

The MRC Hero



COLLIN COUNTY MRC NEWSLETTER

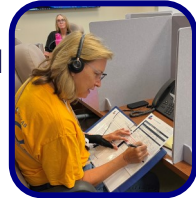


Creating Communication



Urgent Event Call Center Drill

At the end of September, we held a successful Urgent Event Call Center Drill at Collin County Health Care Services (CCHCS). Two shifts of volunteers set up call stations, acted as callers and call-takers, and trained each other on the equipment, scripts, and procedures. Earlier in the month, CCHCS staff had a tabletop exercise utilizing a Tuberculosis scenario where our call center and MRC capabilities were central in how our agency could better help the community. The functional drill allowed us to further test the call center plans, explore lessons learned, and prepare for similar public health emergencies.



Thank you to our great call-takers!

Jeff Bass, Melissa Davis, Karen Garofalo, Merrie Hiefner, Michael Hiefner, Linh Ho, Deborah Hughes, Betty Thomson, & Geoff Thomson



Denton County MRC Coordinator, Seth Roberts & Region VI Liason, Renee Owusu-Ansah evaluated the Call Center Drill.

Complex Terrorist Attack Training

In October, Prosper hosted a Complex Terrorist Attack Training with an Active Shooter scenario. DPS, FBI, and many surrounding first responder agencies participated. Community volunteers acted as victims for the drill. We appreciate the opportunity to get to help alongside neighboring CERT and MRC units.



Michelle Marost (Denton County MRC), Megan VanDerKooi (PHEP Planner), & Alyssa Akomer

Call Down Drills & Activations

In the event of public health emergencies, the Everbridge automated notification system will notify MRC volunteers via phone, email, or text message.

Phone calls and text messages will come from:

(972) 548-5503

It is **extremely important** that you respond to the Everbridge notification, regardless of your answer. If any of your contact information has changed, please let us know so that we can get it updated.



Upcoming Events

HOSA Judging
Rock Hill High School
Sign up through HOSA Link
1/19 & 1/20/2024

National Weather Service (NWS)
SKYWARN
Sockwell Center in Plano
1/20/2024
8:30 AM - 10:30 AM

New Mexico Department of Health
- Cascading Disasters
WebEx Training
1/24/2024
6:00 PM - 7:30 PM

HeartSaver® CPR AED
Limited Number of Attendees
Sign up on Better Impact
2/10/2024
8:30 AM - 12:30 PM

Active Shooter Summit
IBOC Church in Dallas
Sign up on Summit Eventbrite Link
3/6 & 3/7/2024
8:30 AM - 4:30 PM

POD Essentials:
Clinic Roles & Pill Practice
Collin County Courthouse
Sign up on Better Impact
3/9/2024
9:30 AM - 11:30 AM

American Red Cross Shelter Training

In October at Myers Park, Program Manager, Nena Sopher taught us about our local American Red Cross. We discussed what goes into setting up and running a shelter.



Michelle Aldaco (PHEP Planner), Kelley Shaw-Proia, Megan VanDerKooi (PHEP Planner), Michael Hiefner, Merrie Hiefner, & Lee Yap

POD 101 Train-the-Trainer



For our last training of the year, we invited nearby MRC units, CERT teams, and HOSA



partners to join us for a Point of Dispensing (POD) overview. Several skilled MRC members shared their knowledge with the group.

Thank you to our wonderful presenters!

Aubrey Saylor (MRC Coordinator), Sheila Lederer, Beverly Dorney, Wakana Hayashi-Brune, Larry Bentley, & Steve Lamonte

Trainings Online Anytime:
FEMA Incident Command System (ICS)
ProHIPAA & ProBloodborne

Email mrc@co.collin.tx.us for more information on how to get started.

Collin County MRC Mission Statement

The Collin County MRC is a volunteer organization that protects and promotes the health and wellbeing of the residents of Collin County. MRC volunteers supplement existing emergency and public health resources.

"You are the Help Until Help Arrives."