

Dear Fulton County MRC Members:

Thank you for your support and your willingness to volunteer. The COVID-19 pandemic is an unprecedented global emergency that has disrupted every aspect of our lives and quickly overwhelmed many of the systems that were already stretched thin. As our communities scale up to respond, we are pulling on past experience and planning to address immediate needs to save lives and to begin to think ahead to prepare for needs over the next month, six months, and year, while always keeping an eye on strengthening community resilience and, ultimately, recovery.

While our community is in the initial phase of the response, the Fulton County Medical Reserve Corps (MRC) is working closely with the [Fulton County Board of Health](#) (FCBOH) and Atlanta Fulton County Emergency Management Agency (AFCEMA) to assess the immediate and long term needs for volunteers.

Ongoing immediate needs include staff for the Fulton County COVID-19 Specimen Point of Collection facility and the county's COVID-19 call center.

### **Specimen Point of Collection Facility**

Many of you have already responded to the first request for volunteers to support Fulton County's COVID-19 testing facility. The County needs additional volunteers to support ongoing testing. They need people with clinical background (i.e. doctors, nurses, PAs, etc.) to collect patient swabs, and they need non-clinical volunteers to manage patient flow and record keeping.

### **Call Center**

The Fulton County COVID-19 call center is the central point of contact for local information on COVID-19. It is staffed by people with clinical and non-clinical backgrounds. Anyone with a basic knowledge of medical terminology, such as epidemiologists, health educators, counselors, and nurses, especially those with customer service or patient care background, are encouraged to volunteer.

**To volunteer, you need to be available 8AM-5PM on a weekday and need to be able to volunteer for multiple days—either on multiple days during one week or for multiple days spread over multiple weeks. Please complete this form, so we can schedule volunteers based on the BOH needs: <https://forms.gle/VyhPDvuD6oK2ieuS8>**

If you are not available to support the immediate needs, there are long-term needs. There is a possibility of activating temporary medical facilities to address a surge in patients, this spring,

and mass vaccination clinics may start as early as fall or winter.

As volunteers and members of the Medical Reserve Corps, you are a critical bridge between the response and the community. As volunteer responders, it is critical for you to be:

- Informed, especially on how COVID-19 is impacting your community
- Trusted, you are the key to sharing accurate and up-to-date information in your community, and
- Ready to activate by completing your [SERVGA](#) profile and taking recommended training.

In the days and weeks ahead, the MRC Steering Committee will stay in contact with the Fulton County Board of Health. The MRC will:

- Share daily COVID-19 situation summaries through social media on the MRC's Facebook page and group
- Recommend ongoing volunteer training
- Request volunteers through SERVGA, as they are needed.

There are 1.1 million people who live in Fulton County, and having a deep bench of prepared volunteer responders in the MRC will be the difference between life and death for your neighbors, your friends, and your family. The response to and recovery from the COVID-19 pandemic is a marathon, not a sprint. We need you, and many more volunteers. Please encourage people you know, especially those with some kind of medical, healthcare, or public health experience, such as dentists, optometrists, dental hygienists, health educators, epidemiologists, office managers, veterinarians, pharmacists, receptionists, veterinarian technicians, etc. to sign up in SERVGA and follow the [Fulton County MRC on Facebook](#).

Most importantly, please continue to take care of yourself and your family's physical and mental health.

Sincerely,

Richard Quartarone and Kayla Lindros  
Co-Chairs, Fulton County Medical Reserve Corps

Thank you, Fulton County Medical Reserve Corps