



Program Updates

Submit your NYCEM CERT

Volunteer Hours for 2024

Deadline: Friday, January 17, 2025

Have You Submitted Your Hours?

Submit your NYC CERT Volunteer Service Hours for 2024, **no later than Friday, January 17, 2025**. If you have any issues or concerns, please connect with your leadership for support.

Starting in 2025 - To remain Active, volunteers must complete and report a minimum of 25 approved volunteer service hours annually.



MONDAY RADIO ROLL CALL

Radio Channel
CERT BX

12/30
Responding Borough: Brooklyn

Scenario: Have you submitted all of your volunteer hours? if not do you need help?

Documents to Review:
[Citywide Radio Drill Refresher](#)
[Call signs per Radio](#)

25 hours in 2025

25-hours Policy Takes Effect in 2025

To remain Active, volunteers must complete and report a minimum of 25 approved volunteer service hours annually.

Because this policy was just added to the latest edition of the [NYC CERT SOPs](#), we are not putting into effect until we tally up your total hours for 2025. With that said, you should continue to do your best to submit your volunteer hours for 2024 as soon as possible, as it will better help you understand what it will take to fulfill this new requirement going forward. [Submit your NYC CERT Volunteer Service Hours](#) no later than Friday, January 17, 2024. If you have any issues or concerns, please connect with your leadership for support.

Why 25 hours?

This new standard was introduced in response to numerous volunteer requests for clearer guidelines on activity status. We understand that volunteer commitments vary across boroughs, divisions, and individuals. The 25-hour annual minimum is a reasonable benchmark, aligning with common volunteer practices and providing a clear framework for maintaining active status.

You can meet the 25-hour minimum by making sure to submit your volunteer hours for: Time spent on training, drills, deployments, community outreach, and other CERT-related activities. By meeting this simple requirement, you'll ensure your continued participation in the program and help maintain the readiness of NYC CERT membership.



Connect with New Graduates

Thank you to all division leadership that reached out to their new members prior to graduation! That

connection really helps to welcome them into the team and begin engaging with their fellow members.

Contact information for new membership were emailed to division leadership on Tuesday, November 26th. Please check your inboxes (and spam folders) to see if you received an email and follow up with any new members as soon as possible, if you have not already done so. Thank you! For new members - welcome! If you have not yet been contacted by leadership, please let us know by emailing cert@oem.nyc.gov and we will make sure we connect you.

Transitioning Leadership

Schedule Your Exit Interview As the two-year terms for division and district chiefs in Brooklyn and the Bronx conclude, we kindly request that all transitioning leaders schedule an exit interview with Regina Wilson.

Download the NYC CERT SOPs

New York City Emergency Management Staff is excited to announce the release of the updated [NYC CERT Standard Operating Procedures \(SOPs\)](#)! All volunteers are encouraged to review the latest iteration of expectations and guidance.

For any questions, please reach out to your volunteer leadership or email CERT@oem.nyc.gov.



[View and Download the Complete NYC CERT Basic Training Student Manual](#)



View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

After you participate, be sure to [Submit Your Volunteer Hours](#)!

**Only events submitted and approved through the Event Request form will be available to volunteers to submit service hours. If you don't see your event listed, please connect with your division leadership. **

Your insights are crucial! These interviews will help us improve the CERT program and ensure our teams remain strong.

Please use this link to schedule your meeting:
<https://on.nyc.gov/leadtransition>

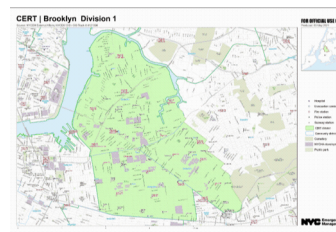
Language CERTification

As NYC CERT volunteers, we know that you have a passion for helping others. NYCEM is seeking dedicated individuals who are fluent in a language other than English to join our team of interpreters and translators.

As a volunteer, you have the opportunity to play a crucial role in supporting non-English speakers during emergencies, including at NYC Service Centers.

If selected, NYCEM is offering the opportunity to be certified in specific languages (written and/or spoken). [CLICK HERE to Apply](#).

For more questions on how to submit your service hours you can view the [Hours Submission FAQs](#).



NYC CERT Division maps are available (pdf format) to support recruitment and preparedness planning in your community.

- [Brooklyn](#) - [Bronx](#) - [Manhattan](#) -
- [Queens](#) - [Staten Island](#) -

VOLUNTEER OPPORTUNITIES



Coney Island New Year's Day Polar Bear Plunge

On January 1st, 2025, CERT will assist the Coney Island New Year's Day Polar Bear Plunge with participant registration, crowd control on the Boardwalk, and ensuring the beach is clear for plungers entering and exiting the frigid waters. Volunteers will also monitor swimmers for any signs of distress and provide immediate assistance as needed.

Be ready for a cold, windy day outdoors as we help make this historic plunge a safe and fun event for all!

Registration:
[Wednesday, January 1st](#)

NYCEM READY NEW YORK

If your division is hosting or participating in an upcoming event, please complete the [Event Request form](#) to have your opportunity published through Eventbrite.com for members to register.

Your NYC CERT Ready New York Liaison can submit a [Ready New York Material Request](#) for upcoming events.



Update on Material requests

All requests will contain the following:

- My Emergency Plan - 50
- Hurricane Map - 50
- Notify NYC card - 50
- NYC CERT card - 50
- Give-a-ways will depend on availability

NYC Asylum Seekers

The NYC Mayor's Office of Asylum Seeker Operations (OASO) seeks motivated volunteers to expand our ability to provide in-person English classes for asylum seekers in shelter. Volunteers will use the We Speak NYC curriculum— New York City's free English language learning program that provides civic focused multimedia resources created to empower adult immigrants through learning and practicing everyday English. The curriculum includes an Emmy-Award winning educational drama series that informs learners about important New York City resources. The episodes address issues that most concern immigrants and asylum seekers such as health care, democracy, education, immigration legal help, elder care, and managing finances. Previous teaching experience is welcomed but not required!

Note: If interested, the NYC CERT background check is sufficient for your participation in this opportunity.

You may share the below sign-up link:

<https://www.nycservice.org/opportunity/a0TQq0000000vdXMAR/volunteer-english-class-facilitator-for-asylum-seekers>

hope 2025 Make a Difference

Thank you again for your help in making previous HOPE nights a success!

Your support helps gather valuable information for determining how to allocate resources to best serve and support New Yorkers in need.

The 20th annual HOPE survey will take place on **Tuesday, January 28, 2025, and we still need your help!** Many volunteers have signed up so far, but we still need more to make HOPE 2025 a success. We especially have a need for volunteers in **Queens and the Bronx**.

Volunteers are critical to helping us conduct this citywide effort. Please register at nyc.gov/hope to join **HOPE 2025!** Every volunteer makes a difference.



**Send Us
Your Photos!**

Please continue to share an and all photos and videos from your NYC CERT events at on.nyc.gov/CERTupload

Note: Ready New York plastic bags and tablecloths are no longer available.

All Division IDs are Ready



Membership:

Credentials for probationary members, who graduated last cycle (April), expired on September 30th. All members should reach out to their division leadership to exchange expired credentials for updated ones.

Leadership:

Please remember to schedule a pick-up, or permit your members to schedule a pick-up for their updated IDs using this link: <https://on.nyc.gov/CERTpickup>

Get Notified with New York City's official source for information about emergency alerts and important city services. Download the free [Notify NYC](#) mobile app, available for [iOS](#) and [Android](#).

Please note **Date (including year), Borough, Division (or team), Event, members included (if available).**

If you have any questions, please contact us at cert@oem.nyc.gov.
Thank you!

Recent Activity

Deployments

Community Board 17 Tree Lighting & Holiday Celebration



On December 20th, the Community Board 17 (CB17) held its annual Tree Lighting and Holiday Celebration! Although relocated from Paerdaget Park to the CB17 office due to inclement weather, NYC CERT volunteers still played a key role in ensuring the event's success by assisting with crowd control, line management, and helping serve hot chocolate and holiday treats to attendees. The festive event was attended by local elected officials, including State Senator Kevin Parker, Councilwoman Farah Louis, District Leader Josue Pierre, and a representative from State Senator Roxanne Persaud. Children enjoyed the festivities, and Santa Claus made a special appearance, spreading holiday cheer to all.

Dyker Heights Lights



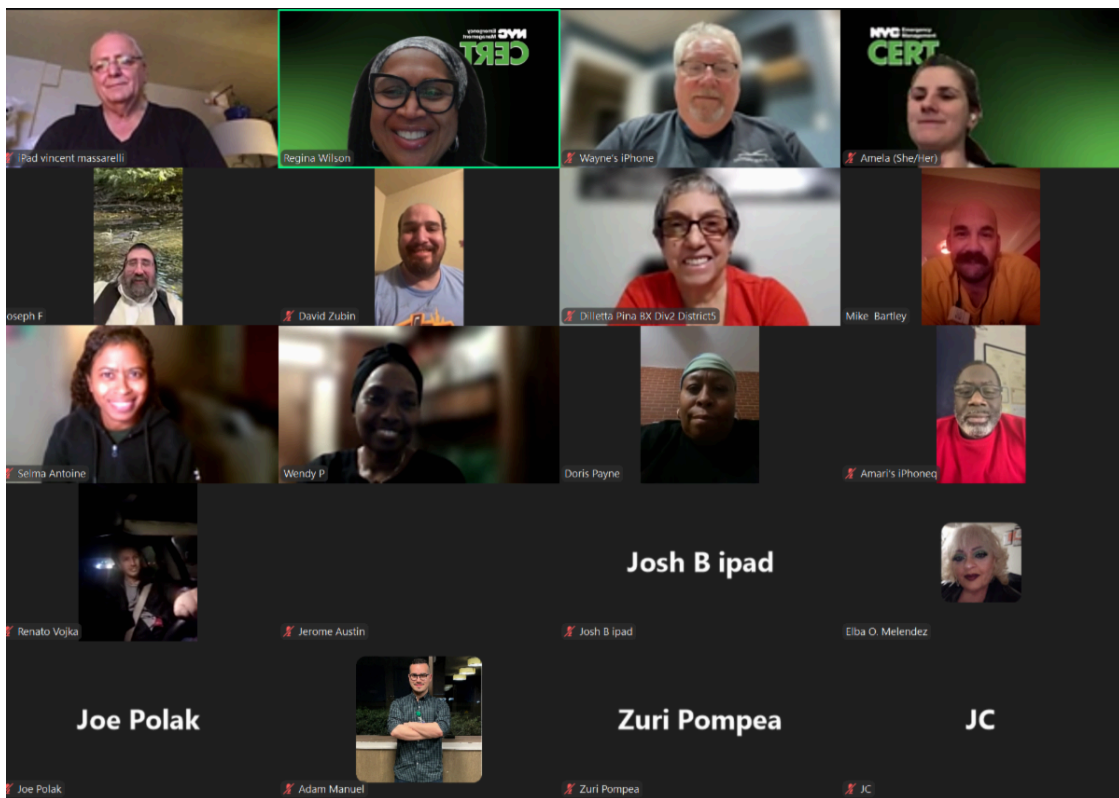
This holiday season, NYC CERT partnered with the 68th Precinct to assist with crowd and traffic control during the Dyker Heights Holiday Lights displays. As large crowds, including tour buses, gathered to admire the elaborate

holiday decorations, CERT volunteers helped manage traffic and pedestrian flow in key areas of the neighborhood. Volunteers were stationed throughout the evening to ensure safety and a smooth experience for all visitors!



Training Session

NYC CERT Mentor Overview



The NYC CERT mentoring class was held on December 23rd. The evening was filled with potential members of the mentor program along with prior mentor program members offering words of encouragement. At the end of the evening, many CERT members were excited to begin the process of joining as new member and the recommitment from past mentors to continue to serve the program. Thank you all for attending.

[Register Here](#)

NYC CERT CALENDAR



What is a Buddy Check?

A simple check-in can mean the world. Reach out to family and friends, especially those who might be isolated. Your call, text, or visit could brighten their day and provide essential support. Don't underestimate the power of human connection. Be a good neighbor, be a good friend. Check in today!

[Report your Volunteer Hours](#)

Search for *Buddy Check* Event



MENTOR PROGRAM

Are you interested in becoming a mentor to new NYC CERT members?

All Volunteer leadership should be encouraging active members to serve in a mentor role in order to support both their growth as leaders and provide new opportunities for newer members to become more engaged.

Complete the [NYC CERT Mentor Program form](#) to let us know if you'd like to be a mentor or mentee. Complete the [Matching Questionnaire](#) to help pair the mentor to a mentee. Both forms must be filled out to participate in the program.

[NYC CERT online platform](#) includes online courses to support volunteer growth.

Schedule free training for your Division here : [FDNY Smart Fire Safety](#).

[FEMA Region 2 \(R2\) Webinar Catalogue](#) includes all recorded webinars.

TRAINING OPPORTUNITY

CISA Learning

CISA's new Learning Management System has replaced the Federal Virtual Training Environment (FedVTE) and will replace multiple other platforms. CISA Learning will be the go-to learning platform CISA staff, contractors and external partners. CISA Learning will continue to offer the same no cost online cybersecurity training as FedVTE on topics such as cloud security, ethical hacking and surveillance, risk management, malware analysis, and more.



CISA Learning using the following link: <https://learning.cisa.gov/>

- External users will access CISA Learning via Login.gov, a secure government site.
- While Login.gov uses personal identifiable information (PII) for verification, this information is not shared with or captured in CISA Learning.
- For more information, visit: [What is Login.gov?](#) | [Login.gov](#)

THINGS TO KNOW



How To Request NYC CERT

If approached to support an event in your community, the following steps must be taken:

- Event organizer submits an official request using the [NYC CERT External Request Form](#).
- NYC CERT Leadership *should not* submit form on behalf of the event organizer.
- For events lead by a NYC CERT Division, volunteer leadership (Ready New York Liaison, if a preparedness event) should submit this [Event Request form](#).

NYC CERT program staff will review all requests. If approved, program staff will add the volunteer opportunity to the [NYC CERT Event Calendar](#) with a registration link. If more details are required for approval, program staff will use the contact information provided in the request form to connect with the organizer.

NYC CERT External Request

Form: <https://on.nyc.gov/CERTrequest>

Find the NYC CERT Protocols here: [NYC CERT SOPs](#)

Schedule a meeting with NYCEM staff: [NYC CERT Volunteer Support](#)



What is the NYC CERT Uniform?

We are a Team! To ensure we all represent NYC Emergency Management with professionalism, this message serves as a friendly reminder about our uniform policy. Whether it's a preparedness event or an emergency response, being in proper uniform allows us to be easily identified by the public and first responders. It signifies our commitment to safety and fosters a sense of unity.

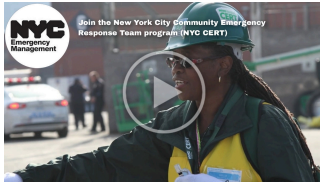
Here's a quick rundown of the NYC CERT uniform:

- Green NYC CERT polo shirt (mandatory)
- Khaki pants (mandatory)
- NYC CERT reflective vest (always most visible outer layer)
- NYC CERT credential on lanyard, visible at all times (mandatory)
- Optional items: NYC CERT baseball hat, windbreaker, green helmet (for emergency responses), green CERT response bag (for emergency responses), NYC CERT branded sweaters/jackets (produced with NYCEM approval)

Not sure about an item? Don't hesitate to reach out! Contact us at cert@oem.nyc.gov and we'll be happy to answer any questions or address any concerns you may have.

NYCEM
CERT
VOLUNTEER

[Download the New NYC CERT Backgrounds](#) for use during CERT meetings and training in a virtual environment (e.g. Microsoft Teams, Zoom, etc.)



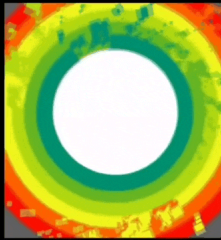
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[Resolve to Be Ready Calendar](#)
 Regular reminders in simple steps that can help you work preparedness into your busy schedule.



Listen to all episodes of NYCEM's two podcasts, Prep Talk ([SoundCloud](#), [iTunes](#) & [Spreaker](#)) and ¡Prepárate! on [SoundCloud](#).



KNOW YOUR ZONE is your destination for everything you need to know about hurricanes in New York City.

You'll find information about the city's hurricane evacuation zones, the hazards you may face from a hurricane, and what to do to prepare.



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DENISE ESPOSITO
 Specialist
 Recruitment & Retention



REGINA WILSON
 Specialist
 CERT Leadership



GABRIEN ZERVOS
 Specialist
 Operations & Engagement



VANESSA RODRIGUEZ
 AmeriCorps
 Member

**NYCEM
 CERT
 VOLUNTEER
 SUPPORT**

**[Schedule a meeting with NYC CERT Staff:
 https://on.nyc.gov/bookCERT](https://on.nyc.gov/bookCERT)**

Choose a Topic:

[CERT Pick-up
 \(In-Person\)](#)

[NYC CERT
 Operations](#)

[Advanced
 Training](#)

[Exercises
 & Tabletops](#)

[General
 Questions](#)

[CERT ID
 Questions](#)

[Leadership
 Interest](#)

[Borough
 Discussion](#)

[Division
 Discussion](#)

This application lets you book a one-on-one meeting with a staff member who specializes in each specific topic. Please provide a clear description of your needs so we can prepare to address all of your questions and concerns.



NYC Emergency Management | nyc.gov/emergencymanagement
(Click here to view as a webpage)



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