

New York City

medical
reserve
corps



2018 Annual Report



NYC
Health



Our Mission Statement

The Health Department's New York City Medical Reserve Corps (NYC MRC) is a volunteer group of highly skilled health care professionals who respond to disasters and support citywide public health initiatives. Our mission is to strengthen public health, improve emergency response capabilities and build community resilience in New York City.



NYC MRC: Year in Review

BUILDING HEALTHY, PREPARED AND RESILIENT

COMMUNITIES must occur long before a disaster strikes. As a group of trained and prepared health care professionals, NYC MRC is integral to improving the health of community members and building resilience. In 2018, NYC MRC members provided a range of public health screenings – from blood pressure screenings to prescription medication reviews – and offered mental health counseling at mayoral town halls. Members also had the opportunity to participate in trainings about administering naloxone as well as providing basic disaster life support and disaster mental health training, among other services.

NYC MRC is also an essential resource to prepare local health care facilities for disaster response and has participated in numerous exercises and mystery patient drills with Mount Sinai Hospital, Staten Island University Hospital, the U.S. Department of Veterans Affairs and Lenox Hill Hospital. NYC MRC members also trained staff at local dialysis and opioid treatment centers to educate them about how to help patients make personalized plans for maintaining their care and remaining healthy in an emergency.

Lastly, NYC MRC hosted its Sixth Annual NYC MRC Symposium on April 29, 2018, which featured a range of speakers as well as a Q&A moderated by New York City Health Commissioner Oxiris Barbot, MD. In addition, NYC MRC produced a recruitment video: nyc.gov/medicalreservecorps.



770 volunteers
participated in
32 trainings



Provided health
screenings to over
3,100 New Yorkers



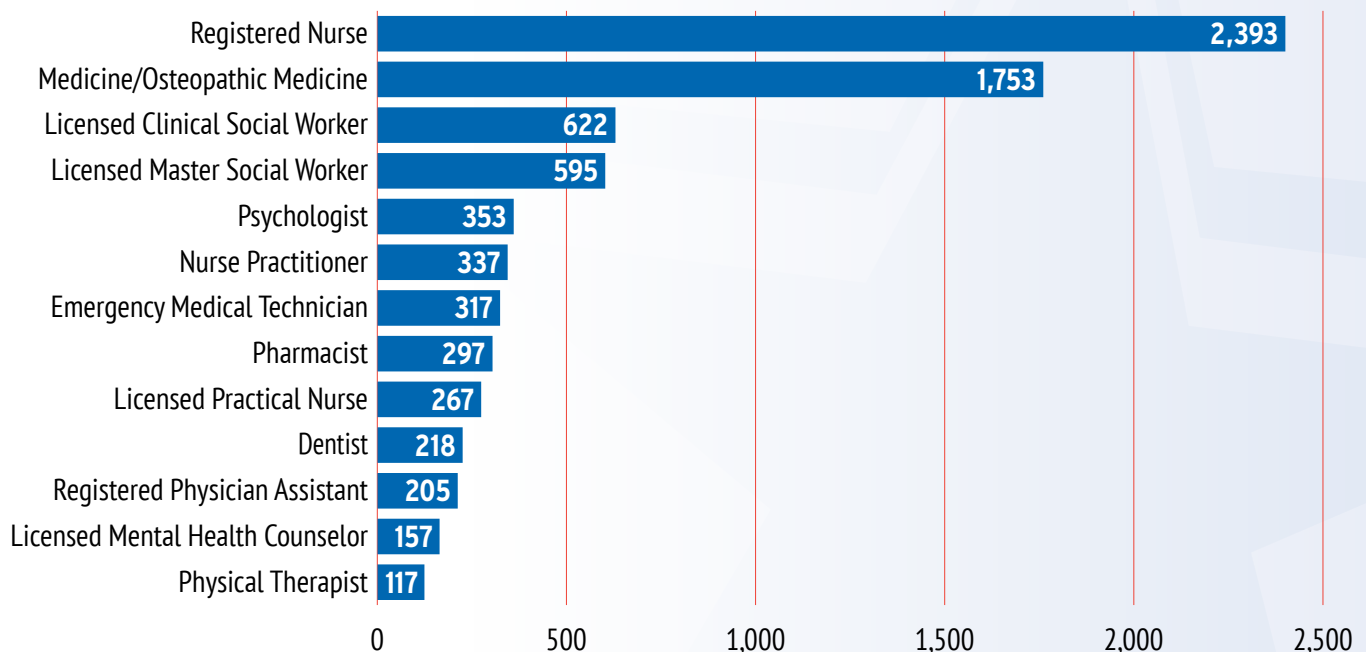
238 volunteers
participated in **19** emergency
preparedness exercises



Membership Update

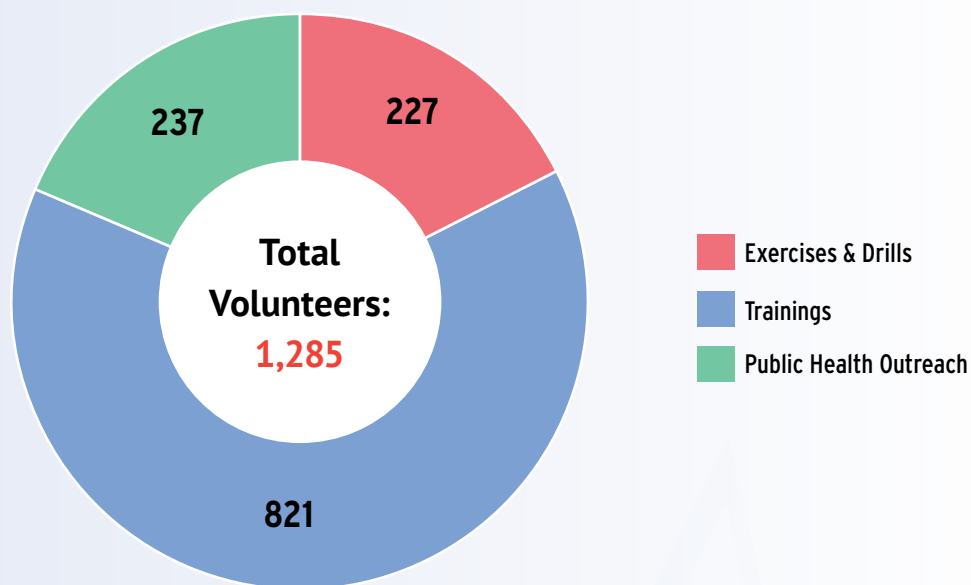
Currently, NYC MRC has a membership of over 9,000 volunteers – from registered nurses to physicians to emergency medical technicians (EMTs) – with a range of skills and experience to support local health care facilities and to care for community members during emergencies. NYC MRC is one of the largest groups of trained, ready volunteer health professionals in the country and has supported past emergency responses in NYC.

NYC MRC Volunteer Professions 2018

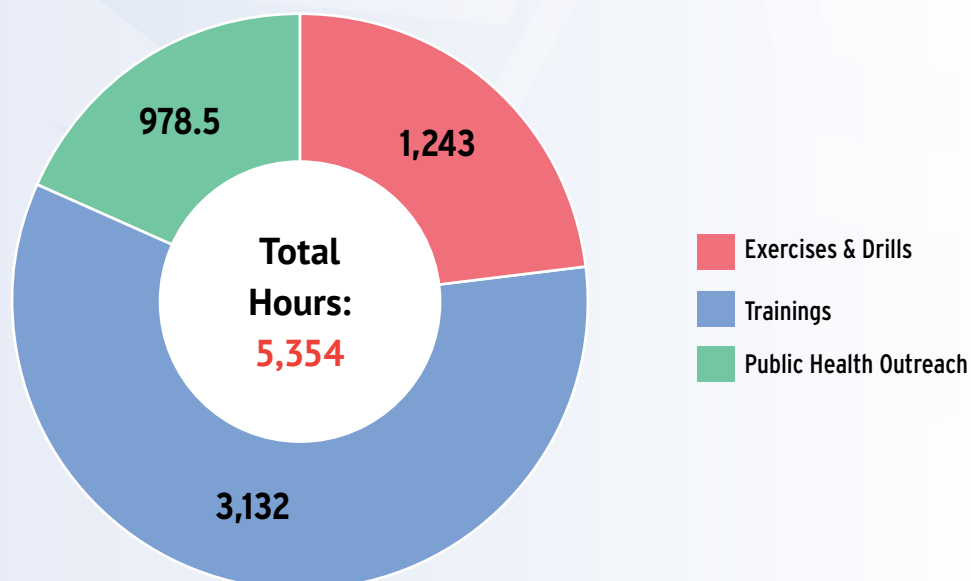


Volunteer Participation in 2018

1,285 volunteers participated in NYC MRC activities.



Volunteers contributed to **over 5,300 hours** of service.



NYC MRC Cadres

NYC MRC INVITES MEMBERS TO BE PART OF SPECIALIZED CADRES that identify and train members who have the skills and interest to participate in specific types of responses (such as radiation events). These cadres include:

- **NYC MRC Advisory Board:** Board members represent a broad spectrum of health care professions and provide expertise to guide NYC MRC policy and program decisions. The Board met four times in 2018 and contributed to planning events, advised on health care issues and provided trainings for members.
- **Radiological Reserve Corps (RRC):** The RRC enlists health physicists, medical physicists and technicians – from radiation safety, nuclear medicine, radiation oncology and other areas – who have familiarity with radiation detection equipment and radiation safety practices. During emergencies, the RRC may be called upon to help staff community reception centers (CRCs) where the public will be screened for exposure to radiation. In 2018, NYC MRC created protocols and training for the Radiation Control Officer role and trained RRC members to fill this role.
- **Resiliency and Emotional Support Team (REST):** REST is a core group of qualified, trained mental health professionals who can be rapidly mobilized to provide on-site disaster mental health services. In 2017, REST volunteers served at the Puerto Rico Community Service Center, where they provided mental health support to displaced individuals and families affected by hurricanes Maria and Harvey.



Members of NYC MRC RRC

- **Pediatric Intensivist Response Group (PIRT):** PIRT is a small group of highly specialized doctors that is activated by the Fire Department of the City of New York (FDNY) when a disaster involving more than 100 children has occurred within NYC. PIRT members make transfer decisions for pediatric patients, ensuring each patient gets the appropriate level of care. In 2018, PIRT volunteers participated in the Pediatric Disaster Coalition exercise, during which hospitals tested their ability to respond to a large-scale pediatric disaster.
- **NYC MRC Volunteer Leaders:** Volunteer Leaders extends NYC MRC's reach by using trained volunteers to manage public health outreach events. This program provides free public health services in underserved communities and opened three new locations in 2018 (in the Lower East Side, Manhattan; Sunset Park, Brooklyn; and Staten Island). Public health outreach is conducted in English, Spanish, Mandarin, Cantonese, Haitian Creole and Arabic.
- **Virtual Operations Support Team (VOST):** Developed in 2017, VOST trains members to support the New York City Health Department during emergencies, including assisting with social media monitoring and amplifying public health communications during an emergency.
- **Post-Emergency Canvassing Operations (PECO):** PECO volunteers assist City agencies with door-to-door canvassing during large-scale emergencies in NYC. Currently, 1,664 NYC MRC volunteers are members of the PECO team.
- **Point of Dispensing (POD):** In 2018, NYC MRC volunteers continued to volunteer for POD training to assist City personnel with dispensing antibiotics and other medical countermeasures during a large-scale disease incident in NYC.



Members of NYC MRC Volunteer Leaders Cadre

Events in 2018

NYC MRC volunteers participated in a total of **204 events**, including:

- **153 PUBLIC HEALTH EVENTS**

Volunteers provided services including blood pressure screenings, prescription medication reviews and mental health support in English, Spanish, Haitian Creole, Mandarin, Cantonese, Arabic and Russian to communities in all five boroughs.

- **32 VOLUNTEER TRAININGS**

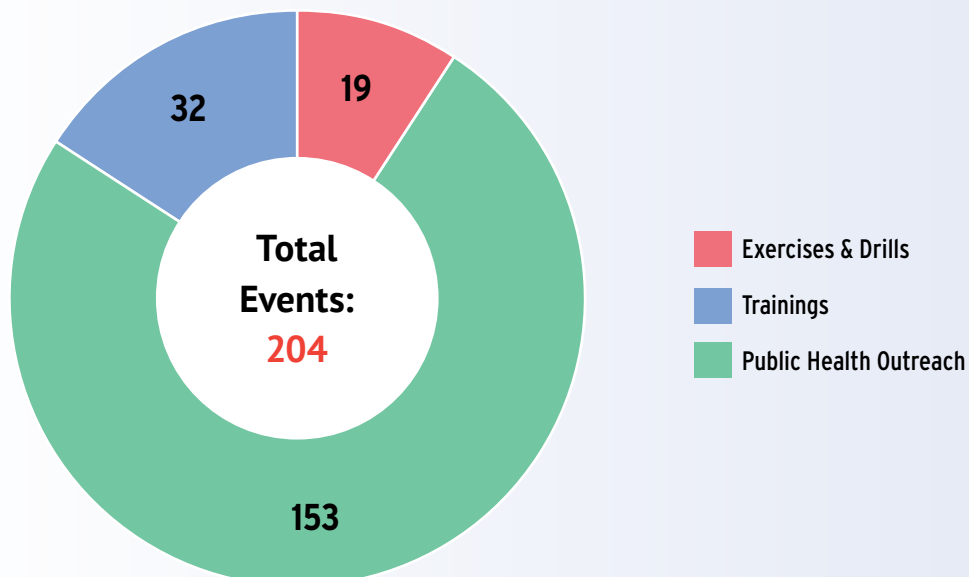
Volunteers participated in a variety of trainings related to PECO, Psychological First Aid and the RRC's use of radiation detection equipment for Radiation Control Officers.

- **19 EXERCISES AND DRILLS**

Volunteers attended exercises and drills with New York City Health Department staff and hospitals throughout the city, including four full-scale exercises with Mount Sinai Hospital; a full-scale active shooter exercise at Carnegie Hall; and three mystery patient drills at Lenox Hill Hospital.



NYC MRC Events in 2018



Trainings in 2018

NYC MRC provided **32 trainings** to its volunteers, including:

- NYC MRC Flu Fighter Training
- All Hazards Disaster Mental Health
- Chernobyl: Nuclear Disaster & Mitigation
- Radiation: History & Health Risks
- Post-Emergency Canvassing Operations
- Basic Disaster Life Support
- Psychological First Aid
- Naloxone Training
- Radiation Control Officer Training
- NYC MRC Orientation

In total, **821 volunteers** received a combined **3,132 hours** of training.

Spotlight: Sixth Annual NYC MRC Symposium

- NYC MRC hosted its Sixth Annual NYC MRC Symposium, “Children and Disaster,” on April 29, 2018, honoring volunteers for their continued service to New York City.
- The Symposium featured the following speakers:
 - Irwin Redlener, MD; Director of the National Center for Disaster Preparedness at The Earth Institute, Columbia University
 - Lori Peek, PhD; Director of the Natural Hazards Center at University of Colorado Boulder
 - Rebecca Leeb, PhD; Acting Lead of the Children’s Preparedness Unit at the Centers for Disease Control
- New York City Health Commissioner Oxiris Barbot, MD, conducted a Q&A panel with the speakers.





Exercises and Drills in 2018

NYC MRC conducted a total of **19 exercises**, including:

- **Four Full-Scale Exercises**

Volunteers simulated mass-casualty incidents at Mount Sinai Hospital to assist with testing the facility's patient surge capacity.

- **Three Medical Surge Exercises**

Volunteers acted as patients for medical surge exercises at the U.S. Department of Veterans Affairs facilities.

- **Four Mystery Patient Drills**

Volunteers participated in mystery patient drills conducted by Lenox Hill Hospital by presenting with symptoms of Ebola to test providers' ability to recognize walk-in patients showing signs of infectious disease.

- **Two Evacuation Exercises**

Volunteers participated in evacuation exercises at Mount Sinai Hospital's rehabilitation centers.

- **One Full-Scale Active Shooter Exercise**

Volunteers simulated a mass-casualty incident for an active shooter exercise at Carnegie Hall.

- **Quarterly Volunteer Emergency Notification Drills**

NYC MRC conducted emergency notification drills to ensure that volunteers were prepared to activate and respond in the event of a disaster.

Public Health Outreach in 2018

In 2018, NYC MRC volunteers provided **over 3,100** blood pressure screenings and prescription medication reviews to members of underserved communities at 153 separate public health events. These events included six summer FDNY community fairs, 19 health fairs and 128 recurring screening events. NYC MRC screening events occur with partnering organizations and at locations detailed in the table below.

Organization	Type	Location	Languages Spoken
Our Lady of Perpetual Help	Faith group	Sunset Park, Brooklyn	Spanish
St. Michael's Church	Soup kitchen	Sunset Park, Brooklyn	Spanish
The Salvation Army	Soup kitchen	Sunset Park, Brooklyn	Mandarin, Cantonese, Spanish
Our Lady of Refuge Church	Food pantry	Flatbush, Brooklyn	Haitian Creole, Spanish
Shrine Church of Our Lady of Solace	Faith group	Coney Island, Brooklyn	Spanish
Coney Island Lighthouse Mission	Food pantry	Coney Island, Brooklyn	Mandarin, Cantonese, Spanish
Masjid Al Rahman	Faith group	Bay Ridge, Brooklyn	Arabic
Visitation of the Blessed Virgin Mary Church	Faith group	Red Hook, Brooklyn	Spanish
Trinity Evangelical Lutheran Church	Food pantry, soup kitchen	Staten Island	Spanish
Nazareth Housing	Supportive housing	Lower East Side, Manhattan	Mandarin, Cantonese, Spanish



NYC MRC also participated in the Patient Outreach Training Program with the Northern Manhattan Healthcare Emergency Liaison Partnership (North HELP) Coalition. Volunteers provided “train-the-trainer” emergency preparedness education to 479 staff at 48 NYC dialysis and opioid treatment centers in all five boroughs. These staff then provided personal emergency preparedness training to 3,533 patients, including 2,743 End-Stage Renal Disease (ESRD) patients (an estimated 17.3% of all ESRD patients undergoing dialysis treatment in NYC).

Next Steps in 2019

NYC MRC will continue to support routine public health outreach while working with community partners to create new opportunities to offer emergency preparedness services. With the expansion of the Volunteer Leaders program, we will continue to expand recurring public health outreach sites with the goal of having sites in all five boroughs by the end of 2019.

In addition, we will continue to develop our volunteer training program to make sure that volunteers get diverse trainings that prepare them to respond to emergencies. To support this priority, we will again offer courses in 2019 in cardiopulmonary resuscitation (CPR), Basic Disaster Life Support and Psychological First Aid.

We will continue to leverage NYC MRC resources to support the mission of the New York City Health Department. Similarly, we will further develop the Patient Outreach Training program in partnership with the North HELP Coalition. In 2019, we are aiming to expand personal emergency preparedness training to 60 dialysis centers across all five boroughs.

NYC MRC will continue its outreach efforts to build awareness of its programs by creating dynamic external communications that make an impact, including a focus on social media from our Facebook and Twitter accounts.

Lastly, we will continue to develop the necessary tools and protocols to respond to large-scale emergencies in New York City. This includes maintaining volunteer participation in drills and full-scale exercises with other City agencies and community partners, as well as testing and enhancing electronic systems that allow NYC MRC to rapidly deploy volunteers during an emergency.

Thank you for your continued support of NYC MRC. We look forward to working with you in 2019.

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Trained, Exercised and Ready to Serve

For more information or to register
to become a volunteer, visit
nyc.gov/medicalreservecorps.

Contact NYC MRC at
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