

NYCEM CERT | MENTOR PROGRAM

Make a Difference: Become a NYC CERT Mentor or Mentee

Grow as a Leader, Empower Others: Join the NYC CERT Mentor Program. All active members, especially new graduates, are encouraged to participate as a mentor or mentee. Complete the [NYC CERT Mentor Program form](#) and [Matching Questionnaire](#) to get started. Both forms must be filled out to participate in the program.

Don't miss out! The next mentor program session is scheduled for December 23, 2024. Learn more about the program and how it works.

[Register Here for the December Session](#)



MONDAY RADIO ROLL CALL

Radio Channel
CERT BX

12/16
Responding Borough: Queens

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](#)



NYC EMERGENCY MANAGEMENT'S LATEST 'PREP TALK' PODCAST DISCUSSES HOW THE DEPARTMENT OF SANITATION PREPARES FOR WINTER WEATHER

[Click here to listen to episode 87](#)

Download the NYC
CERT SOPs

New York City Emergency Management Staff is excited to announce the release of



El nuevo episodio de *¡prepárate!* Podcast del departamento de emergencias habla con Fabricio Caro Subjefe del personal del departamento de bomberos (fdny) sobre precauciones de incendios durante el invierno

[Haga clic aquí para escuchar el episodio](#)

Language Certification

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](#)



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:

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](#)

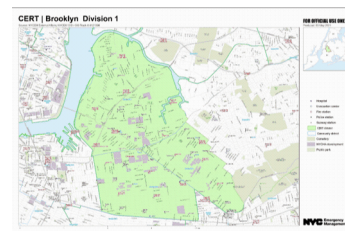


View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

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. **

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

Welcoming the Future of CERT



Welcoming Our Newest CERT Members! We're thrilled to announce the successful completion of our recent NYC CERT Basic Training. Tuesday, we will be celebrating the graduation of our newest CERT members and honoring their exceptional achievements. [Click here to view photos from this basic training cycle](#) and discover the incredible journey of these dedicated individuals and how they've grown into future leaders. During Tuesday's ceremony, we will also be honoring two NYC CERT Divisions for their dedication to their communities.

Photos From Basic Training

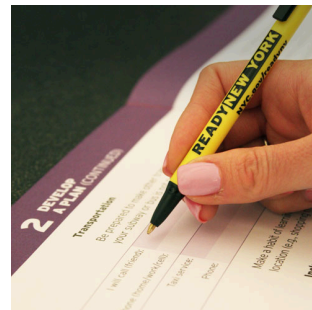


CERT Leaders. As we conclude the 2 year teams for division chiefs and district chiefs in Brooklyn and the Bronx, We are asking transitioning leaders in those boroughs to please make an appointment with Regina Wilson for an exit interview. These interviews will allow CERT Leadership to discuss ways to improve the CERT program and to share ideas on how to keep the teams strong.

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

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

All Division IDs are Ready



Please use this link to [Schedule a meeting with NYC CERT Staff](#): <https://on.nyc.gov/bookCERT>



Preparing for Winter Weather

Prepare your home to keep out the cold with insulation, caulking and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups. Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Remember the needs of your pets. Have extra batteries for radios and flashlights. If you are unable to afford your heating costs, weatherization or energy-related home repairs, contact the [Low Income Home Energy Assistance Program \(LIHEAP\)](#) for help.

In Case of Emergency

Be prepared for winter weather at home, at work and in your car. Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water and non-perishable snacks. Keep a full tank of gas.

To learn more about go to [Winter Weather](#) | [Ready.gov](#)

Have You Submitted Your Hours?

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](#).

Submit your NYCEM CERT

Volunteer Hours for 2024

Deadline: Friday, January 17, 2025

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.

A message from:

NYCEM STAFF

We're Here to Help

We are dedicated to supporting NYC CERT volunteer members and leaders. We're here to assist you and provide guidance. As a leader, it's crucial to be well-versed in policies

and procedures to effectively guide your team members. If you're unsure about something, well-structured meetings provide an opportunity to receive clarification.

Remember, volunteer leaders play a vital role in fostering a positive and professional environment. It's important to address concerns directly rather than engaging in gossip, as this can create a toxic atmosphere. Experience has shown that most issues can be resolved through open and honest communication.

25-hours Policy Takes Effect in 2025

We want to again provide some clarity for one of the notable updates to the NYC CERT SOPs, specifically: *To remain Active, volunteers must complete and report a minimum of 25 approved volunteer service hours annually.*

**25 hours
in 2025**

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.

Send Us Your Photos!



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

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!

VOLUNTEER OPPORTUNITIES

Dyker Heights Light Deployments

This holiday season, NYC CERT will again assist the 68th NYPD Precinct with crowd and traffic management at the famous Dyker Heights Holiday Lights display in Brooklyn. With large crowds and buses of tourists expected, CERT volunteers will help manage the flow of visitors along 10th to 12th Avenue, between 85th and 82nd Street. Volunteers are needed on Saturday evenings—December 7th, 14th, and 21st.

Registration:

[Saturday, December 14](#)

[Saturday, December 21](#)



CERT Supports Community Board 17's Holiday Event and Toy Giveaway

On December 20th, NYC CERT will be supporting Community Board 17 during their upcoming holiday ceremony and toy giveaway! With a large turnout expected, including many children, CERT volunteers will assist with crowd and traffic management, guiding the flow of people along the sidewalks. Their efforts will help maintain a smooth, enjoyable event for all attendees. Elected officials will also be present to join in the community celebration.

[Community Board 17 Tree Lighting Ceremony](#)

[Registration, Fri, Dec 20, 2024 at 4:00 PM](#)

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.

NYC CERT ADVANCED TRAINING

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](#)

Recent Activity

Deployment

Dyker Heights Light



This past Saturday on December 7th, NYC CERT assisted the 68th Precinct with crowd and traffic control at the Dyker Heights Holiday Lights in Brooklyn. Volunteers helped manage large crowds and traffic in the area surrounding the holiday displays.

Meeting

Queens Division 1



Queens Division 1 coordinated by Borough Coordinator Terese Flores gathered this past Wednesday the 11th as members discussed recent tools and uses of reporting issues with Catch Basins and Fire Hydrants. Program staff went over the recording hours tool as well as recent newsletter resources and Standard Operating Procedure updates. Looking forward to the upcoming year of opportunities!

Leadership Development Class



On December 12, 2024, CERT program staff led a leadership development class. Potential leaders of the program joined the class to learn more about leadership in the CERT program and to move one step closer to becoming a leader in their division. The group was very interactive and engaged in the class. Who know, you all may be looking at the next CERT leaders.

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



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:

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

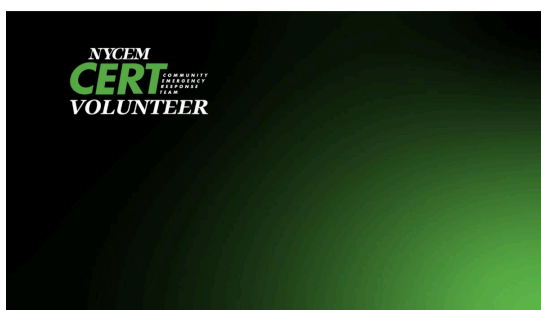
Form: <https://on.nyc.gov/CERTrequest>

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

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

- 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)

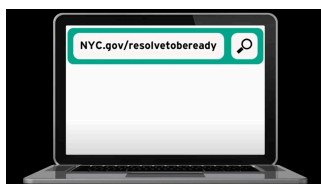
Not sure about an item? Don't hesitate to reach out! Contact us at cert@oem.nyc.gov and we'll be happy to answer any questions or address any concerns you may have.



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



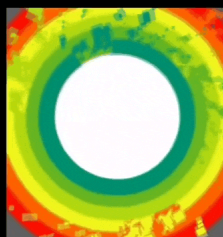
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[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](#) & [Spreker](#)) 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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 Volunteer Programs



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VANESSA RODRIGUEZ
AmeriCorps
 Member

**NYCEM
 CERT
 VOLUNTEER
 SUPPORT**

Schedule a meeting with NYC CERT Staff:
<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)



NYCEM
 New York City Emergency Management

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