

Post Event Summary

Throughout the month of May, the Fairfax MRC was activated to support the Fairfax County Health Department call center during a regional measles investigation. The response included the activation of the Incident Command System (ICS) structure, the agency call center and other activities. This activation marks the second time in recent history that the MRC has been activated to assist with a Health Department call center and the first activation using the Health Department's newly-revised Call Center Standard Operating Procedure.

Measles Investigation

A post-event survey was sent to all active Fairfax MRC volunteers following the activation. A summary of the operation and findings of that survey are included below.

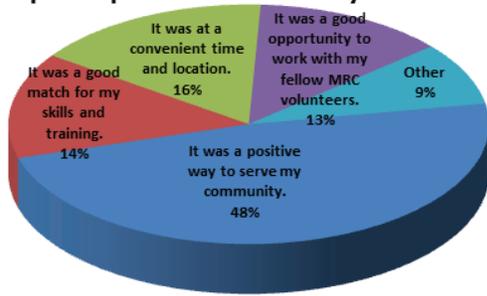
Key Facts and Figures:

- 50 MRC volunteers contributed more than 400 hours to the response.
- The call center answered more than 1000 inbound calls and made hundreds of outbound calls.
- Non-medical volunteers screened incoming calls to the call center for referral to nurses, who then answered questions and discussed options with those deemed at risk for measles.

Survey Results Summary:

- 143 of 501 active MRC volunteers responded to the Post-Event Survey.
- 31 of the 50 volunteers who participated in the response completed the survey. Of those:
 - 90% indicated that participating in this event was a "Positive way to serve my community."
 - 90% agreed, or strongly agreed, that there was adequate collaboration between Health Department staff and MRC volunteers for this event.
 - 100% of volunteers indicated that they would participate in a similar activity again in the future.

I participated in this activity because:



- 112 of the 143 of volunteers who responded to the survey did not participate in the response. Of those:
 - 46% were unavailable due to family/personal obligations.
 - 51% indicated that work obligations prevented them from participating.

Lessons Learned:

- Several participants indicated that they were not activated despite submitting their availability to participate. The MRC program office makes every attempt to give as many volunteers as possible the opportunity to participate in activations but must adhere to the training and availability requirements set by ICS' Operations Section. In this case, volunteers with previous call center experience and/or training were requested by Operations.
 - Actions Taken: The MRC program office will offer more shadowing and training opportunities to increase engagement opportunities for volunteers and build response capacity.
 - Action Necessary: MRC volunteers are encouraged to continue to participate in as many trainings and exercises as their schedules allow. These provide a valuable learning and capacity building experience for both the volunteer and the MRC program as a whole.

- Email and text messages were indicated as the most preferred methods of communication for MRC volunteers to receive activation information.
 - Actions Taken: The MRC program office will continue to assess the most effective means of emergency communication with volunteers, especially with the launch of Fairfax Volunteer Alerts and develop a notification procedure accordingly.
 - Actions Necessary: MRC volunteers are asked to make sure that all contact information they wish to be alerted through (email, text, phone) is up to date in their VMS profiles. Contact the MRC program office for assistance if you are unable to log into your VMS account.

Preferred method for receiving and responding to notifications

