

MRPC DUTY OFFICER QUICK REFERENCE GUIDE

Why Have an MRPC Duty Officer?

- Regional point of contact for MRPC Stakeholders as an incident presents or evolves.
- Available 24/7/365 for emergent needs.
- Collaborates with MRPC Stakeholders to provide regional situational awareness and information sharing, coordinate regional response/recovery, and help to facilitate regional resource sharing.

What Will the MRPC Duty Officer Do?

The MRPC Duty Officer may:

- Support rapid, regional information sharing needs.
- Support/coordinate regional response and recovery efforts.
- Facilitate communication between MRPC Stakeholders and/or the Massachusetts Department of Public Health as a Regional Emergency Support Function (ESF)-8 desk.



How to Contact the MRPC Duty Officer

For **emergent**, time-sensitive notification

MRPC Duty Officer Pager #: **(857) 239-0662**

For **non-emergent**, not time-sensitive notification

MRPC Duty Officer Email: MRPCDutyOfficer@challiance.org

IF IN DOUBT, PAGE THE DUTY OFFICER

When Paging the MRPC Duty Officer:

1. The number provided for the Duty Officer will connect you to an automated paging system.
2. You will be asked to confirm the desired callback number (*You will be given the chance to indicate a different callback number if needed*).
3. Expect the Duty Officer to return your call *within 15 minutes*; be sure the number provided is one you can be reached at.
4. While waiting for a call back from the MRPC Duty Officer, take the time to review any available incident details (what, where, source of information, number of persons affected, etc.) that will be provided to the MRPC Duty Officer:

5. When the MRPC Duty Officer returns your call, you may be asked to provide additional information to assist the determination of next steps.

When paging the MRPC Duty Officer, try to have a clear understanding of what you are asking for from the region; however, if you are unsure, or are in doubt as to what your needs are, the MRPC Duty Officer will work with you to better understand the nature of your call and any requests you may have.

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**Per MDPH policy, the three scenarios below require stakeholders to contact the MDPH Duty Officer first, before the MRPC.*

