

*Good Morning,*

*Last week I attended the Med Diver & PSSSI program in Greeley Colorado. Given time to decompress from these incredible classes, I felt compelled to express my sincere thanks to everyone with Dive Rescue International for the work they do.*

*Since my initial experience with the DR I class in West Palm Beach (February 2007) I have been thoroughly impressed by the complete level of professionalism within the organization. From start to finish any evolution involving the organization has been flawless.*

*Susan is priceless. Any question or information request is fulfilled immediately. If the information could not be found readily, she found the answer and got back with me before the days end. This type of customer service, unfortunately, is not often found in business today.*

*Beginning with my exposure to DR I instructors in February, the obvious level of professionalism and knowledge was indicative of each instructor. Each of these men reflected great respect and credit to Public Safety Diving and Dive Rescue International. There was no doubt that I was being trained by the best in the business.*

*Med Diver was a true eye opener for me. I told Tom, "If I had taken this course 25 years ago when I started diving, I would have never dove." The fact that civilian divers do not truly know the realities of diving amazes me. After completing Med Diver though, I feel I have the proper knowledge to effectively and properly prevent, assess, and handle diving accidents. Tom was excellent! His class and information is invaluable to any diver. (Thank you Tom)*

*The true-life changer came with Brad and the PSSSI course. His delivery and handling of the class was impeccable. The pressure was established initially and controlled throughout. He seemed to already know each of our limits prior to the first day. The unique and unmentioned variable displayed throughout the course was his attention to detail and overwhelming concern for each diver under his supervision. Although never verbally displayed to the divers - he made sure the class had the support element they needed to complete the task and accomplish the mission of the program. I never felt unsafe or incapable with the man on scene. He is the kind of leader that makes you want to "do better" or to "push yourself". This is something I will attempt to emulate from here on out throughout life. (Thank you Brad)*

*The morale to this story:*

*From start to finish, "the system works!" When dealing with Dive Rescue nothing but professionalism and "heart" for the job is displayed.*

*Thank you and the entire Dive Rescue staff for the work you do.*

*If I can ever be of assistance, please do not hesitate to contact me.  
Regards,*

**George Poole  
Cobb County Police USRT**