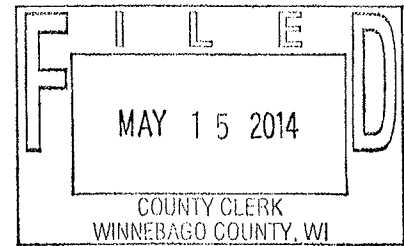


May 12, 2014

To Whom It May Concern:



Please see the attached invoice and correspondence.

Our son was injured in the parking lot at the Tri County Ice Arena in November. We have gone round and round with TCIA and their insurance company, Secura, regarding our claim for medical reimbursement. According to TCIA and Secura, the parking lot is the responsibility of Winnebago County. Below is the contact information for Secura.

*Ceora Schmitt, AIC, AIS, CIC, SCLA Sr. Casualty Claims Representative*  
*Toll Free Ph: (800) 318-2136 x 4217 Fax: (800) 318-2209*  
*ClaimAppleton@SECURA.net*

Since the November incident, not only did our son have to go on antibiotics, he missed a day of school due to "concussion watch," and he had to remain off ice until his wound healed (almost 3 weeks). Upon his return he was so frightened he was going to get hurt again that he lost interest in hockey. We lost out of over half of his season, basically flushing over \$600 in hockey fees down the drain. Mentally he is afraid of hockey and the parking lot. We fought him multiple times to get dressed for hockey and it ended in tears each time.

We are seeking reimbursement for the medical bills and pain and suffering our son has gone through due to the mismanagement of the parking lot. Rep. Harris has attended a Board meeting and was aware of these issues. I hope that at this point someone will take this seriously and improve the conditions at TCIA.

We look forward to you helping put this behind us. We've retained a lawyer if needed, but are hoping to not have to go that route.

Sincerely,

A handwritten signature in cursive script that reads "Meridith Starling".

Meridith Starling  
540 Riford Road  
Neenah WI 54956  
734-358-8225





ENCOUNTER INVOICE 1504726

ADDRESSEE:

1000  
 900  
 800  
 700  
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 200  
 100  
 0

**John Starling**  
1840 stead dr  
neenah, WI 54956

IF PAYING BY CREDIT CARD, FILL OUT BELOW		
CHECK CARD USING FOR PAYMENT		
 <input type="checkbox"/> MASTERCARD		 <input type="checkbox"/> VISA
CARD NUMBER	CVV	AMOUNT
SIGNATURE		EXP. DATE
STATEMENT DATE	PAY THIS AMOUNT	ACCOUNT NUMBER
04/28/14	\$0.00	140160
TAX ID NUMBER	SHOW AMOUNT PAID HERE \$	
391351587		

REMIT TO:

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**Dermatology Associates Of Wisconsin**  
801 York Street  
Manitowoc, WI 54220-4630

☐ Please check box if above address is incorrect or insurance information has changed, and indicate change(s) on reverse side.

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

[illegible]

MESSAGE:

This came out of my husband's over head seeing he treated our son to avoid the ER.

PLEASE PAY THIS AMOUNT »»»»»	\$0.00
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**\*\* PAYMENT DUE UPON RECEIPT \* THANK YOU \*\***  
**ENCOUNTER INVOICE**

Printed by jgregoire (42) on 4/28/2014 8:12:10 AM

PAGE: 1



Gmail - Accident at Tri County Ice Arena

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## Accident at Tri County Ice Arena

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Meridith Starling <mnstarling@gmail.com>

Wed, Dec 4, 2013 at 1:29 PM

To: Craig Engel <dogbyte@new.rr.com>, Timm Kaminski <Timm.Kaminski@hoffmaster.com>, chaese@ci.neenah.wi.us, ckunz@ci.neenah.wi.us, lhillstrom@ci.neenah.wi.us

Cc: John Starling III <johnthree@gmail.com>, Betsy Ellenberger <betsyellenberger@yahoo.com>

To Whom it May Concern:

On November 21st, my son tripped in the parking lot while leaving hockey practice and injured his forehead, requiring 9 stitches and antibiotics.

What appears to be a pathway between several grouped trees, are poorly cut stumps that led to his trip and fall. The lack of lighting made it difficult for him as well as myself to see that this "cut through" would be dangerous. Due to the lack of care in this parking lot and the lack of lighting, our son has received 9 stitches, bruises, was on a 3day concussion watch, missed a day of school, underwent a very stressful evening as he was covered in blood do the size of his wound, as well as, lost out on over a week of skating. We are very lucky he was not hurt worse than this.

I was not able to locate a first aid kit at the rink, nor saw anyone who could assist. Fortunately I have worked in the medical field and his father is a physician (who had to meet us at the rink to drive us to the clinic to care for his head so that I could maintain pressure). We sat at the rink for over 30 minutes to clot the blood with the napkins I grabbed at the concession stand, that luckily was open this night (as it is not consistently open).

Attached is copies of my letters that have been sent to the board and county back in the Spring stating that lack of maintained spaces and lack of care would lead to an injury. Unfortunately my prediction came true.

The continued lack of county support and lack of management has caused this issue.

We are lucky that our son is seemingly doing well, however, this should have never happened if the lights were on in the parking lot and the property was better maintained.

If an event happened like this at my office, we'd have a law suit on our hands as well as would be responsible for the medical bills.

I recommend the county and the board not let another year go by with out taking steps to better care for the lot and the rink to prevent further injuries.

**Please feel free to forward this to those in need of reviewing.**

Meridith N. Starling, CISW, MSSW  
Owner of Valley Wellness and Referral, LLC  
mnstarling@gmail.com  
734-358-8225



Hockey Letter to Tri County.pdf

329K

**Timm Kaminski** <Timm.Kaminski@hoffmaster.com>  
To: Meridith Starling <mnstarling@gmail.com>  
Cc: Craig Engel <dogbyte@new.rr.com>

Wed, Dec 4, 2013 at 1:45 PM

Meridith,

I am happy to hear your son is doing better.

Have you followed up with TCIA on this? If it's alright with you, I will forward a copy of your email to Nancy and her team.

Please let me know.

Thank you,

Timm

Sent from my iPhone

[Quoted text hidden]

> mnstarling@gmail.com<mailto:mnstarling@gmail.com>

> 734-358-8225

>

>

> <Hockey Letter to Tri County.pdf>

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**Meridith Starling** <mnstarling@gmail.com>  
To: Timm Kaminski <Timm.Kaminski@hoffmaster.com>

Wed, Dec 4, 2013 at 2:49 PM

Timm that would be great! Thank u!

[Quoted text hidden]

--

Meridith N. Starling, CISW, MSSW

mnstarling@gmail.com

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**Meridith Starling** <mnstarling@gmail.com>  
To: Ceora Schmitt <CSchmitt@secura.net>

Wed, Dec 18, 2013 at 11:47 AM

Hi Ceora- here is what was sent back in the summer and spring to TCIA, the BOD of Hockey, and to the Post Cressent.

I got your message- have been volunteering all day at school. I do not have photos- have not been back to the rink- however, noticed more lights on Monday night when I drove past.

We have eye witnesses, Mike and Amy Herres and their kids if needed. Derm Associates is working on a bill for us. Thank you

merry Christmas!

Meridith N. Starling, CISW, MSSW

mnstarling@gmail.com

[Quoted text hidden]

Hi there- here is the letters I sent back in the spring and summer to TCIA and the paper.

Attachment: Hockey Letter to Tri County.pdf



**Hockey Letter to Tri County.pdf**  
329K

Press Release: Spring 2013

### Youth Hockey at Risk in the Fox Valley

The Fox Valley Youth Hockey Association (FVYHA) has been in negotiations with Winnebago County Officials over the past few years regarding the divestment (purchase) of the Tri-County Ice Arena, just recently on April 16, 2013. One of the FVYHA's mission is to secure sustainability of youth hockey in our area, as well as encourage and support children who are interested in this sport.

Tri-County Ice Arena was built in 1975 and has had very little renovations over the past 38 years despite budget hikes and increases in "ice time." The FVYHA, who provides over 43% of revenue as it is, has a comprehensive plan on how to rehabilitate this arena, balance the budget, and make cosmetic and safety improvements to move our players and visitors into the 21st century.

<http://foxvalley.pucksystems.com>

From 1981-1991 the Tri-Counties (Winnebago/Calumet/Outagamie) supported an annual budget of over \$1million dollars, but not much improved. The FVYHA has offered to purchase this arena several times over the years and take the arena off of the county's/taxpayers hands. By supporting almost 50% of the TCIA, our hockey association continues to pay higher rates as the county turns a blind eye to the issues facing this facility. **FACT:** Comparing 2002 vs. 2011, there has been a 10% decrease in revenue, 30% increase in ice rates and 27% decrease in usage. It does not take an accountant to see that this is not an efficient way to spend our money.

As a parent of a young player and a mental health professional in the area, I know that participation in extracurricular opportunities is huge for our children. Providing a safe, clean, and easily accessible facility for our area youth to participate in hockey allows our community to benefit as well. Studies show that youth who are involved in extracurricular activities are less likely to engage in risky/delinquent behaviors, have higher levels of self-esteem, are less likely to become involved in drugs/alcohol/truancy, and are more likely to graduate from high school.

By allowing the FVYHA the ability to purchase the Tri-County Ice Arena, we will be able to increase participation at more reasonable rate so that children (no matter their socioeconomic level) have the opportunity to skate.

Letter Sent to County Board and Dean Kauffert April 24, 2013

Dear Sirs,

My name is Meridith Starling and my son has been playing Hockey for the past 3 years, starting at age 4. The FVYHA has been an amazing part of boosting Mason's self-esteem, skills, and is an excellent outlet for his athletic ability and use of his high energy. Our son has ADHD and an Auditory Processing Disorder. In school he struggles to keep up with his peers academically, **but on the ice he is a leader**. Because of Hockey, he has a great outlet for his energy, has wonderful male role models/coaches, and he has gained so much self-esteem that he carries back into the class room.

Studies show, that youth who excel in sports (and have a safe, welcoming place to practice) have higher test scores, are less likely to run with the "wrong crowd," less likely to participate in risky behaviors (alcohol, drugs, etc), as well as graduate from high school and 4 year degree programs. Our plea to not VETO our purchase ability of TCIA is not just due to sports, but the long term effect it will have on our community.

**FACT:** Comparing 2002 vs. 2011, there has been a 10% decrease in revenue, 30% increase in ice rates and 27% decrease in usage. This is just not the way to continue. If we do not do something to "save" Tri-County I am afraid that many children will not be able to participate if the fees continue to rise and the facility continues to become more and more dilapidated.

Please see my attached letter for more information on what we have planned. We urge you to not veto

April, 24, 2013

RE: Tri-County Ice Arena (TCIA)

Dear Sirs:

I moved to Neenah in July of 2010 with my husband, John and son Mason after relocating from Tennessee, Michigan, and Ohio. We have fallen in love with Neenah and our wonderful area. The best thing that "happened" to us was our discovery of Hockey through the FVYHA. Being from warmer states we had never even considered hockey for Mason.

Mason LOVES hockey and has been playing in the Fox Valley Youth Hockey Association (FVYHA) program, housed at Tri-County Ice Arena (TCIA) in Neenah since he was 4.

We, as FVYHA, have proposed to purchase and manage TCIA, and these matters were on the agenda during the County Board meeting April 16th. FVYHA is a community organization, and committed to preserving and growing hockey and skating programs in this area. I am asking for your consideration and support for FVYHA regarding the divestiture and management of the Arena.

Over the past several years, declining customer service by current rink management under the Tri-County Recreation Board (TCRB) and lack of consistent maintenance have impacted our community-based hockey program. It has become an embarrassment when we host tournaments, is cold/dimly lit, and quite frankly not very encouraging to those who are new to not just Hockey, but skating.

- The Parking lot is a mess with pot holes that have yet to be repaired in our last 3 years of skating and has limited lighting which are both safety issues.
- The Locker Room conditions lack hygiene and the restrooms lack hot water
- There is little to no heat in the woman's or men's' bathrooms
- The glass is not clean and makes it hard to watch the games in the main rink; The glass in small rink has tape holding pieces together which is a safety hazard.

- The Carpet is outdated, worn, and most likely has never been properly cleaned.
- We have very few heaters to make it comfortable for spectators or the players.
- The employees most likely are paid very little and are gruff. The nicest one is at the Concession Stand which brings on another subject; lack of nutritious food options.
- The fireplace may as well be for decoration, as it lacks heat and is inefficient.

Multiple efforts have been taken with current rink management in an attempt to address these issues, and few meaningful changes have resulted. For the past 3 years in our experience we sit on the fence each summer not knowing where our children will be skating due to rumors that it may close. **FVYHA feels that arena ownership and management by a community association is the best way to ensure that the facility meets the needs of community user groups.**

FVYHA is a **community association**, with players from across Winnebago County. TCIA is a **community facility**. We need a management group that is **community-focused**, with the passion and stewardship to maintain and preserve this community facility for our children and neighbors.

I believe FVYHA would do a better job at managing the rink because:

- Our organization operates with a strong sense of community pride and ownership – we will bring this sense of stewardship to managing the facility.
- We would use a more practical management approach that using both employees and volunteer efforts of 100+ committed families to properly run and manage TCIA.
- We are currently meeting the different hockey needs of players aged 4-14, across 5 levels with multiple teams in each with volunteers and strong family supports.
- With over 100+ families involved just in FVYHA we have a much stronger ability to use fundraising efforts to support arena operations and skating programming costs. Many own their own companies as well are able to write grants.
- By having control over TCIA we can better secure sponsors that would be able to endorse our program through these types of marketing:
  - Arena naming rights, locker room sponsorships, rink boards, lobby renovation sponsorship, company names on jerseys, etc.

I urge you all to consider these thoughts when you are asked to vote on new ownership/management of the TCIA.

Sincerely,

*Meridith Nealy Starling, MSSW*

Proud Hockey Mom and Community Advocate and Fundraiser