

MRC Terminology Dictionary

Disproportionately Impacted Communities	Public health emergencies disproportionately affect populations with existing disparities, including people of color and those living in poverty, in overcrowded housing conditions, with food insecurity, with disabilities, with chronic diseases, or with limited access to health-care services. These communities are identified as disproportionately impacted communities. ¹
Event Point of Contact	The requesting agency/program point of contact who will interact with the MRC volunteers during the event. The event point of contact is responsible for working with the MRC Coordinator/Specialist as needed, ensuring the volunteer(s) sign in and out of the event, and providing the volunteer with any needed Just in Time Trainings and/or briefings to fulfill their request.
Galaxy Digital	Also called “Galaxy.” The online volunteer management system used by SCHD to post opportunities and maintain volunteer profiles.
Impact Team (See also: Surge Area)	<p>A subset of Snohomish County MRC Unit comprised of medical and nonmedical volunteers with a defined role and mission, including specialized training. The four current Impact Teams are: Medical Countermeasures (MCM)/Point of Distribution (POD); Call Centers; Shelter Operations; and Risk Communications/Targeted Outreach.</p> <ul style="list-style-type: none"> ➤ <u>MCM/POD</u>: supports mass vaccination clinics, medical dispensing sites (PODs), prophylaxis operations, and rapid distribution activities. This is SCHD MRC’s largest surge capacity priority. ➤ <u>Shelter Operations</u>: supports community shelters, respite centers, and congregate care settings when public health is activated to assist displaced or vulnerable populations.

¹Levine CA, Jansson DR. Concepts and Terms for Addressing Disparities in Public Health Emergencies: Accounting for the COVID-19 Pandemic and the Social Determinants of Health in the United States. Disaster Med Public Health Prep. 2021 Jun 8:1-7. doi: 10.1017/dmp.2021.181. Epub ahead of print. PMID: 34099092; PMCID: PMC8314048.

	<ul style="list-style-type: none"> ➤ <u>Call Centers</u>: assists SCHD or Snohomish County call centers during emergencies when public inquiries surge beyond staff capacity. ➤ <u>Risk Communications/Targeted Outreach</u>: supports communications and outreach during emergencies and preparedness campaigns, especially with disproportionately impacted communities.
Job Action Sheet (JAS)	A concisely formatted tool that defines specific roles, responsibilities, and tasks for individual roles at a job site. Typically held to one page or less, with items as discrete bullet points or in a checklist.
Just in Time Training (JITT)	An event briefing or other information delivery such as a Job Action Sheet that conveys the need-to-know information to the MRC volunteer about their current shift or role. This training fills in the gaps from general training to the specific process flows and methods that are being used.
Medical Countermeasures (MCM) <i>(See also: Point of Distribution)</i>	Medical products (biologics, drugs, devices) used in the event of a public health emergency. MCMs can be used to diagnose, prevent, protect from, or treat conditions associated with chemical, biological, radiological, nuclear, or explosive (CBRNE) events or a naturally occurring emerging disease.
Medical Reserve Corps (MRC)	A federal program, part of the Administration for Strategic Preparedness (ASPR) within the Department of Health and Human Services. ² It is a community-based, civilian, volunteer program that assists with surge capacity during times of increased public health activity. There are over 2500 MRC Units across the country, with each one having a different structure, makeup, and priorities. Units are made up of volunteers, which are not staff members of the department or host organization but rather individuals who assist/support public health staff and departments free of charge, during times of need.
MRC Coordinator	The federal title for a staff member who oversees the local MRC Unit and matches community needs – for emergency medical response and public health initiatives – with

² [Medical Reserve Corps](#)

	<p>volunteer capabilities. They are responsible for building partnerships, ensuring the sustainability of the local unit, and managing volunteer resources.³ In our health department this role is called an MRC Specialist, which is an Emergency Management Specialist on the Public Health Emergency Preparedness and Response Program. See ‘Guidance for Requesting Snohomish County MRC Volunteers’ for more information.</p>
<p>Surge Area <i>(See also: Impact Team)</i></p>	<p>Five areas identified as a result of the 2025 MRC Unit Assessment. These five areas are: Medical Countermeasures and Point of Distribution, Call center, Shelter Operations, Risk Communications, and Targeted Outreach to disproportionately impacted communities.</p>
<p>Point of Distribution (POD) <i>(See also: Medical Countermeasures)</i></p>	<p>A location where vaccines, antibiotics, or other medications are dispensed quickly to a large group of people. A POD may be open to everyone or closed to a targeted segment of the population based on the public health event. A POD is not designed to provide services found at a healthcare facility nor is it designed to provide extensive treatment or evaluation.</p>
<p>Training/Mission Number</p>	<p>The number assigned by Washington State Emergency Management Division which allows for the mobilization of the MRC. This number is procured by the MRC Coordinator/Specialist.</p>

³ [About the MRC](#)