

Press Release: Appalachian Medical Reserve Corps Launches Non-Emergency Information Call Center

FOR IMMEDIATE RELEASE

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Boone, NC – In response to the ongoing impact of Hurricane Helene, Emergency Management has enlisted the support of the Appalachian Medical Reserve Corps (APP MRC) to establish a non-emergency information call center. The center is now operational and can be reached at **(828) 263-4178** for all non-urgent inquiries and reports related to the hurricane.

This initiative aims to divert non-emergency calls from the 911 system, ensuring that life-threatening emergencies receive prompt attention. Members of the public with general questions, requests for information, or non-urgent reports are encouraged to call the APP MRC's designated number rather than 911. Leave a message and we will return it.

What the Call Center Offers:

- Non-emergency support and information related to Hurricane Helene.
- Guidance on general inquiries to help keep 911 lines open for critical situations.
- A team of trained volunteers ready to provide accurate and timely information.

Interested in Volunteering: The APP MRC is currently seeking volunteers to assist with answering calls. As a volunteer, you will help manage the flow of non-emergency inquiries, ensuring that callers receive the information they need while reducing the burden on emergency services.

Volunteer Responsibilities Include:

- Answering incoming non-emergency calls.
- Providing information using pre-prepared scripts and resources.
- Referring emergencies to 911 when necessary.
- Logging call details for reporting purposes.

Shifts are available over the next several days. To volunteer, [please sign up using this link](#). Volunteers will receive training on handling calls and using the provided software. A team lead will be available to offer support during each shift.

Your assistance will make a critical difference in our community's response to Hurricane Helene.

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For media inquiries, please contact:

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Thank you for your support in ensuring our community's safety during this emergency response.