



# A Newsletter for our ServSTEUBEN Medical Reserve Corps (MRC) Volunteers

3 East Pulteney Square, Bath NY 14810 607-664-2438 [publichealth@steubencountyny.gov](mailto:publichealth@steubencountyny.gov)

## A Word From Our Director, Darlene Smith



I personally want to thank each MRC volunteer who has been able to help support our pandemic efforts. It was energizing to know we have such a willing group of volunteers who stepped in at just the right time. Many thanks to you.

## THANK YOU ServSTEUBEN MRC Volunteers

We wish to extend a big thank you to our ServSTEUBEN MRC family for your support during COVID-19.

Working within the restrictions from Matilda’s Law we still were able to have several members assisting us in the COVID-19 response. And many more who participated in the CommCare COVID-19 Tracker training.

We truly appreciate your service to the county.

## HAPPY RETIREMENT TERRY MOSS!

ServSTEUBEN MRC Coordinator Terry Moss retired late July, 2020. Terry was an incredible asset and supporter to the ServSTEUBEN MRC. Terry has been working with the MRC since its beginning: recruiting volunteers, tracking and reporting volunteer hours, and providing that constant point of contact when volunteers had questions. You will be missed Terry.

Steuben County Public Health

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## **Brief Recap of Steuben County Public Health's Response To COVID-19**

**Steuben County Public Health (SCPH) began monitoring information on what was to become COVID-19 in January 2020, as reports of the disease began to surface from World Health Organization and news reports.**

**In late January we were notified of our first county Patient Under Investigation (PUI), as well as began monitoring travelers returning to Steuben County required to self-quarantine upon arrival back in the United States.**

**On March 14, 2020 Steuben County issued a Local Disaster Declaration due to COVID-19 and activated the county Emergency Operations Center (EOC). The SCPH Director, and public information and planning representatives worked with the County Manager and Office of Emergency Services out of the county EOC for close to 100 days.**

**The EOC staff worked through many COVID-19 crisis issues as first NYS Pause went into effect, and then the phased reopening – including issuing press releases and answering questions, COVID-19 testing, and logistical support to healthcare and community organizations.**

**During the same time Public Health Nurses and staff, along with ServSTEUBEN MRC volunteers and Steuben County Sheriff's Deputies, continued COVID-19 contact tracing, home assessment visits, and daily check-ins with those ordered isolated due to the disease.**

**A limited number of Steuben County Public Health staff managed incoming office phone calls, to provide information and answers to caller's questions.**

**In late May ServSTEUBEN MRC volunteers invited to take CommCare training – COVID-19 contact tracing capability for Steuben County.**

**This has been an entire team response, and the COVID-19 event has not ended for us by any stretch. SCPH remains committed to serving the health needs of our community. Thank you ServSTEUBEN MRC for serving with us during this event.**

**Currently SCPH is reviewing and strengthening our pandemic planning, for actions necessary to support our community as we continue through COVID-19.**