



UMV MRC
55 Main Street
Westford, MA 01886

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UPPER MERRIMACK VALLEY
MEDICAL RESERVE CORPS

WWW.UMVMRC.ORG

STRONGER THROUGH CHALLENGES
JULY 2021

Civilian Volunteers Building Strong, Healthy, and Prepared Communities

BACK-TO-BACK NACCHO GRANTS!

Our unit has amassed a solid track record for landing 100% of the grants that we've applied for via NACCHO (National Association of County and City Health Officials).

Our 2020 proposal awarded us the top-tier funding of \$7500 for "Building Operational Response." Unfortunately, COVID restrictions in March required us to cancel most of our plans for in-person classes and drills throughout the next 12 months. The silver lining is that we expanded our capacity through actual deployments instead of scheduled exercises! Development of transferrable skills and cross-training over many years has molded us into a nimble response organization. We also promised to carry the remaining funds into the coming year to hold even better events, based on what we've learned, and on long-term changes to community needs.

Our 2021 application provided us with another top-tier award, this time for \$10,000. **That's where YOU come in!** We are actively soliciting insights from members and affiliates to enhance our unit's "Operational Readiness Capacity." We'll start by taking a snapshot of our current capabilities, compared with an assessment of the needs in our region that would be most appropriate for us to address. Then we'll map out strategies to exceed our grant commitments, leveraging every penny of the funds entrusted to us! Let us know if you'd like to participate in a focus group, evaluate our training programs, or otherwise help our unit become the very best we can be when serving our communities in a post-pandemic environment.



On June 15, 2021, your Director and Coordinator accepted plaques on behalf of the Westford Health Dept. and the UMV MRC at the MVP closing ceremony. (Story on page 3.)

A MESSAGE FROM YOUR STAFF

We are constantly reminded that life is a kaleidoscope. Looking through the lens, we may see an intricate blend of lovely blues and greens. Then a sudden shift, by twisting the device or having it smacked out of our hand, changes everything permanently. The view through the lens may now reveal yellows and aquas; pretty in its own way but changed forever. Each panorama can never be repeated.

Such it is with the pandemic: the seismic shift that made most of us look at life differently. Where do we go from here? One of the first things we need to do is get our bearings again. We recalibrate. Grieve our losses. Then we look around for silver linings. Nobody would have wished for this dystopian reality. Yet the protracted stress resulted in many instances of post-traumatic growth.

The word 'heroes' came up regularly. We were humbled to see so many of our members and counterparts making huge sacrifices for the greater good. Heroes emerged from every field – first responders, hospital staff, grocery store workers, care providers, support staff, and countless others in essential services.

This newsletter salutes the compassion and expertise of these dedicated responders, as revealed consistently throughout the disaster. Their dominant focus: **How can we help?** Credentials became secondary when a routine task needed to get done; our volunteers simply pitched in and did it! They offset food insecurity, staffed COVID test sites and clinics, made well-check calls, screened workers at senior centers, and delivered mountains of Personal Protective Equipment. The lengths they went to in providing great service was extraordinary!

We hope you enjoy this first-time expanded issue, which highlights our activities since March 2019. (COVID deployments kept us too busy to produce a 2020 edition.) May we all look forward to much brighter days ahead!

Sincerely,
Jeffrey Stephens, R.S., Director Nancy Burns, EMT—Coordinator

THE MISSION OF THE UMV MRC

The mission of the Upper Merrimack Valley Medical Reserve Corps is to recruit, train, and deploy members for disaster preparedness in three areas:

- Public health emergencies
- Mass casualty events
- Community service activities

CONTACT INFORMATION

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55 Main Street, Westford, MA 01886
UMV MRC Web Site:
www.umvmrc.org
MA MRC Web Site:
www.mamedicalreservecorps.org
National MRC Web Site:
<https://www.phe.gov/mrc>
Communities Served: Billerica, Chelmsford, Dracut, Lowell, Tewksbury, Tyngsboro, and Westford (host agency).



UMV MRC volunteers joined staff from the Lowell Health Department to support 59 clinics at the Senior Center alone, from January through June 2021.

NOTE FROM THE NATIONAL OFFICE



Dear Members of the Upper Merrimack Valley Medical Reserve Corps,

I want to express my sincere appreciation and gratitude for all that you have done and continue to do for your neighbors, communities, and the nation in the fight against COVID-19.

Roughly 18 months ago, MRC units across the country began responding to the pandemic in their communities. Since that time, volunteers from more than 500 local units have served over one million hours assisting at all stages and in all facets of response – community screening and testing operations; medical surge support at long-term care facilities, health care facilities, and alternate care sites; patient case and contact investigations; call center operations; community education and outreach; logistics; and over the past six months, mass vaccination efforts.

Despite difficult and uncertain times, the incredible power and impact of volunteers and volunteerism have been on full display and I continue to be in awe. You stepped up and were there, lending your time, talents, and expertise when your communities needed you most. In the Upper Merrimack Valley, in addition to assisting in clinical roles such as testing and vaccination efforts, you've placed an emphasis on serving and taking care of those who are most vulnerable in your community. You've provided food pantry support, picked up and delivered groceries for those who are homebound, and called to check in on neighbors who were deemed higher risk for COVID-19 and may benefit from a friendly voice and the offer of a helping hand.

While your efforts over the last year have been nothing short of amazing – your team alone has dedicated more than 5,000 hours to COVID-19 response and assisted at more than 70 vaccination clinics – I want to remind you that it has been your work and the work of the Upper Merrimack Valley MRC's leadership since the unit's inception in 2003 that has prepared you and your community for this response. You have built yourselves as trusted partners, collaborators, and professionals. For years you have demonstrated that our communities are at our best when we look out for one another, and have been a reliable response partner in times of emergency. Whether it be braving a New England winter storm or fighting a global pandemic, you have been there on a moment's notice. And, it's not just during times of emergency when you show up. You have consistently built a culture of preparedness and resilience through programs such as Stop the Bleed, CPR training, and annual flu clinics.

I know that there are more challenges ahead. But I am hopeful that as we enter the summer, each of you are able to spend some personal time doing what you love most, and that you are able to reflect on the last year, taking pride in the part that you have played in protecting the health and safety of your community.

It is an honor to lead the MRC program, and I am incredibly grateful for your service.

Warmest regards,

Esmeralda Pereira

Director, Medical Reserve Corps Program

Want a glimpse of what MRC units from across the nation were doing throughout 2020 to combat the pandemic? Read the 18-page **MRC Network COVID-19 Response Report**, released in late April:
<https://go.usa.gov/xHRSP>

**A NETWORK CREATED FOR THIS MOMENT:
HOW THE MEDICAL RESERVE CORPS HAS MET
THE CHALLENGES OF THE COVID-19 PANDEMIC**



CALENDAR OF EVENTS

Please contact the Coordinator at 978-399-2549 or NBurns@WestfordMA.gov to sign up for activities of interest. Also check the web site, www.UMVMRC.org, for updates. In the aftermath of COVID-19, we will be adding more offerings and notifying members via email.

I. Community Festivals – Volunteers at all levels are needed to cover shifts at these events. *Medical* members: especially for BP screening and first aid; *non-medicals* for preparedness and health initiatives. *All*: raise awareness of the MRC and offer community outreach.

Sat. Sept. 11, 9 a.m. to 1 p.m. and 1 to 5 p.m. – **Dracut Old Home Day**. High School Complex, 1580 Lakeview Ave, Dracut.

Sat. Sept. 18, 11 a.m. to 2 p.m. and 2 to 5 p.m. – **Yankee Doodle Homecoming**. High School fields in Billerica Center. Festival usually opens right after the parade ends (approx. 10:30).

Sun. Oct. 17, 8 a.m. to 3 p.m. – **Bay State Marathon**. Medical volunteers are asked to staff the triage tents at key locations in Lowell.

II. Courses – These events are free and open to members at all levels, but you must pre-register!

American Heart Association 2020-2025 kickoff – MRC instructors will lead pilot offerings of the new AHA curriculum on Tues. August 3 (Heartsaver CPR: layperson), Thurs. August 5 (BLS: medical), and Tues. August 31 (First Aid for all levels, unless members express greater interest in CPR).

Days/Dates: Aug. 3, 5, and 31

Time: 5:30 to 9:30 p.m.

Location: Town Hall Auditorium

Address: 55 Main St, Westford

New Member Orientations – Meet other new members. Learn about the unit and its protocols, ask questions, receive your badge and MRC materials, and become eligible for responses. All sessions take place in the MRC office at Millennium School, 23 Depot St, Westford.

Option 1: Weds. Aug. 18, 9 to 10:30 a.m.

Option 2: Weds. Aug. 18, 5 to 6:30 p.m.

Option 3: Fri. Aug. 27, 10 to 11:30 a.m.

Option 4: Fri. Aug. 27, 2 to 3:30 p.m.

III. Flu Clinics – Every year our MRC volunteers provide medical and non-medical staffing for numerous flu clinics across multiple UVM communities. Watch your emails this fall for notices!

HURRICANE PREPAREDNESS

Among many weather disasters, New England observes the 2021 Atlantic hurricane season from June 1 to November 30. The tactics to prepare are the same as for many extreme weather emergencies. The table (right) is courtesy of MEMA (Massachusetts Emergency Management Agency).

HURRICANE PREPAREDNESS

Be Ready Before the Storm

Hurricanes and tropical storms can impact the entire Commonwealth, not just coastal regions

 <p>Use MEMA's interactive map to find out if you live or work in a hurricane evacuation zone</p>	<p>Know Your Zone</p>	<p>Make a Plan</p>	<p>Have a predetermined emergency plan tailored to your family's needs</p> 
 <p>Build an emergency kit that can sustain you and your family for 3-5 days</p>	<p>Build a Kit</p>	<p>Stay Informed</p>	<p>As a storm approaches, closely monitor media reports and promptly follow instructions from public safety officials</p> 

Visit mass.gov/mema for more hurricane preparedness resources

Source: Massachusetts Emergency Management Agency (MEMA)

Mass.gov

ACTIVITIES SINCE MARCH 2019

It's hard to fathom the progress our unit has made since the last newsletter! Here are some highlights.

TRAINING AND EVENTS – From March 2019 to March 2020, we supported community events in Chelmsford, Billerica, Tewksbury, Westford, and Dracut. We notified members of educational offerings with free CEUs through affiliates in Lowell and in Manchester, NH. Our own programs included two new classes: “Care of Preschoolers with Special Needs” and the updated MEMA Sheltering curriculum. We held the usual CPR, BLS, First Aid, and “Stop the Bleed” classes for MRC volunteers and municipal employees. We welcomed area residents for “Until Help Arrives,” and recruited attendance by community-based organizations for the national pilot of FEMA’s OPEN program (see page 8).

Most important, we took special pride in our signature event: Training Day on April 6, 2019. We converged on the Bedford campus of Middlesex Community College for an event that shattered previous attendance records – 170 participants from 3 MRC units, the MCC’s nursing program attendees, and world-class speakers across the plenary and break-out sessions. Governor Baker also proclaimed April 6 that year as MA MRC Day!

PUBLIC HEALTH – Throughout the fall, we staffed a slew of clinics across the region to inoculate for influenza, as well as shingles and pneumonia. Screenings at health fairs targeted hypertension (BP), glucose and cholesterol. Members stayed deployment-ready through ongoing communications. By our member celebration on December 9, we looked back on a highly productive year, excited about the activities ahead.

COVID-19 – In March 2020, both MA and the U.S. declared a state of emergency. Suddenly, our unit’s top priority was to support the fight against the deadliest pandemic the world has seen in over a century. As this newsletter goes to press, the New York Times on June 9 stated that over 173 million people worldwide were sickened and 3.7 million died from COVID-19. (Fortunately, more than 2.22 billion vaccine doses have been administered.) In the U.S., there were more than 33.4 million cases with over 600,000 deaths. By now, more than 4 million MA residents have been fully inoculated.

In addition to modeling disease prevention measures, our unit helped to address the myriad ripple effects: food insecurity, limited PPE, anxiety, call center support and wellness checks, COVID testing, contact tracing, screening at senior centers, infection control and hydration support at outdoor town meetings, and public outreach activities. We even tapped one of our Mandarin translators for communications with recipients of food pantry deliveries! Most significant, we provided thousands of hours for staffing at vaccination clinics. In June we staffed a cooling center during a heat emergency, and supported another outdoor Town Meeting.

MEMBERSHIP TODAY

The pandemic generated an influx of over 100 new members, and caused the re-engagement of existing volunteers. We’re now **675** members strong! The table below reveals our backgrounds in order of prevalence.

UMV MRC Member Composition

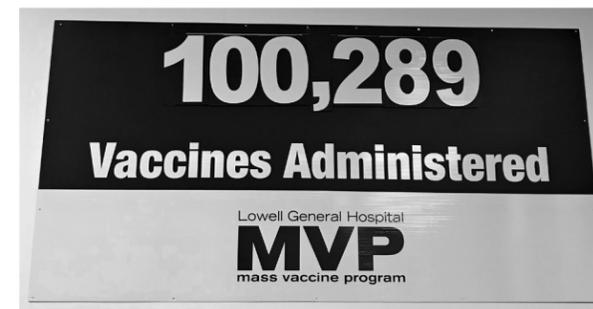
Non-public health / non-medical: 266	Nurses (RN / LPN): 253	EMS Professionals: 35
Other public health / medical: 34	Nurse practitioners: 29	Mental Health Professionals: 25
Pharmacists: 14	Physicians: 9	Dentists: 6
Physician Assistants: 3	Veterinarians: 1	Other: 0

HOW TO JOIN – We’re transitioning from our previous registration system to the statewide MA Responds database. For any new members who wish to join our ranks, please set up a profile on www.MAResponds.org. Then print and complete the CORI form that’s available on the web site as you register. Have the form approved by either a notary public or your UMV MRC Coordinator’s signature. Then mail the CORI form to MDPH at the address shown on the front page of the form. We always welcome new volunteers!

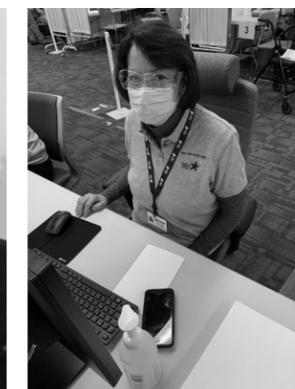
MASS-VAX SITE SUPPORT

It was our great honor to serve at the MVP (Mass Vaccine Program) site hosted by Lowell General Hospital. We received high compliments for our service from counterparts who referenced Dudley Abbe, ‘Vice President of Hospitality and Support Services at Lowell General Hospital, and the main “captain of the ship” at the MVP.’ Site leadership joined Mr. Abbe in saying that, “All of us are so incredibly appreciative of the MRC’s support!” In addition, Mr. Abbe was quoted as follows.

“Since the day we opened the MVP site on Feb 8th 2021, MRC volunteers have been by our side. Simply put, we could not have accomplished administering 150K vaccines without their help. The volunteers have been reliable, hard working, dedicated, and willing to do whatever was asked. I am happy to say that we have made many new friends through our work together, and hope the connection between Circle Health and MRC stays strong for years to come. Hardship, such as a global pandemic, brings out the qualities within a person and the volunteers from MRC as heroes for stepping up. They did *more* than their part in helping to vaccinate the people of the greater Merrimack Valley. Thank you, Thank you, Thank you!”



The MVP leadership posted a banner and set out balloons to celebrate a major milestone in late April: crossing the 100,000 mark for inoculating area residents against the COVID-19 virus.



UMV MRC volunteers provided a wide range of services – including inoculation, scheduling, greeting visitors, overseeing the recovery area, and supporting clinic flow.

LOCAL UNIT WITH NATIONAL IMPACT

As our members go about their assignments, they may not realize the greater value of their service. But every positive connection we make with community members has a far-reaching impact when multiplied by hundreds of volunteers over 17 years of service. This newsletter emphasizes your value at local, regional, state, New England, and national levels. Your tradition of excellence speaks volumes about the power of volunteers to make a difference – during ‘blue sky’ times and across sustained disasters. Your Director and Coordinator (right) are proud beyond words of your compassion, skills, dedication, and enthusiasm. How can we thank you enough???



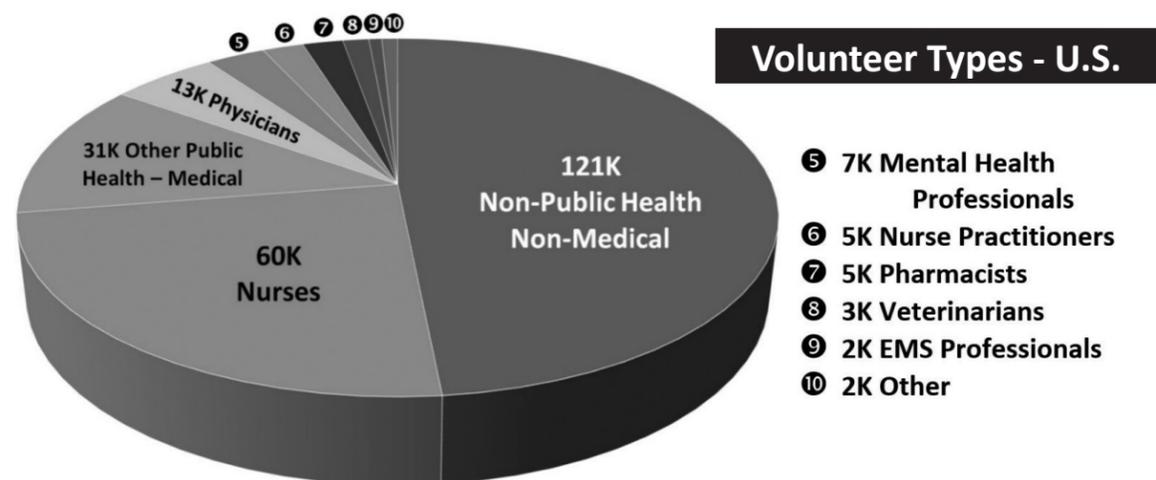
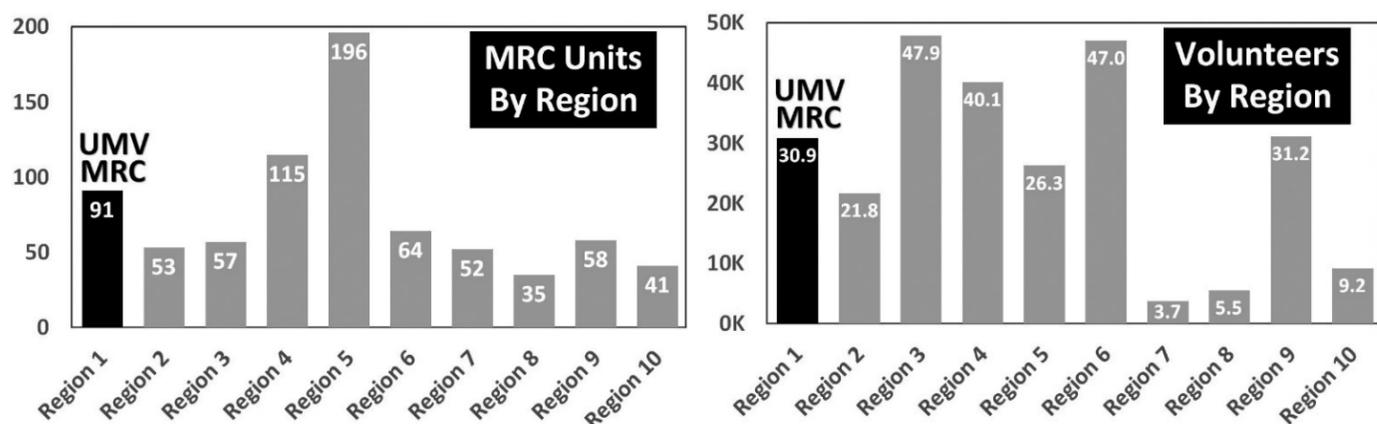
REGIONAL ROUND-UP



Hello, all! Would you like a perspective on MRC activities from the regional level?

As the New England Medical Reserve Corps Program Regional Liaison, I link together the six New England State MRCs with the MRC National Program Office in Washington DC. I also support the Regional US Dept. of Health and Human Services (DHHS) Assistant Secretary of Preparedness and Response (ASPR) team for New England. My role is to provide technical assistance and resources to the 91 MRC units in New England. In January 2005, I became an original regional liaison for the program as a federal contractor. Since then, I've transitioned into service as a federal employee, maintaining the same role throughout my tenure.

Although New England comprises a small geographic area, these six states have always 'held their own' in terms of the number of units, members, activities, and sheer support of their communities. The charts show the 91 units in New England (ME-8, VT-8, NH-13, MA-36, CT-25, RI-1), the volunteer counts (about 31,000), and volunteer types throughout the nation. The UMV MRC is in Region I, as shown below.



Each state operates a bit differently, because of the MRC's focus on LOCAL needs. Vermont, for example, is mostly rural and has a low population base. Vermont units are guided primarily by a centralized state operation. By contrast, Connecticut's population is highly concentrated near New York City. Connecticut has a large industrial component, as well as a long coastline that attracts tourism. Therefore, many towns in Connecticut emphasize strong local government in their application of MRCs.

SPECIAL PPE COLLABORATION



One of the most upsetting aspects in the early days of the pandemic was the lack of Personal Protective Equipment (PPE) to keep medical workers safe from COVID-19, while they provided patient care. We thank Sandy Collins RN, our unit's founding MRC Director and long-time Director of the Westford Health Department, for initiating a creative solution.

Collins galvanized local support for the *Westford Caring Crafters* team. Her outreach included hundreds of emails, phone calls, social media posts, and the development of a web site for team members. What started out as 30 initial volunteers quickly grew to 156 dedicated members, all wanting to make a difference. Collins advised participants, "During this unprecedented time in our public health history, as we battle COVID-19, our frontline providers and first responders are being asked to do their job without required personal protection, exposing themselves and their families to a life-threatening disease. We are aware that the gold standard is an N95 and surgical mask. However, the CDC has acknowledged that during this critical stage, the use of a cloth mask can be beneficial in slowing the spread of this virus, as a supplement to protective gear."

Collins assessed needs through weekly calls to hospitals and first responders, reaching out to the *Caring Crafters* team to fulfill the needed requests. She then provided the lists to Nancy Burns, MRC Coordinator, who painstakingly administrated the difficult task of driver logistics. The work included recruiting MRC drivers, mapping out driver routes, and tracking supplies. *UMV MRC* volunteers provided all the pick-ups from crafters and deliveries to sites, with some becoming members of the *Caring Crafters* team. This MRC collaboration was critical to the success of the initiative.

Collins and others applauded the many contributors for their generosity and tireless effort. Over several months, the *Caring Crafters* donated 17,225 items to address the vital need for PPE. "The recipients have been touched by your generous donations and caring hearts. Know that in the midst of heartbreak, you brought joy," said Collins. "We can't thank you enough for being a part of this initiative! As we stand together with other groups from across the country who share our common goal, we know that together we can make a difference."



Left: Mountains of hand-stitched masks. Middle: 3D printer technology was used to create ear savers and face shields. Right: A group of nurses at Massachusetts General Hospital appreciated their new scrub caps.

The final statistics of this collaborative effort were astonishing:

- 156 crafters worked for 10 straight weeks to fill the requests of various care facilities.
- Items were provided to 22 hospitals, 14 long-term care facilities, 6 first responder sites, 7 social service agencies, 5 pharmacists, 1 ministry, and 2 medical practices.
- 55 volunteers from the Upper Merrimack Valley Medical Reserve Corps made 181 trips across eastern MA – and as far north as Manchester and Goffstown, NH – for pick-ups and deliveries.
- Over 17,225 masks, scrub caps, ear savers, and face shields were distributed where most needed!

Our unit is grateful to have had a role to play in supporting this wonderful grass-roots collaboration!

PARTNERSHIP APPRECIATION FROM FEMA REGION I

At FEMA we want all Americans to embrace a “culture of preparedness” for their homes, schools, and community. To do this, FEMA develops a broad spectrum of programs targeted toward every individual, family, and community; hoping they will collect what they need to mitigate and prepare for disasters. But all too often, our efforts are not acted upon until after a catastrophe – when people become eager for preparedness information.

The encouragement of people to prepare *before* disaster takes a trusted messenger, who understands the community and is recognized for the preparedness work that they continually provide. One such trusted messenger is the Upper Merrimack Valley Medical Reserve Corps, based in Westford, MA. To create a culture that embraces preparedness, a community needs caring volunteers and a leader with vision. Members of the UMV MRC are champions for the culture of preparedness in their community! FEMA recognizes the UMV MRC as an organization of volunteers that is highly trained and flexible. The unit is a significant public asset that demonstrates best practices toward community preparedness.

As an example from 2017, 26 members of the UMV MRC participated in a FEMA train-the-trainer program designed to teach community members how to respond to immediate emergency needs. The program, [You Are the Help: Until Help Arrives](#), teaches individuals and families how to provide interventions that could save lives. The volunteers of the UMV MRC embraced the idea! They went on to train over 100 community members in these life-saving techniques, adding to a culture of preparedness.

In 2019, another promising FEMA program was developed to help small businesses identify and prepare for disasters. The UMV MRC once again stepped up and invited their small business community to participate in the **first in the nation** program, Organizations Prepared for Emergency Needs (OPEN). Forty-three business leaders from Lowell and the surrounding communities came together to learn about business disaster preparedness. In the process, they created a new network of business owners who would be ready for emergencies.



FEMA affiliates came from as far away as Washington, DC to film and evaluate the pilot offering of the OPEN program. Attendees represented local small businesses and nonprofits. Organizers were surprised with a special cake for the kickoff of this national initiative in February 2020. The lessons applied immediately to COVID response!

During the pandemic, the UMV MRC continued to help wherever they were needed. Partnering with the Westford Senior Center and Paul’s Diner, UMV MRC members delivered over 50 prepared meals to seniors in need. Volunteers also assisted at countless COVID-19 testing and vaccination sites. They worked tirelessly across the Upper Merrimack Valley to provide whatever assistance was needed, throughout this unprecedented time in world history. The UMV MRC made a difference – even when the disaster affected the volunteers themselves!

Emergency managers, who depend on the MRC to deliver preparedness messages and training before disasters, know that these communities are better prepared to recover. Organizations such as the UMV MRC who are trusted messengers, through modeling community preparedness, encourage resilience after all kinds of disasters!

Thank you, UMV MRC volunteers!
Arlene Magoon – FEMA Region I
Individual & Community Preparedness Officer



What MRCs across all six states have in common is their concern for readiness, preparedness, response and recovery. New England’s independent mindset and Yankee ingenuity make this region especially well poised to move forward in times of prosperity. Even more so in times of disaster; these communities generally unite and fix whatever needs fixing.

As a long-term rural volunteer EMT, my heart lives to serve my community. I started as a local MRC leader in 2003 in northern NH with the receipt of a pilot program-development grant. This unit, like so many others, is still very active and has blossomed throughout its COVID responses.

Almost all New England MRC teams activated at the start of the pandemic. No one really knew what was going to be needed at the outset. Yet in true MRC spirit and creativity, volunteers stepped up! They created phone trees to check on each other. They figured out contactless methods for getting food to neighbors. They came up to speed quickly as subject matter experts on 211 phone lines. They diligently monitored the ever-changing science of this virus and its characteristics. When the time came to activate medically, they volunteered in droves to test for COVID and vaccinated the people in their communities!

Successful responses are all about the relationships you make. The Medical Reserve Corps program is deeply rooted in its intent to serve at the local level. Throughout the COVID pandemic, this tradition was revealed in all its glory! Thank you for all that you have done, are doing, and will do – for your family, co-workers, and community.

Jennifer Frenette
MRC Program Liaison for New England
(US DHHS ASPR Region I)

MDPH GRATITUDE FOR MA MRC SERVICE

Dear MRC Leaders & Volunteers,

As a member of the Medical Reserve Corps, I would like to acknowledge and thank you for generously dedicating your time, knowledge, skill, and overall readiness to assist throughout the COVID-19 pandemic. It has been amazing to see the outpouring of support and enthusiasm of volunteers like you, in responding to requests from the very beginning – including assisting with staffing at long-term care facilities, field hospitals, call centers and testing – to fulfilling the more recent requests around vaccination sites.

Over the last 14 months, hundreds of healthcare and public health organizations have come together to support the Commonwealth and its residents in responding to the pandemic. The willingness and coordination of volunteers to support these additional response efforts is truly inspiring. The MRC has been invaluable in offering a place for volunteers to become involved in supporting communities and organizations locally. With over 5,800 newly credentialed volunteers since March 2020, the onboarding, administration, and placement of these volunteers could not have occurred without the strong infrastructure of the MRC program and leadership.

In looking back at some of the work that volunteers have assisted with, I would be remiss not to mention all of the hours spent supporting contact tracing, assisting at testing sites, offering social services such as meal deliveries, providing nursing home assistance, supporting vaccination clinic operations and community education. Volunteers have been integral in helping to meet many of the needs identified during this pandemic. I would like to express my sincerest appreciation to each one of you who has so unselfishly volunteered your time. While we understand there is still much work to be done, it is with deepest gratitude for your commitment to volunteer that I thank you on behalf of the Massachusetts Department of Public Health and the residents we serve.

Sincerely,
Commissioner Monica Bharel
Massachusetts Department of Public Health



Two *Incredible* Years: FY2020 and FY2021!

We led into FY2020 with our best Training Day ever with 170 participants from across the region, and Middlesex D.A. Marian Ryan as keynote speaker.



We supported the Public Health Museum's *Outbreak!* program, featuring Drs. Howard Koh and Al DeMaria.



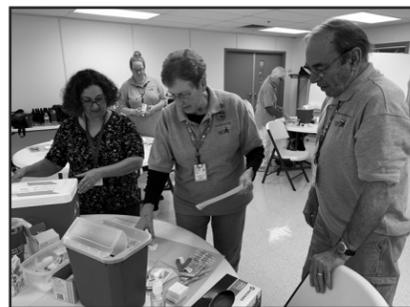
When COVID hit, our members fought hunger by delivering bags of non-perishable food, picking up groceries for house-bound seniors, driving hot meals to households, and packing food pantry items.



Members screened incoming COA staff as a safety precaution on weekday mornings for over three months!



Flu season was productive as usual!



15 members supported Westford's first outdoor Town Meeting, especially to prevent heat emergencies on a scorching summer day.



We staffed the region's first-ever drive-through flu clinics.



Our UMV MRC Director opened the regional conference on Substance Use Disorders.



Our clever volunteers helped us to organize a year-end celebration.



Long-term MRC proponent Terry Downes of MCC encouraged us for the days ahead.



Outdoor COVID-19 test sites happened in fair weather... and also on frigid winter days when members piled on layers and stood by heaters.



Ongoing activities included CPR for town employees, first aid for a corporate sponsor, and a BLS mega-class for medical members.



The Moderna, Pfizer, and Janssen clinics seemed endless... until they tapered off by July.

