



New York City Medical Reserve Corps: Frequently Asked Questions

What is the New York City Medical Reserve Corps?

The New York City Medical Reserve Corps (NYC MRC) is a volunteer organization consisting of over 15,000 medical and nonmedical volunteers whose mission it is to strengthen public health, improve emergency response and build community resilience. NYC MRC volunteers have served as a valuable staffing resource for emergency response, and nonemergency public health and community resilience activities in NYC since the MRC program was created in 2004.

Who can join the NYC MRC?

Anyone with a health care licensure or profession can join the NYC MRC. NYC MRC volunteers represent a variety of licensures and professions, including physicians, physician assistants, nurse practitioners, registered nurses, midwives, emergency medical technicians and paramedics, podiatrists, pharmacists, dentists, dental hygienists and assistants, respiratory therapists, physical therapists, occupational therapists, veterinarians, optometrists, chiropractors, medical assistants, social workers (such as licensed master social workers and licensed clinical social workers), psychologists, psychoanalysts, licensed mental health counselors, marriage and family therapists, and medical students, as well as other health care professionals and nonmedical volunteers.

How can I join the NYC MRC?

To serve as a member of the NYC MRC, volunteers must complete a two-step process so staff can verify their licensure and allow them access to volunteer opportunities:

- **Step 1:** Register on [ServNY](#), the New York State (NYS) volunteer database connected to the NYS Department of Education.
 - Once registered, ServNY conducts an automatic verification of all volunteer medical and professional licenses every 24 hours. If a volunteer's license expires or there is a pending action against it, the volunteer will be removed from the program.
- **Step 2:** Once registered and verified in ServNY, volunteers will automatically receive a login for the [NYC MRC Volunteer Portal](#).
 - You can visit the NYC MRC Volunteer Portal to view a list of all the current volunteer opportunities and sign up for a shift.

What is my username for the NYC MRC Volunteer Portal?

Your username is the email address you used to register on ServNY.

What is my password for the NYC MRC Volunteer Portal?

P4ssw0rd! is the default password.

Will personal protective equipment and training be provided?

If you are willing and able to volunteer, you will be provided with just-in-time training for your role and personal protective equipment as recommended by the Centers for Disease Control and Prevention on-site at the start of every shift.

Are volunteers covered for indemnification by the City's insurance?

NYC MRC volunteers have limited workers' compensation coverage and are covered under Section 50-K of the General Municipal Law, which provides protection for any "volunteer expressly authorized to participate in a city sponsored volunteer program." Volunteers who are not officers or employees of the City are entitled to defense and indemnification in accordance with Section 50-K of the General Municipal Law.

Do volunteers receive any compensation?

The NYC MRC is a volunteer organization. NYC MRC volunteers do not receive any type of compensation for work performed during emergencies.

Does the NYC MRC need nonmedical volunteers?

Yes. Although many volunteer opportunities require medical licensure, many more do not.

Who should I contact for technical support?

If you are having trouble using the NYC MRC Volunteer Portal, contact NYC MRC technical staff at mrksupport@health.nyc.gov.

Who should I contact if I have additional questions?

For more information, contact NYC MRC staff at healthmrc@health.nyc.gov or 347-396-7977.