

New York City



CODE OF CONDUCT

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INTRODUCTION

The values forming the foundation for the New York City Volunteer Medical Reserve Corps (NYC MRC) are trust, honesty, commitment and respect. It is essential that all volunteers use these values as guides for individual actions. Participation in the NYC MRC is privilege not a right.

The NYC MRC is managed by the New York City Department of Health & Mental Hygiene (DOHMH). The NYC MRC operates under the following Code of Conduct, applicable to all volunteers. Violations of the Code of Conduct, may result in termination from the NYC MRC, or other appropriate action. .

CODE OF CONDUCT

No volunteer shall:

- a.** Self-deploy during a response. Volunteers who self-deploy are not entitled to liability coverage from the City of New York and may be sent home by site supervisors.
- b.** Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the MRC.
- c.** Publicly utilize MRC affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official positions of the MRC.
- d.** Disclose any confidential MRC information that is available as a result of the volunteer's affiliation with the MRC (confidential information includes any identifying information, such as name, address, and medical information of persons cared for by MRC members) to any person not authorized to receive such information.
- e.** Use MRC activities to recruit patients.
- f.** Knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- g.** Act in a disruptive manner or in a manner that is dangerous to self or others including acts or threats of violence.
- h.** Neither accept bribes or gratuities, lie, cheat, steal.

- i. Engage in discrimination based on age, religion, race or sexual orientation.
- j. Engage in sexual abuse or harassment.
- k. Consume alcoholic beverages, use any illegal drug or abuse any prescription medication while on duty or when there is an expectation of returning to duty shortly.
- l. Knowingly have any discussions with any media source(s) during an activation and/or exercise without prior approval and supervision of the MRC Program and the DOHMH Public Information Officer.
- m. Take photographs, audio, or videotapes at an MRC function without the prior authorization of the MRC program.
- n. Wear their NY MRC identification cards or logo shirts when not engaged in MRC activities.
- o. Be insubordinate to a supervisor. Site supervisors have the right to dismiss a volunteer from a worksite at their sole discretion.
- p. Represent him or herself as fully licensed or certified when the applicable license or certification has lapsed.
- q. Act in a manner unbecoming an MRC member.

Volunteers shall:

- a. Perform their duties and assignments as assigned by the Site Supervisor in an orderly and efficient manner.
- b. Immediately notify their Site Supervisor if for any reason they are unable to perform their functions and/or carry out an assignment so that the Site Supervisor may release and replace them in an orderly manner. They must also immediately notify the MRC Program and request official deactivation or reassignment.
- c. Notify the MRC Manager or MRC Coordinator if he/she is dissatisfied with the Site Supervisor's performance and request deactivation or reassignment. If warranted, the volunteer may complete an MRC Incident Report.
- d. Wear MRC-issued logo shirts at all times during activation and/or exercise unless otherwise directed by the MRC Program manager or MRC Coordinator; shirts are to be clean and neat.

REPORTING OF VIOLATIONS OF THE MRC CODE OF CONDUCT

Reporting and Handling Violations:

- a. Complete an MRC Incident Report and describe the violation including dates, locations, statements and parties involved in the incident. If the complainant cannot remember exact dates, include approximate dates to the best of the complainant's recollection.
- b. Completed MRC Incident Reports should be sent to the NYC MRC Program via fax at 347-396-2751 or email to: healthmrc@health.nyc.gov.
- c. The NYC MRC Program will investigate the circumstances of the alleged offense to the extent necessary to make a determination as to whether the allegations contained in the complaint constitute a violation of the NYC MRC Code of Conduct. The NYC MRC Program may, at its discretion, allow a volunteer to resign rather than be terminated.