

# Echo Hose Hook & Ladder Volunteer Ambulance Corps.

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PO Box 213 • Shelton • Connecticut • 06484 • Office 203.924.9211 • Fax 203.924.6603 • [echohoseambulance.org](http://echohoseambulance.org)

December 15, 2005

Re: Emergency Resource Management


Emergency Resource Management has been providing Emergency Medical Technicians to Echo Hose Ambulance for sixteen months and we have been very pleased with their ability to ensure that staff are present, prepared and on time for each and every shift.

The transition of bringing paid staff into a volunteer organization is an emotional and challenging endeavor. The ERM management team's many years of volunteer experience have helped them to identify skilled staff that also have the personality characteristics that promote a positive work environment. We have found this invaluable as our integration of paid and volunteer staff exceeded our highest expectations. ERM worked with us to assure more than just daytime operational performance, but also organizational success at the highest level. People enjoy working and volunteering at Echo Hose Ambulance and ERM has been our key partner in making that happen.

ERM has also worked carefully with us in structuring the best system for our organization. They proved supremely flexible as we discovered that our initial plan of operation was in need of adjustment. We needed ERM to provide more staff than originally planned and at different times of day. Without missing a beat, ERM management was able to adapt, provide more coverage and increase their staffing levels with neither interruption nor delay. ERM's proactive cooperation has taken a significant burden off the shoulders of my operations supervisor as he need not worry about ERM's responsiveness. He knows that if he needs something, it will be done – on time and on task.

I recommend ERM to you without hesitation and if you have any further questions please feel to contact me at 203.924.9211 Ext 4.

Sincerely,

  
Jason Perillo  
Chief

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We are proud members of: The Association for the Advancement of Emergency Services · Valley Emergency Medical Service, Inc.  
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