



NEW YORK CITY EMERGENCY MANAGEMENT COMMUNITY EMERGENCY RESPONSE TEAM STANDARD OPERATING PROCEDURES

2024 EDITION



NYCEM Staff has been receiving inquiries regarding one of the notable updates to the [NYC CERT SOPs](#) that was highlighted in the last week's newsletter, specifically: *To remain Active, volunteers must complete and report a minimum of 25 approved volunteer service hours annually.*

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.

We've created the following chart to illustrate how a volunteer might satisfy the minimum requirements.

Activity	Hours per activity	Total Activities	Total Hours
Monthly Division Meeting	1 hour (at least)	12	12 hours
Preparedness Event	4 hours (at least)	2	8 hours
Planned Deployment	4 hours (per shift)	1	4 hours
Training Session	2 hours (at least)	1	2 hours
		<u>TOTAL HOURS</u>	<u>26 HOURS</u>

Please let us know if you have any questions regarding submitting your volunteer hours by emailing CERT@oem.nyc.gov and continue to review the NYC CERT each week for volunteer opportunities.

Strengthening Communities

2024 APPLICATION

STRENGTHENING COMMUNITIES

APPLICATION IS OPEN

NYC Emergency Management is looking for local coalitions interested in developing emergency plans for their communities. The program provides up to \$40,000 of funding to each participating coalition.

Eligibility

- Be a coalition
- be able to demonstrate connections with a community within the five boroughs.
- Be committed to establishing formal community emergency plan
- Begin Programming Wednesday, January 15, if selected.

Apply Now!

Learn more and apply at
<https://www.surveymonkey.com/r/2024SCApplication>



MONDAY RADIO ROLL CALL

Radio Channel
CERT BK

10/28/2024
Responding Borough: Queens

Scenario: How many working batteries do you currently have?

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

The Strengthening Communities Program Application is now open for Cohort 4! NYC Emergency Management is seeking up to 20 local coalitions who serve and lead within the five boroughs of New York City to apply to the Strengthening Communities program. This program provides up to \$40,000 to each participating coalition during their first year of programming to create a community emergency plan. Application deadline is November 15, 2024!

Strengthening Communities Application

Speaker Series



As promised, we wanted to share some photos from last week's Leadership Speaker Series event featuring NYCEM's First Deputy

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 Event Photos](#)

Are You Ready to Lead?



NYC CERT Program staff is looking for new volunteer leaders. A number of leadership roles have two-year term limits. The term limits for leadership in **Brooklyn and the Bronx** will be ending on December 31st, 2024. As our current leadership has been amazing, we are ready to bring in a new group of amazing members to fill these positions.

If you are interested in the role of Division Chief or District Leader for Brooklyn and the Bronx, please book an appointment using the [Volunteer Support Bookings page \(on.nyc.gov/bookCERTfuture\)](https://on.nyc.gov/bookCERTfuture) or contact Regina Wilson (Rewilson@oem.nyc.gov).

New NYC Emergency Management Social Media Campaign



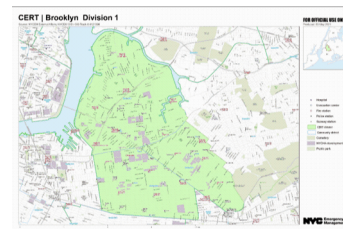
NYC Emergency Management is developing a small social media campaign regarding renter's insurance, centering around real stories of folks with insurance and when it has helped them (or conversely, an event that made you sign up for it). If you have an example of this and want to be included in the campaign, we'd love for you to share your story before [insert like a week from the time you send the email]. If



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

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

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](#) -

NYCEM
READY
NEW YORK

your story is chosen, the agency may feature you on social media to help New Yorkers understand how renter's insurance can help them in both big and small emergencies.

Submit Your Story

NOAA Announces more languages for National Weather Services



WEATHER IN MORE LANGUAGES
WEATHER.GOV/TRANSLATE



To better serve communities with Limited English Proficiency (LEP), the National Weather Service (NWS) is now using Artificial Intelligence (AI) to translate weather information into several languages. Translated forecasts from NWS New York, NY are available to the public on an experimental website, <https://www.weather.gov/translate>.

As NYC CERT volunteers, you're in the position to spread the word about this service and share a link to the NWS Translation website to your friends, family, and community partners.

You may download and share the flyer we made to advertise this new functionality in any of the languages listed:

[English version](#)

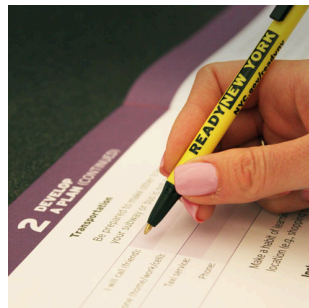
[Spanish version](#)

[Chinese version](#)

For more information on current weather translations please visit: <https://www.weather.gov/translate/>

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



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.

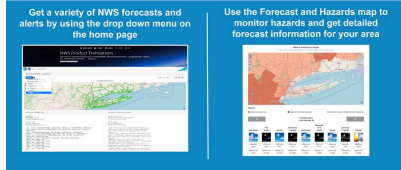
Leadership:

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



To better serve communities with Limited English Proficiency (LEP), the National Weather Service (NWS) is now using Artificial Intelligence (AI) to translate weather information into several languages including Spanish, Chinese, and French. Translated forecasts from NWS New York, NY are available to the public on an experimental website: <https://www.weather.gov/ny/translate>. NWS New York, NY provides weather forecasts, watches, and warnings for New York City, Long Island, southern Connecticut, and portions of northeast New Jersey and the Lower Hudson Valley. The availability of translated forecasts will continue to expand over the coming years. Please spread the word about this service and share a link to the NWS Translation website. If you have any feedback about the content and functionality of the NWS Translation website or the quality of the translations, please let us know by clicking the Feedback button on the website or sending an email to nws.translate@noaa.gov.



alerts and important city services. Download the free [Notify NYC](#) mobile app, available for [iOS](#) and [Android](#).



Closing Out Cybersecurity Awareness Month

For more information on other tips for you and your family please check out the [CISA Video library here](#)



Halloween Safety

Everyone loves a good scare on Halloween, but not when it comes to the safety of those little trick-or-treaters. Fortunately, there are lots of easy things parents and kids can do to stay safe on the spookiest of holidays.

- Carry glow sticks or flashlights, use reflective tape or stickers on costumes and bags, and wear light colors to help kids see and be seen by drivers.
- Join kids under age 12 for trick-or-treating.
- Slow down and be alert! Kids are excited on Halloween and may dart into the street. Turn on headlights early in the day to spot kids from further away.
- Remind kids to cross the street at corners or crosswalks.
- When selecting a costume, make sure it is the right size to prevent trips and falls. Choose face paint over masks when possible. Masks can limit children's vision.

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



NYC Veterans Day Parade

2024 NYC Veterans Day Parade (November 11th from 10am-4pm) CERT Volunteers will be tasked with assisting monitoring the flow of marchers and vehicles at Parade Dispersal area.

PLEASE REGISTER USING BOTH LINKS

[NYC CERT Registration](#)

[Organizer Registration page \(ONLY FOR THE NYC CERT ROLE\)](#)

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](#).

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

NYC CERT ADVANCED TRAINING



NYC Department of Street Homeless Solutions: Outreach Training

As requested by our volunteers, we are happy to announce a NYC Department of Homeless Solutions outreach training. Where DHS staff will be presenting outreach solutions and resources when interacting with the homeless population. This training will be held at a DH facility not NYCEM. Please find address in the registration.

[Registration](#) | [Tue, Oct 29](#) | [6:30 PM](#)



Cybersecurity Awareness Training for CERT Volunteers Now Available

Community Emergency Response Team (CERT) training covers basic skills that are important to know in a disaster when emergency services are not available. Volunteers who participate in CERT training have a better understanding of potential threats to the community, along with actionable steps they can take to mitigate risk and improve outcomes.

To provide additional support to CERT volunteers and the important role they play in their communities, FEMA partnered with the Cybersecurity and Infrastructure Agency (CISA) to provide a list of cybersecurity awareness training courses CERT volunteers can take to improve their ability to prepare for and respond to cybersecurity threats. The courses are self-paced and publicly available at no cost from the Federal Virtual Training Environment and the National Cybersecurity Preparedness Consortium (NCPC). Course topics range from cyber essentials and fundamentals of cyber risk management to cyber ethics and mobile device security. To access these courses, visit the [Cybersecurity Awareness Training website](#).

[Read More](#)

Recent Activity

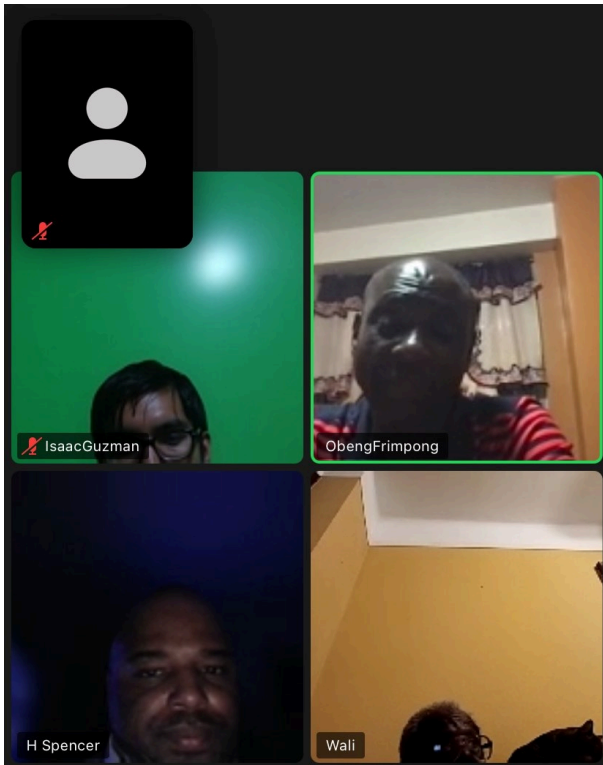
Small Business Workshop



On Thursday, October 17th at the Brooklyn Library, Brooklyn Division 2 members in Sunset Park provided small business owners in the area with Ready NY emergency preparedness literature and tips on steps to take to be prepared before, during and after emergencies.

(Grisel also provided some names of special attendees that joined her and her div members, namely, Congressman Daniel S. Goldman, NYC Council Member Alexa Aviles, Francesca Lando - a rep from Senator Andrew S. Gounardes's office, Roxana Benavides, who is the Sunset Park Brooklyn Library Director and USC members)

Meetings

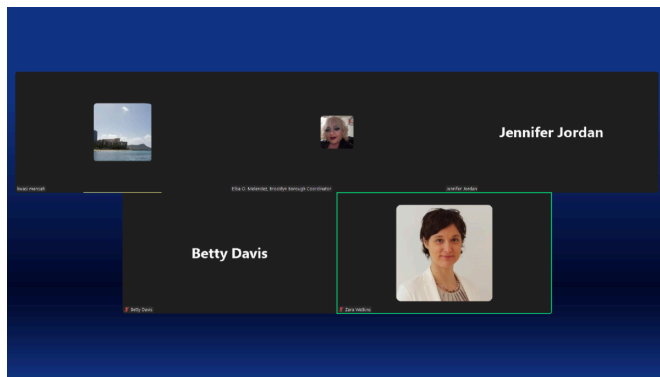


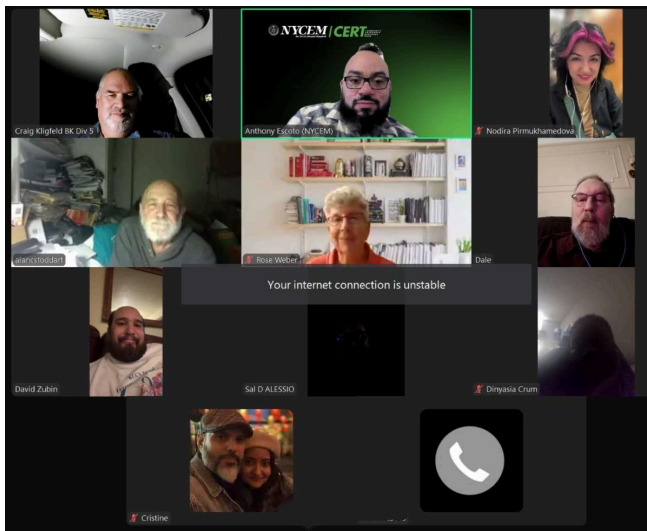
Bronx Division 1

On Monday, October 21st, Bronx Division 1 members gathered for a presentation provided by Division member Obeng Frimpong. Obeng walked members through the Emergency declaration process from the Federal Emergency Management Agency (FEMA). With so many rumors spreading during high stress situations and many sources of facts going out to the community can create many confusion. It is very important to remember that Emergencies always start locally and end locally. Thank you for the detailed presentation Obeng!

Brooklyn Division 4

Brooklyn Division 4 gathered virtually on Monday October 21st, to discuss the successful Panamanian Parade event held on October 9th. Members shared insights and suggestions for improving material procurement processes for future events. Volunteer hours were reviewed, and members were reminded to submit their hours by December 31st. Thank you to Brooklyn Borough Coordinator and Division Chief your leadership and guidance to the members!





Brooklyn Division 5

This past Thursday October 24th Brooklyn Division 5 members gathered virtually, as a wrap up to a busy warm weather season with many events coordinated and supported by the local Division. Members are eager to support some of the upcoming holiday events and intrigued by the program's new SOP's. Looking forward to the Division's annual Dyker Heights light show support!

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>



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)

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

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

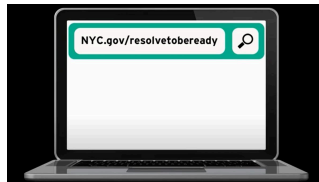
Not sure about an item? Don't hesitate to reach out! Contact us at cert@oem.nyc.gov and we'll be happy to answer any questions or address any concerns you may have.



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



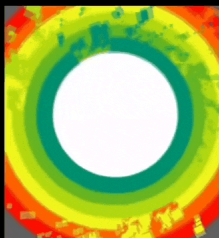
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[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.



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

**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



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



NYCEM
 New York City Emergency Management