding to the need for local emergency medical services in Lyme.

1975 > Incorporated and acquired our first dedicated ambulance for Hadlyme Station through community fundraising efforts.

1983 > Expanded services to include community CPR training and first aid education.

1992 > Added our second ambulance at Hamburg Station.

2001 > Implemented advanced life support capabilities, enhancing our emergency response effectiveness.

2008 > Celebrated reaching 10,000 emergency calls since our founding.

2017 > Launched our first major equipment upgrade initiative with community support.

2025 > Celebrated 50 years and rebranded as Lyme EMS to reflect our comprehensive emergency medical services approach as we enter our next half-century of service.



MEET OUR RESPONDERS

THE TEAM BEHIND THE RESPONSE

These dedicated individuals form the heart of Lyme EMS, responding to emergencies day and night to keep our community safe.



Steve Olstein, *Chief of Service*
Ariana Eaton, *Deputy Chief*
Heather Bannister, EMT
Heidi Bill, EMT
Kevin Cavallo, EMT
Matt Cavallo, EMT
Richard Conniff, EMR
Missy Cotter, EMT, Training Officer
Tom Darna, EMT
Ray Fusco, EMT
Keely Greiner, EMT Trainee
Jason Howell, EMR
Dan Labriola, EMT
Geoff Liggett, EMR
Stephanie Lombardo, EMT
Ed McCusker, EMT
Carie Tonovitz, EMT
Erik Eisensmith, Driver Training Manager

Not Pictured:
Annie Bill, EMT
Bill Prentice, Driver Trainee
Justin Yang, EMT Trainee

COMMUNITY EDUCATION

BECAUSE YOU ARE THE FIRST RESPONDER UNTIL WE ARRIVE.

At Lyme EMS, our mission goes beyond emergency response. We're here to make Lyme safer, stronger, and better prepared—together.

Our free community classes give you the knowledge and confidence to act in those critical first moments. From CPR and choking response to first aid and other lifesaving skills, these hands-on trainings are designed for real-life situations at home, at work, or out in the community.

More trained hands mean a stronger, safer Lyme.
And it starts with you.

Upcoming Classes

April 18 / Family & Friends CPR
Hamburg Station at 10am

May 2 / Hands-Only CPR
Lyme Public Hall at 10am

June 10 / Thrive at 65
Lymes' Senior Center at 1pm

Visit LymeEMS.org to register and for more information.

COMMUNITY CONNECTIONS

TOGETHER, WE'RE STRONGER



At Lyme EMS, our work goes far beyond responding to 911 calls. Every day, we're out in the community building relationships, sharing knowledge, and working alongside our partners to make Lyme a safer, stronger place to live. These connections help us respond more effectively when it matters most.

Stronger Through Partnership

We're proud to collaborate with organizations across town, especially Lyme Fire Company. We work side by side on emergency scenes and train together regularly to ensure seamless, coordinated care. Whether it's a medical call, motor vehicle accident, or complex rescue, this teamwork ensures our community receives the best possible support.



Education and Outreach

We stay connected with residents of all ages, from story hours and field days to events like Bay Day, where students can explore an ambulance and learn how we respond.

We also helped launch the EMT Certification Program at Lyme-Old Lyme High School, in partnership with East Lyme High School, giving students the opportunity to earn certification and college credit while exploring careers in healthcare.



Through our free Community Education Series, we offer CPR, First Aid, Stop the Bleed, Senior Safety, and other hands-on safety classes. We also bring training directly to local groups and businesses, such as Reynolds' Subaru, the Lions Club, and our town's public halls, making it easier for more people to learn life-saving skills.

Prepared Before the Call

Our work also focuses on preparation. From supporting community events like the Hamburg Fair and Tour de Lyme to improving emergency access in places like the Nehantic State Forest and Camp Claire, we are always looking for ways to strengthen our response before it's needed.



That same approach led to improvements in the Nehantic State Forest. After Chief Steve Olstein identified navigation challenges, he helped bring together local Scouts and CT DEEP. The result was an Eagle Scout project by Ryan Ortoleva that added clear signage throughout the forest, improving response times for years to come.

Grounded in community and connection, we continue a legacy of service more than 50 years strong, committed to keeping Lyme safe, supported, and prepared. Lyme EMS is powered by volunteers and strengthened by our entire community. Neighbors helping neighbors, every day.

THANK YOU TO OUR DONORS

The volunteer first responders of Lyme EMS are deeply grateful to all who have supported us this season. The list below reflects contributions from November 1–March 31. Visit our website to view the latest list, and to see the special gifts made in honor of those we celebrate and in memory of those we hold close.

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It's not too late to make a difference—visit our website to donate.



LYME EMS

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(860) 434-7225
for non-emergency calls

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Ariana Eaton, Deputy Chief and Recruitment Officer
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