



4. Ms. Ford informed the 911 operator that A.F. was “gasping for air.” While on the telephone, A.F. can be heard coughing and crying. The 911 operator informed Ms. Ford that an ambulance and medics would be dispatched to her residence in Claymont, Delaware.

5. Respondent and Mr. Tusio arrived at Ms. Ford’s residence at around 2:35 AM. Ms. Ford was present and met Respondent outside the residence with A.F. on her hip.

6. Respondent observed A.F. to have a runny nose but otherwise appeared to have good color and did not appear to be in distress. A.F. did not appear to Respondent to be having any trouble breathing.

7. Respondent asked Ms. Ford what was wrong with A.F. Ms. Ford responded that A.F. had a cough and stuffy nose. Ms. Ford explained that she was instructed by the answering service for A.F.’s doctor to call 911. Ms. Ford told Respondent that she was not sure why she was told to call 911 and that she was not sure what should be done to care for A.F. Ms. Ford was a first-time mother.

8. Respondent and Ms. Ford continued their conversation. At some point Respondent advised Ms. Ford that going to the hospital by ambulance would not be any faster than driving on her own and that there would be a bill for using an ambulance. Respondent informed Ms. Ford that if she had her own transportation, she could drive A.F. to the hospital.

9. Ms. Ford told Respondent that she did not want to be taken to the hospital in the ambulance.

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10. At around 2:45 AM, Respondent left the scene. Respondent informed dispatch to recall the paramedics that had been sent to Ms. Ford’s residence.

11. Respondent did not obtain a signed refusal of service from Ms. Ford.

12. Respondent did not physically examine A.F. while on the scene; she did not check A.F.'s vital signs.

13. A.F.'s condition did not improve and several hours later on December 1, at around 5:50 AM, Ms. Ford took A.F. to the Emergency Room at Nemours/Alfred I. duPont Children's Hospital on Rockland Road outside of Wilmington, Delaware. Ms. Ford claims that she walked from her residence in Claymont to the hospital.

14. Upon arrival, hospital staff reported that A.F. had a fever, had abnormal breathing, and was wheezing.

15. A.F. was admitted and treated for his conditions. He was discharged from the hospital the next day, December 2.

16. By the above conduct, Respondent violated Part 710, Section 7.1.7 of the Delaware State Fire Prevention Regulations in that she failed to obtain a patient refusal.

17. By the above conduct, Respondent violated Part 710, Section 14.4.1.6 of the Delaware State Fire Prevention Regulations in that she has engaged in unprofessional conduct as defined by § 14.4.2 ¶¶ 3, 11, and 13.

18. Respondent has not received previous formal discipline from the Commission.

19. Respondent hereby admits that the allegations set forth in paragraphs one (1) through eighteen (18) above are true and correct.

20. Respondent and the State agree to resolve the matter as follows:

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- a. Respondent will receive a Letter of Reprimand;
  - b. Respondent's license shall be placed on probation for a period of six (6) months from the date the Commission accepts this Consent Agreement as a final Order of the Commission (the "Effective Date"); and

- c. Within 60 days of the Effective Date, Respondent shall complete the courses on “General Patient Care (Pediatric)” and “Refusal of Service” offered through the Delaware Fire School, and Respondent shall pay any costs in connection with these courses.

21. The parties to this Consent Agreement are the State of Delaware and Respondent.

22. The parties agree and acknowledge that nothing contained in this Consent Agreement shall affect any rights or interests of any person not a party to this Consent Agreement.

23. Respondent acknowledges that she is waiving her rights under the State Fire Prevention Regulations and 29 *Del. C.* Ch. 101 to a hearing before the Board prior to the imposition of disciplinary sanctions.

24. Respondent acknowledges that she has carefully read and understands this Consent Agreement, and is entering into this Consent Agreement freely, knowingly, voluntarily, and after having received or having been afforded the opportunity to receive the advice of counsel.

25. Respondent acknowledges that this Consent Agreement is a public record within the meaning of 29 *Del. C.* § 10002 and will be available for public inspection and copying as provided for by 29 *Del. C.* § 10003.

26. The parties acknowledge and agree that this Consent Agreement is subject to approval by the Commission.

27. The parties acknowledge and agree that if the Commission does not accept this Consent Agreement, it shall have no force or effect, except as follows:

- a. Neither Respondent, nor anyone on her behalf, will in any way or in any

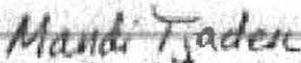
forum challenge the ability of the Commission or any of its members to conduct an evidentiary hearing relating to the allegations in the subject Complaint;

- b. The Consent Agreement, or conduct or statements made in negotiating the Consent Agreement, will be inadmissible at any administrative, civil or criminal legal proceeding; and
- c. No provision contained in the Consent Agreement shall constitute or have the effect of an admission by the Respondent as to any fact alleged in the Complaint in this matter or in this Consent Agreement.

28. If the Commission accepts the Consent Agreement and enters it as an Order, the Consent Agreement shall be admissible as evidence at any future proceedings before the Commission.

29. The parties acknowledge and agree that this Consent Agreement, along with any exhibits, addendums, or amendments hereto, encompasses the entire agreement of the parties and supersedes all previous understandings and agreements between the parties, whether oral or written. There are no other terms, obligations, covenants, representations, statements or conditions, or otherwise, of any kind whatsoever concerning this agreement.

30. This Consent Agreement shall be effective upon acceptance by the Commission and entry of the Commission's Order.

  
  
Mandi Tjaden  
Respondent

Dated: 4/29/19

  
Daniel C. Mulveny (I.D. 3984)  
Deputy Attorney General  
Department of Justice

Dated: 29 April 2019

BEFORE THE STATE FIRE PREVENTION COMMISSION  
OF THE STATE OF DELAWARE

IN RE: MANDI TJADEN

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) Case No.: 1832

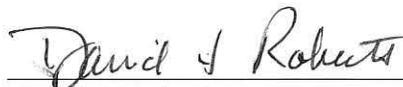
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ORDER

WHEREAS, the Delaware State Fire Prevention Commission has reviewed this matter and hereby approves the Consent Agreement of the parties, and enters it now as an Order of the Delaware State Fire Prevention Commission;

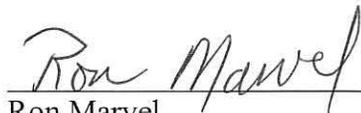
IT IS SO ORDERED this 21<sup>st</sup> day of May, 2019.



David J. Roberts  
Chairman



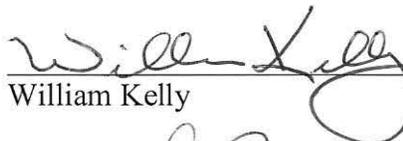
Alan Robinson, Jr.  
Vice Chairman



Ron Marvel



Lynn Truitt



William Kelly



Joseph Leonetti



Richard Perillo