

Post Event Summary

On November 16, 2013, the Fairfax County Health Department conducted an all staff emergency notification alert. All Health Department staff and MRC volunteers were requested to respond to the alert by calling into the Health Department Call Center. Medical Reserve Corps volunteers were not only alerted as part of this exercise, but also staffed the Call Center.

MRC Response - Call Center Exercise

An after action survey was sent to all participating Fairfax MRC volunteers following the exercise. An additional survey was sent to all volunteers requesting feedback on why they did/did not participate in this exercise. A summary of the exercise and findings of the surveys are included below.

Key Facts and Figures:

- This exercise was held on a Saturday morning in November. Volunteers were alerted using VMS and received an email with instructions on how to respond. Volunteers that had opted in had also received a text message with instructions to respond.
- 52% (340) Fairfax MRC volunteers that were alerted responded to the exercise.
- 12 MRC volunteers staffed the Call Center, contributing a total of 96 hours.
- Only volunteers who had indicated an interest in Call Center activities were sent a request for participation in with this exercise.

Survey Results Summary:

- 8 participating volunteers responded to the post event survey.
- 100% of respondents stated that they would participate in a similar activity in the future, felt better prepared for a public health emergency, and felt a stronger connection to their community as a result of this exercise
- Of the volunteers that did not participate in this exercise, the majority indicated they were either unavailable due to schedule obligations; or they were interested in participating, but were not activated.

Lessons Learned:

- Several participants indicated that the Just in Time Training (JITT) needed additional focus.
 - Actions Taken: Feedback received regarding the JITT was incorporated into the final Call Center SOP.

Below: Former Training and Exercise Coordinator and Exercise Director Laura Katzif briefs MRC volunteers prior to the start of the November 16 all staff Call Center exercise.

