

Collin County Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Aubrey Saylor

Honoree's Job Title: PHEP Specialist

Department: Health Care Services

Years of Service with the County: 15.6 years

Why the Honoree is receiving a GEM Award including dates:

Aubrey went above and beyond her expected job duties during the COVID-19 response. Aubrey is responsible for managing the Medical Reserve Corps volunteer program. These volunteers were activated to assist with the response in both 2020 (COVID-19 patient traveler monitoring) and in 2021 (COVID-19 vaccine clinics). Aubrey managed these volunteers during an extremely stressful situation while ensuring that they were working cohesively with Collin County employees. Also during this time, Aubrey fielded questions from hundreds of individuals who wished to join the volunteer program, regularly updated FAQs for staff throughout Collin County who were answering public inquiries, and helped staff find one-on-one solutions to any complicated issues from the public. Aubrey was always willing take the most difficult phone calls or in-person visits from the public that made many other employees uncomfortable. Additionally, when almost 100 Collin County employees assisted Health Care Services in answering citizen COVID-19 vaccine inquiries and navigating the waitlist, Aubrey took a lead role in managing these employees. For several months during normal work hours, long evenings, and weekends, Aubrey was always willing to step into the role of running the operations of this huge spontaneous workforce. Her skills and dedication were instrumental to Collin County's ability to successfully navigate the COVID-19 response.

Approved by elected official or department head on the 22 day of June, 2021

Candy Blair
Signature of Elected Official
or Department Head

Candy Blair
Printed Name