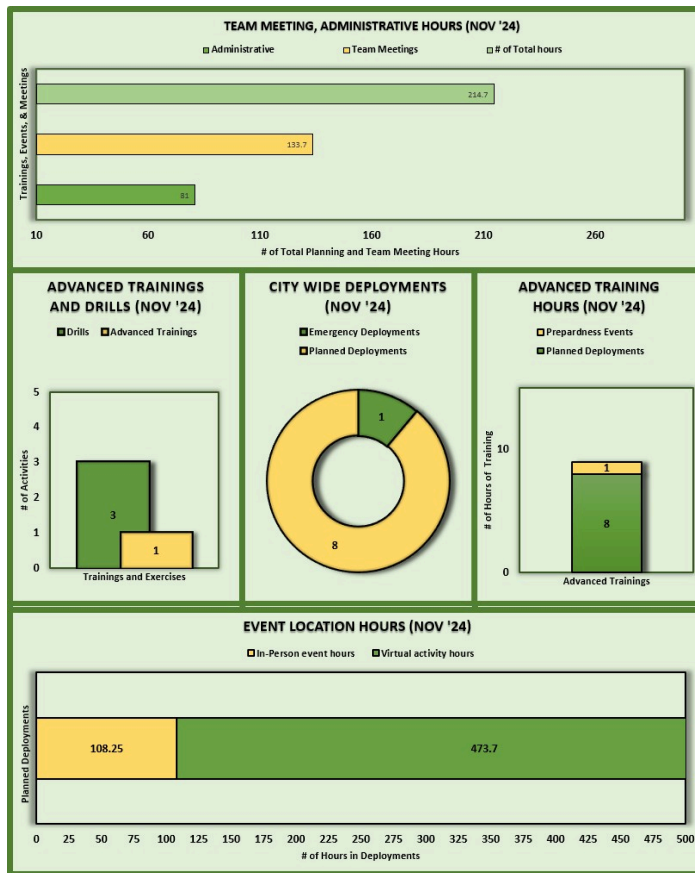


November After Action Report



MONDAY RADIO ROLL CALL

Radio Channel
CERT BX

12/02/2024
Responding Borough: Staten Island

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](#)

November has been a busy and productive month for NYC CERT volunteers. NYC CERT volunteers have once again shown their dedication to community safety. With 581.95 hours of service this November, we've strengthened our preparedness and response capabilities. Our team's successful execution of all planned deployments is a testament to our commitment to action.

To enhance our skills, volunteers took part in 4 exercises and drills, including 3 drills and 1 advanced training, reinforcing our commitment to continuous improvement. Additionally, volunteers spent 328.2 hours supporting planned deployments and 133.7 hours in team meetings, all of which are vital to the ongoing success of the program. Volunteers also actively engaged in 9 preparedness-related events, ensuring the community remains informed and ready for any emergency. With 108.25 hours dedicated to in-person events and 473.7 hours spent on virtual activities, our team showed incredible flexibility and dedication in both in-person and digital formats.

From in-person drills to virtual preparedness events, our team's commitment to excellence is unwavering. Thank you to all our

Download the NYC
CERT SOPs

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

volunteers for making NYC a more resilient city!

Language Certification

Language **CERT**ification

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](#).

Water Preservation

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](#)

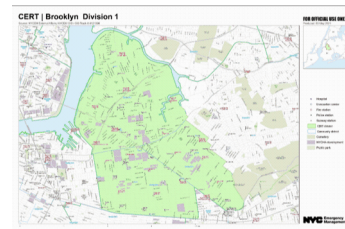


View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

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

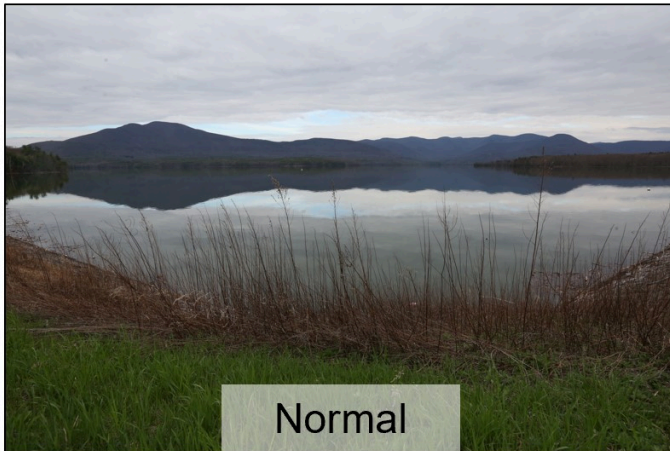
****Only events submitted and approved through the Event Request form will be available to volunteers to submit service hours. If you don't see your event listed, please connect with your division leadership. ****

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

Ashokan Reservoir



Water Conservation Resources

In 2024, New York had the driest October in recorded history! The current drought has led to wildfires

and reduced the amount of water stored in the City's reservoirs. All New Yorkers are encouraged to help save water now! Reducing water usage now can help avoid a more serious drought in warmer months when New Yorkers use more water.

Below is a list of DEP's education resources to help introduce water conservation to students and educators. In this packet, you will also find ready to use lessons and activity sheets with recommended grade bands. For more information, visit DEP's [website](#).

Education Resources:

- [Understanding NYC's Water Story: A Curriculum Guide for the Classroom](#)
- [NYC's Water Story: From Mountain Top to Tap Map and Guide for Teachers](#)
- [NYC Water Saver's Workbook](#)
- [Drippy's Water Adventure Coloring Book](#)
- [NYC Watershed Virtual Tour](#)
- [Water Resources Art and Poetry Contest](#)
- [NYC Drinking Water Supply and Quality Report](#)
- [NYC One Water Demand Management Program](#)

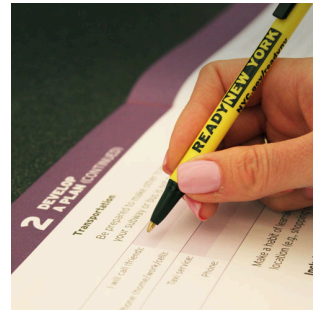
preparedness planning in your community.

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

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



Lessons and Activities:

- [NYC Water Cycle Rain Dance \(ES\)](#)
- [Drip Patrol Badges \(ES\)](#)
- [Love Poems to Water \(ES, MS\)](#)
- [What is a Watershed? \(ES, MS\)](#)
- [Water Conservation Quiz \(ES, MS, HS\)](#)
- [Creating a PSA about Drought \(ES, MS, HS\)](#)
- [Discovering NYC's Water Supply System \(MS, HS\)](#)
- [Engineering a Water System \(MS, HS\)](#)
- [Investigating Historic Droughts \(MS, HS\)](#)
- [Water Use Calculator \(MS, HS\)](#)

Take Action:

- [Water Saving Tips](#)

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>

NYCEM's Annual Toys for Tots and Coat Drive is Here!



As the colder weather approaches and the holiday spirit starts ramping up, NYCEM's Annual Toys for Tots and Coat Drive is back. From November 14th through December 12th, NYC CERT volunteers can help spread joy by donating gently used coats and new toys. Donations will go to NY Cares (coats) and the Marine Corps Reserve (toys).

What to Bring:

Gently used or in good condition coats for all ages. New unwrapped toys, crafts, books and games suitable for ages 0-12.

NYC CERT members can drop off their items from **9 AM-5 PM, Monday through Friday** at NYCEM headquarters (165 Cadman Pl, Brooklyn, NY 11201).

Members will not be permitted into the building outside of these hours.

Upon arriving, NYC CERT volunteers MUST have their NYC CERT ID and note to security that they are there dropping off items for the toy and coat drive.

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](#).

Have You Submitted Your Hours?

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



Basic Training Disaster Simulation Support

As always, NYCEM is requesting that our current NYC CERT volunteers show their support for our newest members as they complete the NYC CERT Basic Training. Current members can help by role playing as victims during the disaster simulation, which may involve them sitting or lying on the ground and acting in distress.

Registration:

[Monday, December 9 | 6 PM -9:30 PM](#)

[Tuesday, December 10 | 6 PM -9:30 PM](#)



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 7](#)

[Saturday, December 14](#)

[Saturday, December 21](#)

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

Cyber Ready Community Game



FEMA's National Exercise Division (NED) and DHS Cybersecurity and Infrastructure Security Agency (CISA) have developed the Cyber Ready Community Game to promote cyber preparedness. Team up and compete in the game that puts your sector in emergency cyber-scenarios and tested on how well you planned, mitigated, responded and recovered from the cyber-scenario.

Objectives:

- Effective Coordination
- Effective Communication
- Team Building
- HAVE FUN!

No prior knowledge or experience is required to join in the fun.

[Registration](#) | [Cyber Ready Community Game Night](#) | [Mon, Dec 2](#) | [6:30 PM](#)

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



On Sunday, November 24th, members of Manhattan Division 5 volunteered at the 23rd Precinct's annual turkey giveaway event. They assisted with line management and distributing turkeys to those in need.

Meeting

Bronx Division 3



Bronx Division 3 hosted a meeting on November 27th to brainstorm ways to offer more Ready New York preparedness opportunities within the division. The team also discussed plans for a holiday event to bring everyone together and celebrate the New Year.

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.



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



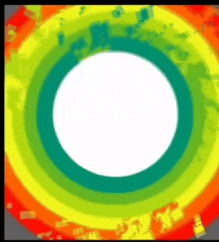
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[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.



JOSEPH PUPELLO
Director
Volunteer Programs



ANTHONY ESCOTO
Program Manager
Training & Exercises



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](#)



NYC Emergency Management | [NYC.gov/emergencymanagement](https://nyc.gov/emergencymanagement)
[\(Click here to view as a webpage\)](#)



NYCEM
New York City Emergency Management

NYC Emergency Management Communications Network | 165 Cadman Plaza East |
Brooklyn, NY 11201 US