

CNYMRC Unit Manual



Central New York Medical Reserve Corps

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Web: www.onondaga.gov/health-mrc
Email: cnymrc@ongov.net
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History of the Medical Reserve Corps

Uniting Communities, Preparing the Nation

After the events of September 11, 2001, President George W. Bush invited all Americans to make a meaningful commitment of service—about 4,000 hours over a lifetime, or roughly two years—to help their communities, the nation, and even the world. To support this vision, he created the USA Freedom Corps, a program designed to inspire a culture of service, citizenship, and shared responsibility.

One of the initiatives under the USA Freedom Corps is the Citizen Corps, which encourages people from all walks of life to volunteer and help prepare for and respond to emergencies in their communities. The Medical Reserve Corps (MRC) is one of the volunteer organizations formed within Citizen Corps.

The MRC is managed by the Office of the Assistant Secretary for Preparedness and Response (ASPR) within the U.S. Department of Health and Human Services. The MRC brings together local health professionals—and anyone with relevant skills—who want to make a difference. As a volunteer, you'll support your community's emergency medical response systems and be part of a trained, ready, and adaptable team that helps meet urgent public health needs.

About the Central New York Medical Reserve Corps

Background

The Central New York counties—Cayuga, Cortland, Jefferson, Lewis, Madison, Onondaga, Oswego, and Tompkins—work together as part of a regional public health alliance. In 2005, the alliance partnered with Upstate Emergency Medicine Inc. to establish the Central New York Medical Reserve Corps (CNYMRC).

In 2008, oversight of the CNYMRC returned to the regional alliance, with Onondaga County taking on management responsibilities for the unit. Since then, the CNYMRC has grown into a dedicated network of volunteers committed to strengthening public health and emergency response in Central New York.

Mission

To **recruit, organize, and train volunteer health and support professionals** to enhance county health and emergency response capabilities during public health emergencies.

Unit Objectives

- **Recruit, train, and sustain** a corps of healthcare and support professionals ready to respond to local or regional crises.
- **Engage members in non-emergency public health activities**, such as vaccination clinics, health education, and public awareness campaigns.
- **Offer comprehensive training opportunities**, including simulation exercises, classroom and online courses, and access to educational resources.
- **Foster a supportive volunteer culture** that recognizes the value of each member and encourages active participation.

What We Do

The CNYMRC has a long history of assisting communities across Central New York and beyond.

Activities have included:

- Supporting COVID-19 vaccination clinics in multiple counties.
- Deploying to medical needs shelters after major storms.
- Assisting with influenza and tetanus vaccinations.
- Providing preparedness training to residents and community groups.
- Offering first aid and volunteer support at community events.

Through these efforts, CNYMRC volunteers play a vital role in keeping our communities safe, healthy, and prepared.

Volunteer Recruitment (New Members)

We are always welcoming new volunteers! Recruitment methods include:

- Personal referrals from the coordinator and current members
- Media campaigns
- Presentations to partner organizations, including businesses, colleges, and community groups
- Engagement with government agencies and healthcare organizations

Enrollment

Anyone 18 years or older who wants to contribute to our mission is welcome to join at any time. Members agree to be available in the event of a public health or community emergency that could overwhelm traditional response systems.

Volunteers should be able to work under stressful conditions and respond with little notice. We encourage members to discuss their participation with family and employers.

Enrollment occurs through ServNY, the New York State Department of Health's online volunteer registry. You can register by visiting <https://onondaga.gov/health-mrc/> and clicking on "Join Today." After registration, the CNYMRC will contact applicants if additional information is needed.

Upon enrollment, members gain access to training programs and regular updates. Full participation, including assignment of badges, requires completion of additional requirements. The CNYMRC reserves the right to dismiss volunteers at any time if necessary.

Licensure and Credentialing

Healthcare professionals without a current license are welcome to participate in support roles. A current and valid license in good standing is required to act in a healthcare capacity. All volunteers, active or inactive healthcare professionals, must provide license information during ServNY enrollment. Licenses and credentials are verified regularly by NYSDOH to ensure readiness and compliance.

Membership Levels

The Central New York Medical Reserve Corps (CNYMRC) offers five membership levels to recognize volunteer experience, training, and engagement. Each level provides opportunities for growth, participation, and contribution to our mission. All members receive unit communications, including response requests, event calendars, and quarterly newsletters.

Level 1 — Enrolled Member

- Assigned upon initial enrollment in the CNYMRC.
- Cannot assist during emergency responses or participate in drills and exercises.
- Eligible to advance to Level 2 by completing any required training course.

Level 2 — Associate Member

- Completed orientation or submitted a certificate for a required training course.
- In the process of completing all required training courses [See App B – Required Training Courses].
- May participate in unit activities; during responses or exercises, healthcare volunteers are assigned support roles.
- May participate in other activities as permitted by licensure and skill level.

Level 3 — At the Ready Member

- Completed orientation and all required training courses.
- May choose to be involved only during a disaster.
- Medical volunteers can participate in activities as allowed by licensure and skill level.
- Eligible to engage in any unit activity, preparing to advance to Level 4.

Level 4 — Full Member

- Completed orientation and all required training courses.
- Actively participates in at least one unit activity per year.
- Eligible to participate in any unit activity, consistent with licensure and skill level.

Level 5 — Advanced Member

- Volunteers who wish to take on additional responsibilities or leadership roles within the CNYMRC.
- Required to complete IS-200: ICS for Single Resources and Initial Action Incidents.
- A customized training plan is created based on the volunteer's interests and goals.

This tiered membership structure allows volunteers to grow, gain experience, and contribute meaningfully, while ensuring that the CNYMRC maintains a trained and ready workforce to serve the community.

	Level 1	Level 2	Level 3	Level 4	Level 5
Enrolled	YES	YES	YES	YES	YES
Complete Orientation or Required Course	NO	YES	YES	YES	YES
Complete <u>all</u> required courses	NO	NO	YES	YES	YES
Participate in response**, drill, exercise	NO	YES after completing a required course, limited to support roles	YES	YES	YES can supervise if requested
Participate in regular unit/ community activities	NO	YES, after completing a required course	YES	YES (must participate in one/year)	YES can supervise if requested
Complete IS-200					YES
Complete personalized training plan					YES

CNYMRC Member Expectations

As a member of the Central New York Medical Reserve Corps (CNYMRC), you play a vital role in supporting your community. To ensure safety, professionalism, and effective teamwork, all members are expected to follow these guidelines:

Code of Conduct

When representing the CNYMRC, members should:

- Respond as a volunteer only when activated and scheduled by the CNYMRC.
- Perform duties within their professional skills, training, licensure, or CNYMRC membership level, following accepted standards of professional practice.
- Wear proper CNYMRC identification at all times during activities.
- Treat everyone with courtesy, respect, and professionalism.
- Maintain patient confidentiality at all times.

Member Service Requirements

- Keep the CNYMRC coordinator informed of any changes to your profession, licensure, contact information, or availability.
- Complete required training within one year of enrolling to remain in good standing.

Following these expectations helps ensure that the CNYMRC remains a trusted, professional, and effective volunteer organization while providing a safe and rewarding experience for all members.

Training

Training is the cornerstone of a ready and effective volunteer corps. The CNYMRC has developed a training program based on the MRC Core Competencies, which provide a standardized framework to guide member preparedness and define what communities can expect from their MRC units. This uniform approach enhances interoperability among MRC units and their partners, making collaborations more efficient and effective.

Members who wish to participate fully in unit activities are expected to complete all required courses within one year of enrolling. Training is available both in-person and online, allowing members to learn at their own pace.

Training Records

- The coordinator keeps members informed of upcoming in-person and online training opportunities through the quarterly newsletter and email.
- Members are responsible for submitting certificates of completed training to the coordinator. These are secured in the member's file.
- Members are encouraged to retain copies of all training records for their personal files.

Orientation

Orientation provides an overview of the MRC, including the unit's response plan, member requirements, and available volunteer opportunities. It is also ideal for individuals considering membership who want to learn more about the CNYMRC before joining.

Required Training

Required courses can be completed online or in-person. Courses completed prior to joining the CNYMRC may be credited upon submission of a certificate of completion to the coordinator (see App B – Required Courses).

Required courses include:

- IS-100.c or IS-100.HC: Introduction to the Incident Command System
- IS-700.b: National Incident Management System, An Introduction
- Personal Preparedness
- Psychological First Aid
- CPR or equivalent (for healthcare professionals)

Supplementary Training

Supplementary courses are optional and help members expand their knowledge, confidence, and skills in emergency response. There is no time limit to complete these courses, and information is shared via monthly event calendars and quarterly newsletters. Members are encouraged to submit ideas for additional training (see App C – Supplementary Courses).

Examples of supplementary training:

- Standard Precautions and Respiratory Hygiene
- Risk Communication
- Standard First Aid
- Core Disaster Life Support
- IS-200.c: ICS for Single Resources and Initial Action Incidents

When possible, the CNYMRC also provides profession-specific training, such as trauma care for nurses or psychological disaster response for mental health professionals.

Drills and Exercises

Participation in drills and exercises is one of the most effective ways to prepare for a crisis. These opportunities are offered by local health departments, partner organizations, and hospitals. Members are encouraged to participate in at least one drill or exercise.

Activation (Requesting Volunteers)

The primary purpose of the Central New York Medical Reserve Corps (CNYMRC) is to respond during crises in any of its member counties or when called upon by the State of New York. Participation is voluntary, and members are never required to respond.

The decision to activate specific members depends on several factors, including:

- Counties the member is willing to serve
- Membership level
- Professions requested by the county in crisis
- Member availability

Regional Service Requests

When enrolling through ServNY, members indicate which counties they are willing to serve and whether they are willing to serve outside the Central New York region

Members should inform the coordinator of any changes to these preferences to ensure accurate deployment planning.

Membership Status

Only members who have completed required training and achieved Level 3, 4, or 5 membership may be activated. Exception: In a declared emergency, the county or state may waive training requirements due to urgency.

Requested Professions

Counties determine which services the CNYMRC is asked to provide based on the nature of the event. Some professions may be needed more than others. Example: During a mass prophylaxis campaign, nurses, pharmacists, and clerical support may be in higher demand than mental health professionals. Any CNYMRC member can serve in any support role as needed.

Member Availability

- Members should keep the coordinator informed of any long-term changes to availability, such as job schedule changes, medical leave, or residence changes.
- During a crisis, members decide whether they are available for deployment. Personal and work obligations should be addressed before responding.
- Declining to deploy has no impact on future deployment requests.

Activation Events

The CNYMRC may be activated for a variety of situations, including but not limited to mass prophylaxis campaigns, medical needs shelters, hospital surge support, and emergency hotlines. Assignments may include medical or support roles depending on community needs.

Hierarchy of Activation

1. The county determines whether CNYMRC support is needed.
2. County Emergency Management and the local Health Department define the specific roles.
3. The CNYMRC Coordinator receives the request and initiates activation, typically within 30 minutes of the originating request.

Member Activation Responsibility

- Members may only respond as CNYMRC volunteers if activated by the coordinator (or Public Health Emergency Preparedness Coordinator in each county as backup).
- Responding without activation results in:
- Loss of liability protections and workers' compensation
- Immediate dismissal from the CNYMRC

All members are notified of emergency needs via the notification system. For more information, see App E – Emergency Activation Notifications.

Unit Activities (non-emergency)

The Central New York Medical Reserve Corps (CNYMRC) plays an important role beyond crisis response by supporting public health and community preparedness initiatives. These activities allow volunteers to make a meaningful impact while gaining experience and contributing their skills in non-emergency settings.

Examples of non-emergency activities include:

- Influenza and other vaccination clinics
- Preparedness awareness campaigns
- Health fairs and educational events
- Support at community events, such as:
 - First aid stations
 - Aid stations at races or public gatherings
 - Clerical and administrative support

The CNYMRC selects events based on whether they meet one or more of the following criteria:

- The event has a medical, public health or preparedness volunteer opportunity
- The event has a medical or healthcare focus

Liability Protections

CNYMRC members are provided with legal protections when performing their volunteer duties, helping ensure peace of mind while serving the community.

- **Personal Liability:** Members are defended and indemnified against personal liability by the county or agency that engages them, as long as activities are within the scope of their volunteer responsibilities.
- **Medical Malpractice:** Licensed healthcare professionals are responsible for maintaining their own malpractice coverage.
- **Workers' Compensation:** Volunteers may be covered under Workers' Compensation laws by the requesting county for work-related injuries.

Scope of Coverage

- **Declared emergencies:** Liability protections apply automatically.
- **Public health and community activities:** Liability protections are not standard. Refer to App D – Volunteer Liability Coverage by County for details on each CNYMRC county.
- **Activation requirement:** Liability protection is only in effect when volunteers are activated and scheduled as part of an official response.

By understanding these protections, members can confidently contribute to emergency response and public health efforts while remaining aware of the boundaries of coverage.

Communication

Effective communication ensures that CNYMRC members are **informed, prepared, and connected** at all times.

Emergency Communication

In the event of a local or regional disaster, the CNYMRC Coordinator will contact volunteers through an automated notification system, which may include:

- Phone calls
- Emails
- Text messages (if provided)

Important: Members may not respond as a CNYMRC volunteer unless they have been contacted and scheduled by the coordinator. For more details, see App E – Emergency Activation Notifications.

Non-Emergency Communications

The coordinator shares updates, resources, and information through:

- Email
- The unit website: www.ongov.net/health/mrc
- Quarterly newsletter: *CNYMRC Times*
- Monthly events calendar email

Contacting the Coordinator

- Phone (Office): (315) 435-5262 (weekdays, 8:00 a.m.–4:00 p.m.)
- Email: cnymrc@ongov.net

Staying connected ensures that members receive timely updates, training opportunities, and emergency notifications, supporting both personal preparedness and community response efforts.

Disciplinary Policy for Volunteers

Introduction and Purpose

The CNYMRC is committed to creating an environment where volunteers can perform to the best of their abilities and gain satisfaction from their service. Occasionally, issues with conduct or performance may arise. This policy ensures that such matters are handled fairly, consistently, and transparently.

The goal is to encourage improvement, reduce conflicts, and maintain a positive volunteer environment.

Principles

When a volunteer faces disciplinary action:

- Issues are addressed quickly and consistently.
- Volunteers are informed of the nature of the complaint and are given the opportunity to respond before any decision is made.
- Volunteers may be represented or accompanied by counsel at any disciplinary meeting.
- Some cases may require an investigation before a final decision is made.
- Volunteers have the right to appeal any disciplinary action (see Appeals).

Informal Discussions / Counselling

Most issues can be resolved through informal discussions or counselling, which may include:

- Mediation
- Additional training
- Support from the coordinator

These informal steps do not count as formal disciplinary action. Formal procedures are initiated only if informal measures do not result in improvement within a set timeframe.

Formal Disciplinary Procedure

Step 1. Formal Verbal Warning

If informal measures fail, the volunteer may receive a verbal warning, which will include:

- Reason for the warning
- Required improvements
- Timeline for improvement
- Available support or training
- Statement that this is the first stage of the disciplinary procedure

A brief note is kept in the volunteer's file and removed after 6 months if conduct and performance are satisfactory.

Step 2. Written Warning

If performance or conduct does not improve, or a further offense occurs, the volunteer will receive a written warning. This includes:

- Details of the alleged misconduct
- Reasons the behavior or performance is unacceptable
- Invitation to a disciplinary meeting
- Right to be accompanied by counsel
- Copies of documents referenced

The meeting allows both the volunteer and coordinator to discuss the issues and determine next steps. If a written warning is issued, it will specify:

- Problem description
- Required improvements and timeline
- Support provided
- Statement that failure to improve may lead to a final written warning or dismissal
- Review date
- Appeal procedure

A copy remains in the file for 12 months if improvement is satisfactory. The county health department is kept informed of progress.

Step 3. Final Written Warning

If there is no improvement or the misconduct is serious, a final written warning is issued after a disciplinary meeting with the volunteer, their representative, and a county Health Department representative. The final warning:

- Details the complaint
- Sets improvement expectations and timeline
- States that further issues may lead to dismissal
- Explains the appeal process

A copy remains in the file for 12 months if conduct improves.

Step 4. Dismissal

If conduct or performance remains unsatisfactory, or further serious misconduct occurs, the volunteer may be dismissed.

- The decision is made by the Health Department Commissioner/Director after a hearing.
- The volunteer has the opportunity to state their case and provide mitigating circumstances.

Gross Misconduct

Certain actions may constitute gross misconduct and result in immediate dismissal without the usual progression of warnings. These include, but are not limited to:

- Theft, fraud, or falsifying documents
- Violence, assault, or fighting
- Deliberate damage to property
- Harassment
- Reporting for duty under the influence of alcohol or drugs
- Gross negligence or insubordination
- HIPAA violations
- Possession of firearms while on duty

Allegations of gross misconduct trigger an immediate investigation, during which the volunteer may be suspended. Dismissal occurs only after investigation and a disciplinary hearing.

Appeals

Volunteers may appeal any disciplinary decision by:

- Submitting a written appeal to the Unit Coordinator within 5 working days of receiving notice
- An Appeals Sub-committee (independent of the coordinator) convenes to review the case
- The volunteer may be accompanied by counsel during the appeal meeting
- The decision of the Appeals Sub-committee is final

Central New York Medical Reserve Corps

Appendices

Appendix A	FAQs: Local/Regional Emergency Deployment
Appendix B	Resources: Required Courses
Appendix C	Resources: Supplementary Courses
Appendix D	Table: Volunteer Liability Coverage, By County
Appendix E	FAQs: Emergency Activation Notifications
Appendix F	Sample Job Aid Sheet

Appendix A

Local/Regional Deployment

Q: How will I be notified if I am needed for a disaster?

A: You will be contacted by phone, text, and email. See Appendix E for further information about the notification system.

Q: There is a disaster in a county I signed up to serve but I have not been contacted. Why?

A: The main reason may be the CNYMRC has not been asked to deploy. It is very important that CNYMRC members NOT respond unless notified and scheduled by the CNYMRC to do so.

Q: What if I am not able to help out?

A: This is OK. Any CNYMRC activity, including disaster deployment, is voluntary. All volunteers should take their personal and work situations into account before deciding if they are able to deploy. Not being able to assist has no effect on future deployment.

Q: I have been notified and I can help. What do I do next?

A: The notification will list who to contact and how. You will be asked when you are available, what you are able to do, and how long you are able to do it. From there you will be scheduled and assigned to a location. You should be told who you are reporting to at that location. You should also be told of the conditions you may encounter, any special arrangements being made, and what personal items you should bring.

Q: What do I need to bring?

A: Any medical supplies and equipment should be provided by the requesting authority. If you are being asked to stay for an extended period of time, you will be provided with a list of personal items you should bring. You should always bring your CNYMRC ID badge and drivers license/state ID card for identity verification. You may also want to bring a copy of your professional license.

Q: What do I do when I get to my assignment?

A: You need to check in at the site, find your assigned supervisor, and be updated on any pertinent information.

Q: My shift is over. Is there anything else I need to do?

A: Make sure you check with your assigned supervisor for any shift-closing tasks. You need to officially sign out of your location. You are not officially off-duty until you reach your next destination (home, work, etc.). For any state-level deployments, you should contact the coordinator upon your return home. This tracking is part of safety protocols.

Q: What should I do when the disaster is over?

A: Every response has an after action review (AAR). Providing the coordinator with your opinion of what worked and what did not in each step of the response effort is important for making improvements to response plans. Develop your concerns into well thought out ideas with potential solutions. If you find that you are not coping with the psychological effects of your response, contact the coordinator immediately so you can receive needed care.

Appendix B

Resources: Required Courses

Required Course	Resource
CNYMRC Orientation	In-person: Offered as part of in-person required courses training days. Online: https://onondaga.gov/health-mrc/training/ *
Personal Preparedness	In-person: Offered as part of in-person required courses training days. Online: https://onondaga.gov/health-mrc/training/ *
Psychological First Aid	In-person: Offered as part of in-person required courses training days. Online: https://onondaga.gov/health-mrc/training/ *
IS-100.c: Introduction to the Incident Command System (ICS)	In-person: Offered as part of in-person required courses training days. Online: https://onondaga.gov/health-mrc/training/ * https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c **
IS-700.b: National Incident Management System (NIMS), An Introduction	In-person: Offered as part of in-person required courses training days. Online: https://onondaga.gov/health-mrc/training/ * https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b **
Cardiopulmonary Resuscitation (CPR)	American Red Cross: www.redcross.org American Heart Association: www.heart.org American Safety & Health Institute: www.shi.com

* Links to online training listed on website's Training page. Training is located on NYSDOH's Learning Management System. You must create an account to access the courses.

** If you require FEMA certification for other employment or volunteer opportunities, you must take the FEMA course. Training courses hosted by FEMA require a FEMA Student Identification (SID) Number. The link to sign up for a FEMA SID is on the main page for each course.

In-person training is communicated by email in the quarterly newsletter or monthly events calendar. The newsletter is emailed to members the first week of January, April, July, and October. Events calendars are emailed mid-month.

To receive credit for online courses, members must send certificates to the coordinator.

Email: cnymrc@ongov.net
 Fax: (315) 435-3613
 Address: CNYMRC/OCHD
 421 Montgomery St., 9th Fl.
 Syracuse, NY 13202

Appendix C

Resources: Supplementary Courses

Supplementary courses enhance both your volunteer and professional training. As these courses are offered or found, information is made available to members via the quarterly newsletter and monthly events calendar. The CNYMRC is not responsible for any fees associated with offered supplementary courses. CNYMRC members are encouraged to share information about possible training courses.

Some of these courses are online, some are classroom. Some are completely free, some have fees attached. Some offer continuing education credits.

Resource	Link
CNY Regional Training Center	http://www.upstate.edu/cnyrtc/training-class-and-web.php
Finger Lakes Regional Training Center	https://www.urmc.rochester.edu/emergency-preparedness/training.aspx
NYS Division of Homeland Security and Emergency Services	https://www.dhSES.ny.gov/interactive-training-catalog
National Center for Biological Research & Training	https://www.ncbrt.lsu.edu/elearning/register.php
Center for Domestic Preparedness	https://cdp.dhs.gov/training
Federal Emergency Management Agency (FEMA)	https://training.fema.gov/is/crslist.aspx?page=all

Appendix D

Volunteer Liability Coverage

Table: Volunteer Liability Protections, by County

	Public Health Activities	Drills and Exercises	Declared Disasters (Local/State)	Workers Compensation
Cayuga County	**	**		
Cortland County				
Jefferson County				
Lewis County				
Madison County				
Onondaga County				
Oswego County				
Tompkins County				

NOTE: Shaded box denotes coverage for that activity in the county.

**In Cayuga County, physicians are required to maintain their own liability protections for volunteering.

New York is a “home rule” state. Each county is responsible for providing its own liability protections and can choose who they provide these protections to.

Liability protections are in place only when a volunteer has been activated and scheduled by the CNYMRC.

Liability protections are **not** typically provided by any community event the CNYMRC is requested to provide medical services to, unless otherwise noted.

The **Volunteer Protection Act (VPA) of 1997** provides protection to nonprofit and government volunteers if:

- The volunteer was acting within the scope of his or her responsibility;
- The volunteer was properly licensed, certified or authorized to engage in the activity or practice;
- The harm was not caused by willful, criminal, or reckless misconduct, gross negligence or conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer; and
- The harm was not caused by the operation of a motor vehicle, aircraft, or other vehicle for which an operator’s license or insurance is required by the state.

What the Volunteer Protection Act does not cover:

- Volunteers are not protected against claims of gross negligence. Thus, if a lawsuit contains an allegation of gross negligence against a volunteer, the volunteer must defend against the action and will typically incur defense costs in doing so.
- The VPA excludes protection for two of the most common types of suits filed against volunteers:
 - employment-related claims alleging violations of federal or state civil rights laws
 - claims as a result of automobile accidents.

Importantly, volunteer protection statutes do not necessarily prevent a suit from being filed against a volunteer. Rather, such statutes provide a defense for the volunteer, which means that the volunteer typically will have to retain an attorney and incur defense costs. Because defense costs in these actions can be quite high, a volunteer should not rely on voluntary immunity statutes alone to provide protection from lawsuits.

Appendix E

Frequently Asked Questions (FAQs): Emergency Activation Notifications

Q: Why am I receiving automated notifications?

A: During a crisis, the CNYMRC uses a notification system to phone, text, and email volunteers of deployment requests. To ensure that CNYMRC volunteers are familiar with the notification system, we conduct notification drills three times a year (February, June, October). Information on when the drills are scheduled is in quarterly newsletters and monthly event calendars. These drills train CNYMRC volunteers on how notification would occur during an actual emergency.

Q: How do I know the phone call is from the notification system? Is there a phone number I can program into my phone to identify the system?

A: The identifying phone number will come from (315) 435-5262 or (315) 435-2525. The first phone number is the contact number for the coordinator.

Q: The system left the message on my voicemail. What should I do?

A: The notification will leave a voicemail if you don't answer. The voicemail will include instructions on how to confirm receiving the notification. You can also confirm from email and text.

Q: The message asks me to go to my email. Why do I need to do that if I am listening to the phone message?

A: Phone and text are limited in how much information can be provided. By requesting you to go to your email, the CNYMRC is able to provide you with complete information.

Q: The message was not from the CNYMRC. Why am I getting other messages?

A: When you registered through ServNY you either indicated your willingness to be at state volunteer or a volunteer for another county's program. These messages are from either source.

Q: What does the email message look like?

A: The message will be from "cnymrc@ongov.net". The message contains the request to confirm receipt of the email. The body of the message contains the information being sent to you. There may also be attachments to the email.

Q: Why am I being asked to confirm notifications?

A: You can confirm receipt of the notification in any of the communication formats (phone, text, email). You only need to confirm once. Confirming the notification is the only way the CNYMRC Coordinator knows that you have received the message without you having to send a message of receipt. Knowing that volunteers are receiving messages is important to ensuring the communications protocols of the CNYMRC are working.

Appendix F
Job Aid Sheet
Medical Reserve Corps Volunteer-General

REPORT TO	CNYMRC Coordinator
SUPERVISE	None, unless placed in supervisory role
JOB DESCRIPTION	Dependent on assigned job. See specific Job Aid Sheet.
PRE-DEPLOYMENT	Schedule shift(s) with Coordinator. Receive event specifics/details. If applicable, make arrangements with employer for work leave. If applicable, make family/home arrangements. Assemble any required/requested supplies.
BEGINNING OF SHIFT DUTIES	Report to assigned location and sign in. Attend briefing and Just-In-Time Training. Wear ID badge and other identification garments, if provided, at all times. Read Job Aid Sheet for assigned role. Set up work station as directed.
JOB DUTIES	Receive Job Aid Sheet for specific role.
EXTENDED ROLE	Monitor yourself and others for signs of stress and fatigue. Report potential problems to Supervisor or available counselors. Take breaks as needed. Confirm with Supervisor.
END OF SHIFT DUTIES	Assure your station has been cleaned up for the next shift or cleared if demobilized. Brief incoming personnel. Return any loaned equipment. If applicable, verify return schedule. Sign out.
DEMOBILIZATION	Attend debriefing meeting. Identify issues. Participate in After Action Review as needed. If requested, contact Coordinator after reaching next destination.

Appendix F
Job Aid Sheet
Medical Reserve Corps Volunteer--SAMPLE (Medical Screener)

REPORT TO	Medical Screening Supervisor
SUPERVISE	None
JOB DESCRIPTION	To review medical history forms and ensure that correct medication is dispensed
BEGINNING OF SHIFT DUTIES	<p>Report to assigned location and sign in.</p> <p>Attend briefing and Just-In-Time Training.</p> <p>Wear ID badge and other identification garments, if provided, at all times.</p> <p>Read Job Aid Sheet for assigned role.</p> <p>Receive any necessary vaccines or medications as required.</p> <p>Set up work station as directed.</p> <p>Ensure all necessary forms are available.</p>
JOB DUTIES	<p>Review registration form to assess for contraindications.</p> <p>Following clinic protocols, clear or defer for prophylaxis.</p> <p>Following clinic protocols, determine proper medication regimen.</p> <p>Ensure that all patients receive appropriate prescription as per treatment protocol.</p> <p>Ensure that all patients are referred for medical consultation or follow-up as per protocol.</p> <p>Monitor potential patients for signs on physical or emotional distress and contact proper personnel if necessary (i.e. security, counselors, medical).</p>
EXTENDED ROLE	<p>Monitor yourself and others for signs of stress and fatigue.</p> <p>Report potential problems to Supervisor or available counselors.</p> <p>Take breaks as needed. Confirm with Supervisor.</p> <p>Code Scarlet is used to identify a real emergency event during the clinic. In event of a Code Scarlet, direct personnel and clients accordingly. Ensure appropriate incident reports are completed.</p>
END OF SHIFT DUTIES	<p>Assure your station has been cleaned up for the next shift or cleared if demobilized.</p> <p>Brief incoming personnel.</p> <p>Return any loaned equipment.</p> <p>If applicable, verify return schedule.</p> <p>Sign out.</p>
DEMOBILIZATION	<p>Attend debriefing meeting.</p> <p>Identify issues.</p> <p>Participate in After Action Review as needed.</p> <p>If requested, contact MRC Unit Leader after reaching next destination.</p>