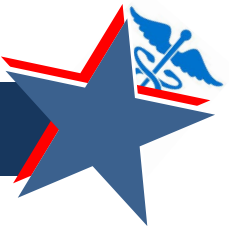


New York City

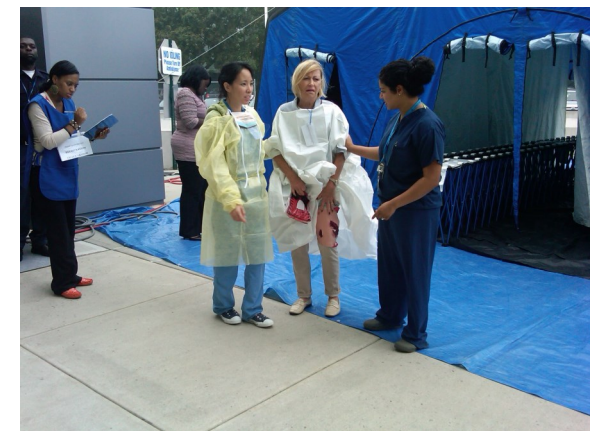
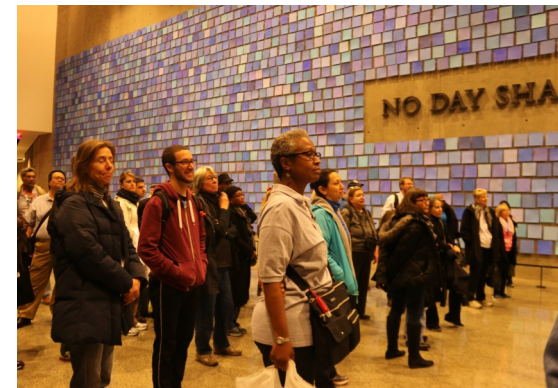


## *Volunteer Handbook*

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# Letter from the Director



Health

Gotham Center  
42-09 28<sup>th</sup> Street  
Queens, NY  
11101-4132

Welcome volunteer!

Thank you for being a part of the New York City Medical Reserve Corps (NYC MRC). I'm very excited to have you as a member, and I hope that we will be able to work together to keep New York City safe.

This volunteer manual will help orient you to the NYC MRC program and answer your basic questions.

We value your participation in NYC MRC. Our volunteers are critical to our goal to prepare for and respond to disasters and public health emergencies.

Thank you for your commitment to serve the people of NYC.

Yours in Service,

A handwritten signature in black ink, appearing to read "Betty Duggan".

Betty Duggan  
NYC MRC Director



# About the NYC Medical Reserve Corps (MRC)



## ***What Is the Medical Reserve Corps?***

Founded in 2004, the Medical Reserve Corps (MRC) is a nationwide organization of trained medical professionals who donate their time during disasters and emergencies and help their communities by promoting public health. The Division of the Civilian Volunteer Medical Reserve Corps, overseen by the Assistant Secretary for Preparedness and Response, sets nationwide standards for the Medical Reserve Corps, but each local unit has different training and participation requirements for its volunteers (see page 12).

## ***How Did the Medical Reserve Corps Begin?***

On 9/11, thousands of health professionals like you volunteered to help their fellow New Yorkers. Unfortunately, there was no system in place to deploy them as part of an official response, and many were turned away. Later, some of those volunteers came together and proposed that New York City create a group of trained medical volunteers certified to assist in disaster and emergency response efforts. Their proposal was then expanded to describe a nationwide organization. This proposal eventually came to the attention of President George W. Bush. In his 2002 State of the Union, President Bush called on the nation to volunteer as a way of healing. Shortly afterward, in 2004, the Medical Reserve Corps was formed.

## ***What Are the Membership Requirements for the New York City Medical Reserve Corps (NYC MRC)?***

Because NYC MRC is mindful of the possibility of large-scale events like 9/11, we try to make membership as convenient as possible, so that many busy health professionals like you can participate. NYC MRC members are required to register in the ServNY database: <https://apps.health.ny.gov/vms/appmanager/vms/public>. ServNY allows us to verify your license and contact you in the event of an emergency. Maintaining up-to-date contact information is crucial to your participation in NYC MRC.

## ***How Can Volunteers Keep Up with NYC MRC News and Events?***

As an NYC MRC volunteer, you will receive our monthly newsletter, which includes a schedule of upcoming events. Look for our newsletter at the beginning of each month!

All of NYC MRC's upcoming events are listed on our Self-Scheduling Application (SSA): <https://a816-healthpsi.nyc.gov/MRCSelfServe>. Using the SSA, volunteers may search for events that match their skills and interests, and register for upcoming events. Log in to the SSA by using your first name, last name and email address as they appear in ServNY.

NYC MRC provides regular updates about our schedule and events on our Facebook Page. Like our page for daily updates! <http://facebook.com/NYCMRC>





# Using This Handbook



NYC MRC volunteers are expected to abide by the NYC MRC Code of Conduct, which you will find on pages 6 and 7. More information about your rights and responsibilities can be found on page 8. Information on how to handle grievances and conflicts, can be found on page 9.

When you volunteer with NYC MRC, you receive some legal protections from the New York City Health Department. These protections are discussed on page 10.

All NYC MRC volunteers are required to have a profile in the ServNY database. More information about this requirement can be found on page 11.

NYC MRC members are expected to build core competencies established by the national MRC office. The core competencies are described on page 12. Participating in NYC MRC activities will help build these core competencies.

There are many ways to participate in NYC MRC. You may want to join one of our special volunteer cadres, described on pages 13 and 14. You may also want to take part in our trainings, drills, exercises and public health outreach events. These activities will help you familiarize yourself with your fellow volunteers and better prepare you for disasters and emergencies. Information on these activities can be found on pages 15 and 16. (See page 23 for additional training resources.)

Information about assisting in disasters and emergencies as a member of NYC MRC begins on page 17. Learn about activations and your role in an activation on pages 18 to 20. And find tips on stress management and self care on page 21.



# Code of Conduct



## Introduction:

The values forming the foundation for the New York City 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 NYC MRC is a privilege not a right.

NYC MRC is managed by the New York City Department of Health and Mental Hygiene (DOHMH). NYC MRC operates under the following Code of Conduct, applicable to all volunteers. Violations of the Code of Conduct may result in termination from 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 NYC MRC.
- c. Publicly utilize NYC 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 NYC MRC.
- d. Disclose any confidential NYC MRC information that is available as a result of the volunteer's affiliation with the NYC MRC (confidential information includes any identifying information, such as name, address and medical information of persons cared for by NYC MRC members) to any person not authorized to receive such information.
- e. Use NYC MRC activities to recruit patients.
- f. Knowingly take any action or make any statement intended to influence the conduct of the NYC 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 or 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 NYC MRC Program and the DOHMH Public Information Officer.



# Code of Conduct



- m. Take photographs, audio or videos at an NYC MRC function without the prior authorization of the MRC program.
- n. Wear their NYC MRC identification cards or logo shirts when not engaged in NYC 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 themselves as fully licensed or certified when the applicable license or certification has lapsed.
- q. Act in a manner unbecoming of an NYC 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 NYC MRC Program and request official deactivation or reassignment.
- c. Notify the NYC MRC Manager or NYC 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 NYC MRC-issued logo shirts at all times during activation and/or exercise unless otherwise directed by the NYC MRC Program manager or NYC 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 NYC 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 NYC MRC Incident Reports should be sent to the NYC MRC Program via fax at 347-396-2751 or email to: [healthmrc@health.nyc.gov](mailto: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.



# Volunteer Rights and Responsibilities



As a volunteer, you are entitled to professional and respectful treatment from NYC MRC, its community partners and City agencies.

NYC MRC will keep your registration information private and will be respectful of your time and skills.

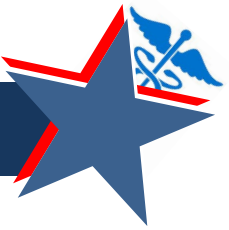
NYC MRC is a good faith agreement. Although we may make multiple requests for your time, especially during disasters and emergencies, you are never obligated to respond. We understand that you have other obligations that come first. You will never be penalized by or removed from NYC MRC because you could not respond to a disaster or emergency.

In return, we expect you to abide by the Code of Conduct (pages 6 to 7) at all times, and to maintain accurate information in ServNY.





# Grievances and Conflicts



NYC MRC expects you to behave professionally at all times. This standard is described by our Code of Conduct.

If you feel another volunteer has violated the Code of Conduct, please inform NYC MRC staff and fill out a reporting form (available on our website). The NYC MRC office will investigate and, if required, remove the offending volunteer from NYC MRC. If you are alerted to inappropriate conduct of another NYC MRC volunteer by a community partner or NYC resident, please refer the reporting party to the NYC MRC office.

If someone feels you have violated the Code of Conduct, NYC MRC staff will inform you and follow up on the complaint. If the NYC MRC office feels you have violated the Code of Conduct, you will be asked to return your NYC MRC ID and shirt, and you will be removed from NYC MRC's records.

If you have other grievances, complaints or conflicts, please let us know in person, by phone or via email. Our reporting form is available here: <http://www1.nyc.gov/assets/doh/downloads/pdf/em/mrc-codeofconduct-reportingform.pdf>. The well-being of our volunteers is important to us, and we will do our best to make sure you are safe, comfortable and happy volunteering with NYC MRC.





# Indemnification

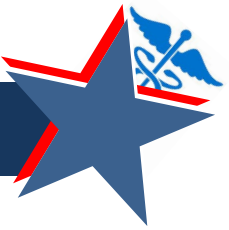


As a volunteer in NYC MRC, you are protected by General Municipal Law §50-K. This law **indemnifies you from claims that may arise from any** of your NYC MRC events, from blood pressure screenings to storm shelter staffing, **as long as you act within the scope of your work and meet the other requirements of the law.** The full text of this law may be found online: <http://www.nyc.gov/html/doh/downloads/pdf/em/mrc-liability-info.pdf>. Copies of this law are also distributed to new NYC MRC volunteers in their welcome packets. If you did not receive a copy, please contact our office by calling 347-723-1696 or emailing [healthmrc@health.nyc.gov](mailto:healthmrc@health.nyc.gov).





# NYC MRC Data and You



## ***What Information Does NYC MRC Need and Why?***

All NYC MRC volunteers must have a profile in the ServNY database: <https://apps.health.ny.gov/vms/appmanager/vms/public>. ServNY requires your name, address, phone number, email address, profession and license, current employment information and two emergency contacts. We also ask about your skills and language abilities. NYC MRC needs this information to verify your identity, match you to events that fit your skills and assign you appropriately during activations. You must complete every section of your ServNY profile or NYC MRC will not be able to contact you in a disaster or emergency and you will not be eligible to participate in NYC MRC events.

## ***What Is the ServNY Database?***

ServNY is a secure database hosted by the NY State Health Commerce System. It contains information from all MRC units in New York State. It will verify the status of your license(s) once every 24 hours. Only volunteers whose licensure has been verified by the State will be contacted in the event of a disaster or emergency. The information in ServNY is used to contact volunteers for deployment during activations. In order to respond to a disaster or emergency, you must maintain accurate information in ServNY.

## ***I Need to Update My Contact Information, but Am Having Difficulty with the ServNY System***

NYC MRC cannot help you log into ServNY, but we can update your information for you. If you would like to check that your information is correct, update your information or remove yourself from the program, please contact us at 347-723-1696, or [healthmrc@health.nyc.gov](mailto:healthmrc@health.nyc.gov).



# Core Competencies



The national MRC office has established seven Core Competencies for all MRC volunteers. These describe the basic knowledge and abilities you should have in order to work in any MRC unit, including NYC MRC.

MRC volunteers must be able to:

1. Describe the procedures and steps necessary to protect the health, safety and overall well-being of themselves, their families, the team and the community.
2. Describe the impact of an event on their mental health and the mental health of their family, team and others.
3. Describe their communication role(s) and processes with response partners, media, the general public and others.
4. Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting and deactivation.
5. Identify limits to their skills, knowledge and abilities, as they pertain to MRC role(s).
6. Describe the chain of command (e.g., Emergency Management System, ICS, NIMS), the integration of the MRC, and its applications to a given incident.
7. Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.

While these may seem broad, they are all addressed by NYC MRC orientation. Participating in public health events, trainings, drills and exercises with NYC MRC helps build these competencies, making you better prepared for disasters and emergencies.

You can also build your core competencies by taking the trainings suggested in the MRC Core Competencies Matrix; many of these trainings are available through the websites listed on this manual's resources page.





# NYC MRC Cadres and Advisory Board



NYC MRC has several specialized volunteer teams. If you are eligible for one of these teams, you may wish to participate in their activities in addition to regular NYC MRC activities.

## ***Resiliency and Emotional Support Team (REST)***

Mental health professionals who are members of NYC MRC may be eligible to participate in REST. For complete information about REST, please see page 14.

## ***Radiological Reserve Corps (RRC)***

RRC is a group of NYC MRC members with experience or interest in radiation. RRC members will be called on to staff Community Reception Centers (CRCs) in the event of a radiological emergency. As an RRC member, you will receive access to special trainings to help you better understand radiological disasters, as well as your role in CRCs. You will also receive the quarterly RRC newsletter. If you are interested in joining, please email [healthmrc@health.nyc.gov](mailto:healthmrc@health.nyc.gov).

## ***Pediatric Intensivist Response Team (PIRT)***

PIRT provides phone triage for mass casualty events involving 100 or more child victims. Membership in this group is by invitation only.

## ***NYC MRC Advisory Board***

The NYC MRC Advisory Board consists of NYC MRC volunteers. Board members come from many disciplines, locations and employment settings represented in NYC MRC. The mission of the Board is to help set education priorities for NYC MRC members and formulate recruitment strategies, particularly with regard to difficult to engage groups. The Advisory Board meets four times a year to discuss upcoming trainings and events, as well as new NYC MRC initiatives and projects.





# The Resiliency and Emotional Support Team (REST)



The New York City Department of Health and Mental Hygiene (DOHMH) is charged with coordinating the mental health response to disasters and public health emergencies in New York City. Activating and deploying mental health responders is one aspect of that response. The Office of Mental Health Disaster Preparedness and Response has organized a mental health response group known as the Resiliency and Emotional Support Team (REST).

REST is comprised of a core group of qualified trained mental health professionals from DOHMH, MRC and local social services agencies. When activated, REST responders can be rapidly mobilized to provide on-site disaster mental health services such as care information and referral, psychological first aid (PFA) and crisis counseling. These services might be provided at DOHMH and/or at City-designated response sites.

REST provides mental health support to all of those impacted by a disaster, strengthens individuals' natural resilience and capability to adapt to the situation, and helps the response operation run as smoothly as possible.

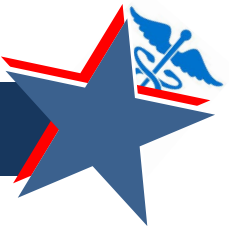
REST responders receive free specialized trainings, quarterly newsletters and REST binders. To qualify as a REST responder you must have completed the MRC Volunteer orientation and have either a

- A) New York State license or certificate as a social worker, counselor, therapist, psychiatrist or psychologist
- B) Masters degree and at least two years of full-time experience providing mental health services or one year of experience providing services to those experiencing traumas or disasters
- C) Bachelor's degree and two years of experience providing mental health services.

Orange is the official color of REST. Orange signifies strength and resilience and offers emotional strength in difficult times and for practical purposes can easily be identifiable in often hectic and crowded response sites.



# Participating in Public Health Outreach Events



## ***Why Do Public Health Outreach Events Matter?***

When you participate in a public health outreach event with NYC MRC, you help provide valuable health screenings and health education to underserved New Yorkers, often in their primary language. These activities help promote resiliency among New York's most vulnerable. You also get to know other NYC MRC members, who may be your support network in a disaster or emergency. Finally, you become more familiar with the communities you may be serving in disasters and emergencies.

## ***How to Register for Public Health Outreach Events***

You can register for events online, by using the Self-Scheduling Application (SSA): <https://a816-healthpsi.nyc.gov/MRCSelfServe/>. To use the SSA, log in with your first name, last name and email address as they are listed in ServNY. If you have difficulty with the SSA, call our office at 347-723-1696 or email us at [healthmrc@health.nyc.gov](mailto:healthmrc@health.nyc.gov)

## ***What to Expect at Public Health Outreach Events***

Public health outreach events happen all over the city, at soup kitchens and senior centers, in faith communities and at health fairs. Like New Yorkers, every event is different. However, at every event you will have a point of contact — either an NYC MRC staff member or another person in a supervisory position — who will provide you with the tools and information you need for a successful day. When you arrive, find your point of contact and introduce yourself. If you have questions about anything, ask your point of contact immediately.

## ***What to Wear at Public Health Outreach Events***

Always wear your NYC MRC shirt and ID unless otherwise instructed. Wear comfortable, weather-appropriate clothes.

## ***After Public Health Outreach Events***

If you have any feedback, please contact our office by phone or email, or speak to your point of contact directly.







# Attending Trainings, Exercises and Drills

## ***Why Are Trainings, Exercises and Drills Important?***

When you participate in trainings, exercises and drills, you develop practical knowledge about the kinds of scenarios you may face in a disaster or emergency. Participating in drills and exercises also helps City agencies train their staff and improve their responses. Because you have professional medical experience, you are able to bring invaluable realism to the portrayal of victims' symptoms and behavior. In addition to assisting City agencies and NYC MRC's external partners, the experience you gain by participating in exercises and drills makes you better prepared to assist the City.

## ***How to Register for Trainings, Exercises and Drills***

You can register for events online by using the Self-Scheduling Application (SSA): <https://a816-healthpsi.nyc.gov/MRCSelfServe/>. To use the SSA, log in with your first name, last name and email address as they are listed in ServNY. If you have difficulty with the SSA, call our office at 347-723-1696 or email us at [healthmrc@health.nyc.gov](mailto:healthmrc@health.nyc.gov).

## ***What to Expect at Trainings, Exercises and Drills***

Trainings differ from exercises and drills in that they usually occur in a classroom setting. Exercises and drills can occur almost anywhere. You will usually receive orientation and directions at the beginning of an exercise or drill, and then be expected to play your part independently.

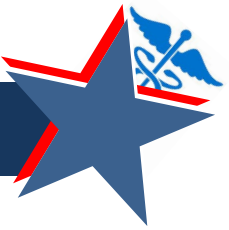
## ***What to Expect After Trainings, Exercises or Drills***

You will be given a feedback form at all trainings. Please fill it out and return it to NYC MRC staff; we value your feedback and use the information we receive to improve future trainings. Follow up for exercises and drills will vary by event.





# Assisting in Disasters and Emergencies



## ***Why Should I Assist in a Disaster or Emergency?***

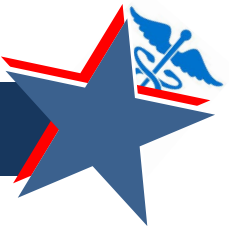
When needed, City agencies will request assistance from NYC MRC volunteers. When you assist in a disaster or emergency, your time and expertise provide your fellow New Yorkers with help when they need it most.

## ***What Do I Need to Know In Order to Help?***

Every disaster or emergency is different. However, you should understand the general role of NYC MRC volunteers in any disaster or emergency. In order to understand NYC MRC's role in disasters and emergencies, *you* should attend an NYC MRC Orientation in person and complete FEMA's Independent Study 100-b online. The following sections of the manual, Understanding Activations (page 18), Your Role in an Activation (page 19) and Self-Care and Stress Management (page 21), will help you understand how NYC MRC fits into the City's response to a disaster or emergency, but they do not replace other trainings.



# Understanding Activations



## ***What Is an Activation?***

An activation is an official response to a disaster or emergency. Activations are managed with the Incident Command System, and involve coordination among different agencies.

## ***When Do Activations Occur?***

Activations occur in response to many types of incidents, not all of which will involve you. Activations occur whenever an agency determines that they should use the Incident Command System to manage their own response to an event.

## ***What Role Does NYC MRC Play in Activations?***

NYC MRC volunteers provide additional staff for DOHMH or other agencies' response efforts. NYC MRC volunteers are asked to serve on an as-needed basis. NYC MRC service will usually be referred to as "deployment."

## ***Is NYC MRC Used in All Activations?***

No, NYC MRC is not used in all activations. The decision to deploy NYC MRC volunteers comes from the NYC MRC Director. Do not respond to a disaster or emergency unless you are deployed by NYC MRC. **NEVER self-deploy.** For more information on self-deployment, see page 19.

## ***How Will NYC MRC Be Deployed?***

The NYC MRC Director deploys NYC MRC volunteers in response to an ICS leadership decision. The NYC MRC emergency notification system will be used to contact you.

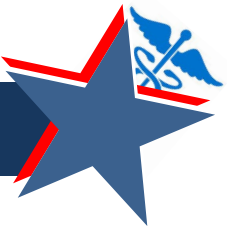
## ***How Will I Know When an Activation Is Over?***

The end of an activation is called "deactivation." NYC MRC will contact you and let you know when deactivation occurs. Activations may continue beyond the shifts you work.





# Your Role in an Activation



## ***How Do I Respond to an NYC MRC Request During an Activation?***

When NYC MRC is deployed, you will be notified by our Emergency Notification System. Follow the directions you receive in the notification. If you want clarification about NYC MRC's role or are having difficulty following the directions provided in the emergency notification, you may call or email the office, and we will respond as soon as we are able. **NEVER self-deploy.**

## ***Am I Required to Respond?***

NYC MRC is a good faith agreement. We may make multiple requests for your time, but you are not obligated to volunteer. We understand that you will fulfill your obligations to yourself, your family, and your work, before volunteering with us.

## ***What if I Think NYC MRC Should Be Deployed, but I Have Not Heard Anything?***

NYC MRC is not deployed in every activation. **NEVER self-deploy.** If you are uncertain about NYC MRC's role in a response, please contact our office.

## ***What Is Self-Deployment?***

"Self-deployment" is the term used for a person's decision to go to the site of a disaster or emergency and offer their services without being assigned a role through official procedures. Though well-intended, this spontaneous volunteerism can create havoc for official responders, cause resources to be distributed inappropriately, take time and attention away from incident victims, and make incident management more difficult. **NEVER SELF-DEPLOY.** Volunteers who self-deploy **do not** receive legal protections from DOHMH.

## ***How Long Will I Be Expected to Work During an Activation?***

A normal shift during deployments is 12 hours, but shifts may be customized. The number of shifts you work will depend on your availability, willingness to respond, and the length of the activation.

## ***What Should I Expect When I Am Deployed?***

You will be assigned a specific service site. When you arrive at your service site, you will meet with your supervisor. Your supervisor is responsible for assigning you to a job, providing training, safety briefings, or other relevant information, and answering any questions you have. Every activation is different, and there is no way to know exactly what you will encounter at your service site while you are deployed. You may always ask your supervisor and colleagues for clarification about your role, or contact the NYC MRC office directly.

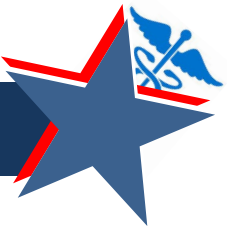
## ***If I Respond, How Will I Be Assigned?***

You will be assigned based on your skills, your location, and your availability. Some positions require general staffing and are not dependent on profession, but NYC MRC will often request staff with specific professions and skills.





# Your Role in an Activation



## ***What if I Am Not Sure About My Role?***

Although you already have an advanced skill set, activations may put you in new roles. To prepare you, your service site may provide you with Just-in-Time (JIT) Trainings to bring you up to speed on the tasks you will be asked to perform. Your service site will also do their best to provide you with the tools and equipment required for your role. You may ask for clarification about your role and how you are expected to fulfill it at any time.

## ***Will I Be Indemnified?***

Yes. If you are deployed by NYC MRC, you will receive indemnification against malpractice from DOHMH under General Municipal Law §50-k if qualifying conditions are met. See “Indemnification” (page 10) for more details.

## ***Should I Bring Anything with Me?***

Please wear your MRC shirt and bring your NYC MRC ID along with a photo ID. You should bring your go bag, as well as any equipment you feel is appropriate. If you have special dietary needs, please pack food for yourself, as service sites may not always be able to accommodate you.

## ***What Should I Wear?***

During a deployment, you should dress for comfort and safety. Wear weather-appropriate clothing, as well as your NYC MRC shirt, closed shoes and ID card. Deployments may be high-stress, so be ready to conduct yourself professionally.

## ***What if I Feel Overwhelmed?***

If you are having difficulty managing your stress during deployment, please notify your supervisor, or speak with DOHMH mental health staff. Please read “Self-Care and Stress Management” (page 21) for more details.

## ***What to Expect After a Deployment***

We do extensive follow-up after deployments. In addition to recognizing volunteers' service, we ask volunteers about their experiences during deployment. After deployment, we will ask you to participate in a hotwash — a special debriefing where responders discuss their experiences during deployment. The information you provide helps us better prepare for future deployments.



# Self-Care and Stress Management



Although volunteering in a disaster response can be personally rewarding, the long hours and exposure to human suffering can be stressful and exhausting. Insisting on staying until the work is done, and ignoring stress and fatigue, can negatively affect your health and functioning. To help others, you first must take care of yourself. There are some simple steps you can take to minimize stress and maintain your well-being when on assignment.

## ***Be Mindful of Normal Stress Reactions***

Most people experience some stress when exposed to a disaster or other traumatic event. Stress may temporarily affect how you feel, think, and act, and is considered a normal reaction to an abnormal situation. Stress can also worsen existing medical conditions. There is no right or wrong way to react. How we experience stress is unique to us all.

**Body:** Feeling exhausted, having trouble with sleeping, headaches, rapid heartbeat, dizziness, and chills and sweating. **Emotions:** Feeling angry, afraid, anxious, sad, lonely or numb

**Behavior:** Not acting “like you,” being restless and argumentative, hyperactive or withdrawn, or having emotional outbursts

**Thoughts:** Difficulty concentrating, remembering and making decisions

**Spirituality:** Questioning basic values, withdrawal from or sudden turn toward spiritual support



## ***Know When and Where to Seek Help***

While on assignment, talking to fellow responders, and when available to a member of the Resilience and Emotional Support Team (REST), can help you manage your work-related acute stress. Should acute stress reactions linger or interfere with your daily functioning, professional support may be needed. Call 1-888-NYC-WELL (1-888-692-9355). NYC Well can connect you with counseling, crisis intervention and peer-support services, as well as referrals to care. NYC Well is free, confidential and available 24/7.

## ***Know How to Take Care of Yourself and Manage Stress***

**Your body:** Eat well, exercise and get enough rest. Avoid using tobacco, alcohol or drugs as a way of coping, as they can cause problems in the future.

**Your emotional health:** Try to remain positive and be patient with yourself. Focus on your strengths and accomplishments.

**Your stress:**

- Apply simple stress management strategies, such as deep breathing and muscle relaxation.
- Manage your workload: take breaks to rest and recharge. Do things you find relaxing: take a walk, read a book or listen to music.
- Don't be afraid to express your feelings. Seek the company and support of people who you trust and enjoy being with.
- Do not watch or listen to repeated news coverage of the event. Repeated exposure can negatively impact your ability to cope.
- Try to remain calm and maintain a positive attitude. Remind yourself of the important work you are doing.





## Important Terms

<b>ASPR:</b> Assistant Secretary for Preparedness and Response	<b>DSNY:</b> Department of Sanitation (NYC)	<b>NYCEM:</b> Office of Emergency Management
<b>ARC-GNY:</b> American Red Cross — Greater New York	<b>EOC:</b> Emergency Operations Center	<b>NYCHA:</b> New York City Housing Authority
<b>BCD:</b> Bureau of Communicable Diseases (NYC)	<b>Epi:</b> Epidemiology	<b>NYDIS:</b> New York Disaster Interfaith Services
<b>BIIT:</b> Bureau of Informatics and Information Technology (NYC)	<b>ESAR-VHP:</b> Emergency System for Advance Registration of Volunteer Health Professionals	<b>NYPD:</b> New York Police Department
<b>Bol:</b> Bureau of Immunization ((NYC)	<b>ESF:</b> Emergency Support Function	<b>OCME:</b> Office of Chief Medical Examiner
<b>BT:</b> Bioterrorism	<b>FAC:</b> Family Assistance Center	<b>OEPR:</b> Office of Emergency Preparedness and Response
<b>CBRNE:</b> Chemical, Biological, Radiological, Nuclear, Explosives	<b>FBO:</b> Faith Based Organization	<b>PHEP:</b> Public Health Emergency Preparedness
<b>CDC:</b> Centers for Disease Control and Prevention, US	<b>FDNY:</b> Fire Department of the City of New York	<b>PHL:</b> Public Health Laboratory
<b>CERT:</b> Community Emergency Response Team	<b>FEMA:</b> Federal Emergency Management Agency	<b>PHS:</b> Public Health Service (Federal)
<b>COH:</b> Commissioner of Health (NYC)	<b>FSE:</b> Full-Scale Exercise	<b>PIB:</b> POD-in-a-Box
<b>COOP:</b> Continuity of Operations Plan(ning)	<b>GIS:</b> Geographic Information Systems	<b>PIO:</b> Public Information Officer
<b>CIMS:</b> Citywide Incident Management System	<b>HAN:</b> Health Alert Network	<b>PPE:</b> Personal Protective Equipment
<b>CIO:</b> Chief Information Officer	<b>HEC:</b> Healthcare Facility Evacuation Center	<b>POC:</b> Point of Contact
<b>CPHP:</b> Centers for Public Health Preparedness	<b>HEPP:</b> Healthcare Emergency Preparedness Program (NYC)	<b>POD:</b> Point-of-Dispensing
<b>CRU:</b> Countermeasures and Response Unit	<b>HHC:</b> Health and Hospitals Corporation (NYC)	<b>Rad:</b> Radiological
<b>CSP:</b> Coastal Storm Plan	<b>HRA:</b> Human Resources Administration (NYC)	<b>REOP:</b> Radiological Emergency Operations Plan
<b>DAFN:</b> Disabilities, Access and Functional Needs	<b>IAP:</b> Incident Action Plan	<b>Sit Rep:</b> Situation Report
<b>DASC:</b> Disaster Assistance Service Center	<b>IC:</b> Incident Commander	<b>SME:</b> Subject Matter Experts
<b>DEOC:</b> Department Emergency Operations Center	<b>ICP:</b> Incident Command Post	<b>SEMO:</b> State Emergency Management Office (NYS)
<b>DOHMH:</b> Department of Health and Mental Hygiene (NYC)	<b>ICS:</b> Incident Command System	<b>SNS:</b> Strategic National Stockpile
<b>DoITT:</b> Department of Information Technology and Telecommunications (NYC)	<b>JAS:</b> Job Action Sheet	<b>SOP:</b> Standard Operating Procedure
<b>DOT:</b> Department of Transportation (NYC/Federal)	<b>JIC:</b> Joint Information Center	<b>SOW:</b> Scope of Work
	<b>LNO:</b> Liaison Officer (NYCEM Liaison)	<b>Surv/Epi:</b> Surveillance/Epidemiology
	<b>Med/Clin:</b> Medical/Clinical	<b>TRG:</b> Threat Response Guides
	<b>MH:</b> Mental Health	<b>TTX:</b> Tabletop Exercise
	<b>MPP:</b> Mass Prophylaxis Plan	<b>UORC:</b> Unified Operations and Resources Center
	<b>MRC:</b> Medical Reserve Corps	
	<b>NACCHO:</b> National Association of County and City Health Officials	
	<b>NIMS:</b> National Incident Management System	

# Resources



NYC MRC Home Page: <http://www1.nyc.gov/site/doh/providers/emergency-prep/nyc-medical-reserve-corps.page>

NYC MRC Facebook Page: [www.facebook.com/NYCMRC](http://www.facebook.com/NYCMRC)

NYC MRC Self-Scheduling Application: <https://a816-healthpsi.nyc.gov/MRCSelfServe>

General Municipal Law 50-k: <http://www.nyc.gov/html/doh/downloads/pdf/em/mrc-liability-info.pdf>

ServNY: <https://apps.health.ny.gov/vms/appmanager/vms/public>

MRC National Website: [www.medicalreservecorps.gov](http://www.medicalreservecorps.gov)

MRC TRAIN: [www.mrc.train.org](http://www.mrc.train.org)

FEMA Independent Study Courses: [www.training.fema.gov/is/](http://www.training.fema.gov/is/)

NYC MRC Reporting Form: <http://www1.nyc.gov/assets/doh/downloads/pdf/em/mrc-codeofconduct-reportingform.pdf>

NYC Well: English 1-888-NYC-WELL, press 2

Spanish 1-888-692-9355, press 3

Mandarin and Cantonese, 1-888-692-9355, press 4

For hearing impaired callers, call 711

