



*Medical Center
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August 19, 2025

Norman Soucie
Chief of EMS
UMass Memorial Health
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Dear Chief Russ Hall,

On behalf of the entire service at Worcester EMS, I want to extend my deepest gratitude to you and your members for covering our 9-1-1 ambulance services during the wake and funeral of our coworker and friend, Phil Krause. Your willingness to step in allowed any member of our service to attend the memorial and honor his/her life and service without worry that our community would go unprotected.

This generous act of support speaks volumes about the strength of the brotherhood and sisterhood we share across town lines. It was a powerful reminder that in times of loss, we never stand alone.

Please convey our sincere appreciation to your crews for their professionalism, compassion, and solidarity. Your department's support brought great comfort to our members during a very difficult time, and it will not be forgotten.

With respect and gratitude,

A handwritten signature in black ink, appearing to read 'Norman Soucie'.

Norman Soucie