

February After Action Review



Despite the challenging winter weather conditions experienced in late February, the commitment and resilience of our active Community Emergency Response Team (CERT) volunteers in the city remained unwavering. Although there have been fewer in-person events, significant progress has been made through dedicated volunteer meetings and a series of training sessions. Notably, 35 volunteers participated in a comprehensive emergency operations and Watch Command Overview at NYCEM Headquarters, demonstrating their dedication to enhancing their skills and preparedness for emergency situations. This level of engagement highlights the collaborative spirit and determination of our volunteers to serve and protect the community, regardless of external challenges.

NYC Emergency Management's Latest 'Prep Talk' Podcast Highlights Deputy



MONDAY RADIO ROLL CALL

Radio Channel
CERT QNS

3/3 Responding Borough:
Brooklyn

Scenario: How many radio trained members are in your Division?

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

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.

Chief Council Traci Wheelwright

PREP TALK

THE EMERGENCY MANAGEMENT PODCAST

As Black History Month comes to a close, it is important to continue to recognize the achievements African Americans have made over the course of American history and celebrate their contributions. It encourages recognition, from past and current trailblazers, in all traditional and non-traditional fields and careers. By sharing their stories in all forms of media and storytelling, their legacies continue to be weaved into American history. These stories will inspire the next generation to create change and foster equality. African American stories, and the larger human experience, deepen our understanding and strengthen our connections with one another.

On this episode of 'Prep Talk,' we are joined by New York City Emergency Management (NYCEM) Deputy Chief Counsel Traci Wheelwright, who shares her story on what inspired her to pursue a career in law, challenges Black women still face in the workplace, and what she hopes to accomplish in her current role. Wheelwright also discusses what led her to choose a career in public service and what she finds most rewarding about assisting New Yorkers during emergencies. Throughout her career she has held leadership roles with the NYC Department of Transportation, the Nassau County Supreme Court, and Amtrak.

"I really take comfort in the fact that in a leadership role I'm able to contribute in a way where my voice is heard, where I'm able to implement change, and effectively. Specifically, here at NYCEM the environment is so intimate that we can rally the troops together, have meaningful discourse and put things into effect relatively quickly," said **NYC Emergency Management Deputy Chief Counsel Traci Wheelwright**.

You can listen to the latest 'Prep Talk' episode on [SoundCloud](#)



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](#)

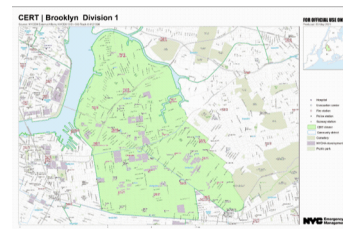


View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

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 preparedness planning in your community.

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

Traci Wheelwright is a seasoned senior attorney and civil servant with over 20 years of experience in legal practice, specializing in real estate, procurement, and client counseling. Currently serving as Deputy Chief Counsel for the New York City Department of Emergency Management since November 2024, Wheelwright plays a key role in overseeing legal operations, managing a team of legal professionals, and supporting the Chief Counsel's initiatives. She is responsible for ensuring staff performance aligns with department goals, providing professional development, and implementing efficient workflows for document processing and communication. Wheelwright provides legal support for agencywide activations, including drafting emergency contracts and mutual aid agreements, and advising on legal aspects of crisis response and risk mitigation. She holds a Master of Laws degree in Real Estate from New York Law School and a Juris Doctor degree from Hofstra University School of Law. Wheelwright is passionate about mentoring the next generation of legal professionals and contributing to legal practices that foster diversity, inclusion, and operational efficiency.

2025 Training and Exercise Catalogue Announcement!

NYCEM CERT TRAINING AND EXERCISE CATALOGUE 2025 EDITION



We're pleased to announce the [2025 Training and Exercise Catalogue](#), designed to help you grow and develop your skills as a valued volunteer! This catalogue is your go-to guide for a wide range of learning opportunities. Explore options that fit your schedule, from self-paced courses through our federal partner Learning Management Systems to specialized training like the Coastal Storm Plan Training. Many offerings include dates and seasons, and we'll continue to update the catalogue as more information becomes available. To ensure accurate rosters for our partners, registration opens 30 days prior to each event. Check out the catalogue now and start planning your personal and professional growth!

[Download Catalogue](#)

Basic Training Independent Study Resources



[Basic Training Student Manual](#)

[Basic Training Refresher videos](#)

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.

Updated NYC CERT IDs



Membership:

All members should reach out to their division leadership to exchange expired credentials for updated ones.

Community Safety for Houses of Worship Safety and Prep Training



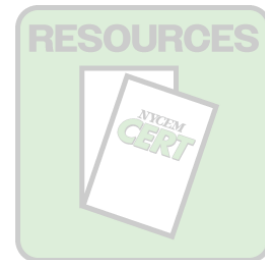
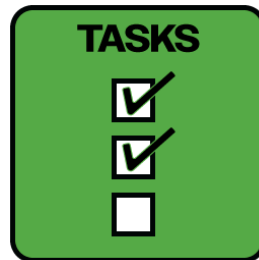
Big thank you to Doris Payne and Zoe Jasper who came out to support NYCEM staff at the Community Safety for Houses of Worship Safety and Prep Training at Medgar Evers College this past week. Our amazing volunteers helped with event check in and the distribution of Ready New York preparedness material throughout the event.

Leadership:

All Division 2 leaders in all boroughs can schedule a pick-up of their members' credentials beginning next week. They should have an expiration of 2/28/2025. Please 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](#).

Last week we started adding this new section in our weekly newsletter dedicated to showcasing the incredible impact of NYC CERT volunteers across the city! This section will offer a closer look at the NYC CERT program, highlighting one of the following sections each week including recent trends, the diverse tasks our volunteers undertake to support new initiatives and campaigns, and the valuable resources available to both members and the public. It will also serve as a platform to spotlight the amazing work being done by individuals, divisions, and even entire boroughs, demonstrating the vital role CERT plays in keeping New York City safe and resilient.



As recruitment is a task that both NYC CERT staff and volunteers can accomplish together, we wanted to introduce a new initiative that all CERT divisions can work on each month. We will continue to target certain CERT districts that need an extra boost in 2025 through collaboration with our fellow Community Engagement Bureau staff and external organizations.

How can you help? We are requesting that all divisions work on collecting contact information from local service organizations such as, the Knights of Columbus (K of C), Ancient Order of Hibernians (AOH), Veterans of Foreign Wars (VFW), Lions Clubs International and Rotary Clubs. Our goal is to engage these groups in conversations on emergency preparedness and schedule CERT Recruitment events for their members.

Task: Division Leadership can start this conversation with members at their next division meeting and all volunteers can begin to compile a list of local chapters/posts where they can reach out to collect contact information. All members can participate in this activity and all information can be found via an internet search. At the next division meeting, members can share their contacts, and all can split up the list and

begin contacting (via phone or stopping by the location, if nearby) to introduce themselves and request to do a recruitment tabling and/or mini presentation about the benefits of joining NYC CERT.

Sample script:

Hi. My name is _____ and I am a New York City Community Emergency Response Team Volunteer. We operate under the umbrella of NYC Emergency Management, and we provide emergency preparedness information to residents to ensure they are safe and prepared before an emergency. We also deploy to assist first responders and the public during and after emergencies. We would like to provide some information to on these topics and how to join NYC CERT by scheduling an event at your location. The requirements for membership are simple: Members must be 18 years of age or older, live or work in NYC and pass a NYCEM background check. Who can I speak to from this location to discuss this opportunity?

**Feel free to relay any events you have participated in as a CERT volunteer and the roles you have performed when communicating this information.*

NYC CERT Staff can discuss this initiative and answer any questions at your division meeting. Thank you for your support in building membership for the program!

TRAINING OPPORTUNITY

Ready New York Bingo

The Ready New York team is seeking bilingual NYC CERT members to become cultural ambassadors! We're offering a special training course that will equip you with the skills to promote preparedness in a fun and engaging way – through a game of Bingo designed specifically for second-language speakers. Join us and help ensure everyone in your community is ready.



[Registration: Thursday, March 6, 2025 | 6:30 PM](#)



Cultural Awareness Training

This virtual course has been designed for emergency management professionals and volunteers. It is intended to strengthen your cultural awareness and competency in the workplace and in the field when dealing with the different communities we serve. Participants will challenge biases and assumptions through self-reflection, identify culturally appropriate vocabulary, and acquire creative strategies to use in cross-cultural situations, all of which can help minimize cultural misunderstandings and enhance collaboration and trust. (1.5 hours)

Course pre-requisite: please take this self assessment and have your scores available for the training. If you use the Excel file, the score will be generated for you. If you use the pdf, you will need to calculate your score at the end. [Valuing Diversity Self-Assessment](#)

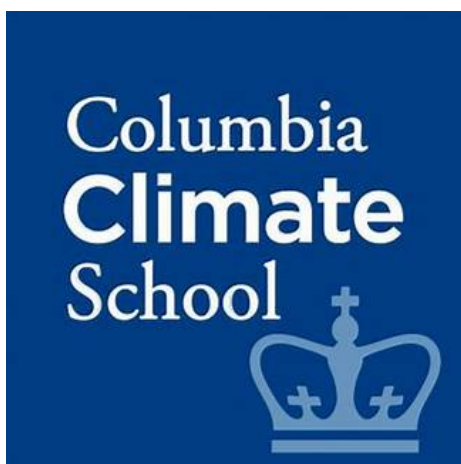
[Registration, Thu, Mar 27, 2025 at 6:30 PM |](#)

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](#)



FEMA Learning Opportunities

National Center for Disaster Preparedness (NCDP) has several on-demand web-based trainings to train learners quickly on mass care shelter and evacuation operations.

- [AWR-423-W: Mass Care Shelter and Relocation Communication](#) provides participants with an understanding of messaging for shelter and evacuation operations. This course is focused on the whole community.
- [AWR-424-W: Pandemic Planning Multilateral Risk Communication](#) provides participants an overview of multilateral risk communications during a pandemic.
- [PER-402-W: Pandemic Planning for Mass Sheltering](#) is designed to help learners plan for mass sheltering operations during multiple disasters.

These trainings can be completed in as little as two hours. Trainings are available for individual learners or can be incorporated into the curriculum for volunteer groups, university courses, healthcare and hospital systems, and more. To learn about and register for these trainings, please visit our training portal at <https://training.ncdpcourses.org>.

VOLUNTEER OPPORTUNITIES



NYRR Washington Heights Salsa, Blues & Shamrocks 5k Support

On Sunday March 2nd, CERT volunteers will support the NYRR Washington Heights Salsa, Blues & Shamrocks 5k alongside NYPD 34th Precinct Auxiliary. Volunteers will be tasked with assisting in crowd control and pedestrian management during the event, ensuring the safe crossing of pedestrians throughout the race.

If you are interested in this opportunity, [please click here](#).

St. Patrick's Day Parade in Bay Ridge

On Sunday March 23rd, NYC CERT will be assisting NYPD's 68th Precinct Community Affairs Office with crowd control and traffic management during the St. Patrick's Day Parade in Bay Ridge. If you are interested in participating in this deployment.

[Please click here to register!](#)



Basic Training Disaster Simulation Support

The Basic Training Disaster Simulation exercises will be coming up at the end of next month on Wed, March 26th and Thurs, March 27th. NYCEM is requesting NYC CERT active volunteers to support the sims as live victims. This is a great way to engage with our newest members and have fun while doing it! NYCEM's Moulage team will be on-hand to "dress you up" for the part! This role may include sitting or lying on the ground and acting in distress. Please do NOT wear your CERT uniform for this opportunity. Wear something that you are not concerned with getting soiled.

Registration:

[Wednesday, March 26th - 6PM - 9:30PM](#)

[Thursday, March 27th - 6PM - 9:30PM](#)

NYCEM CERT APPLICANT ORIENTATION

NYC CERT Orientation Support

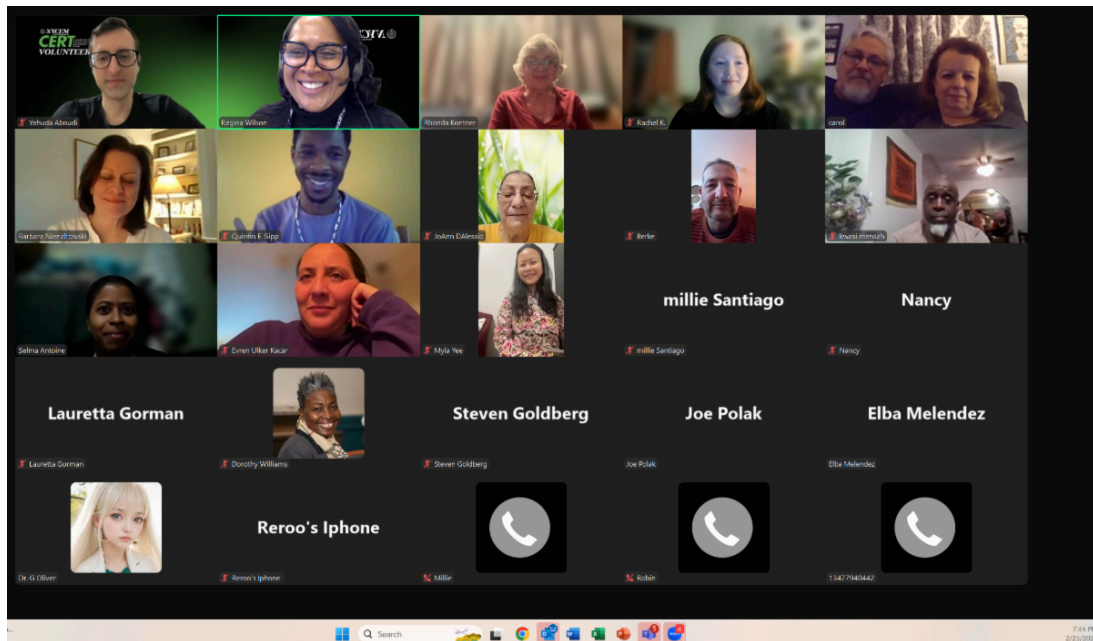
We are seeking volunteers from our active membership to assist with upcoming in-person Orientation sessions for new applicants in 2025. These evening sessions, held from 6:30 PM to 8:30 PM at NYCEM headquarters, will require volunteers to assist with light logistics, set-up, and answer questions from attendees. We encourage interested members to consider this valuable opportunity to contribute to the NYC CERT program.

[Register for an Orientation Date](#)

Recent Activity

Advanced Training

Mentoring Program Class



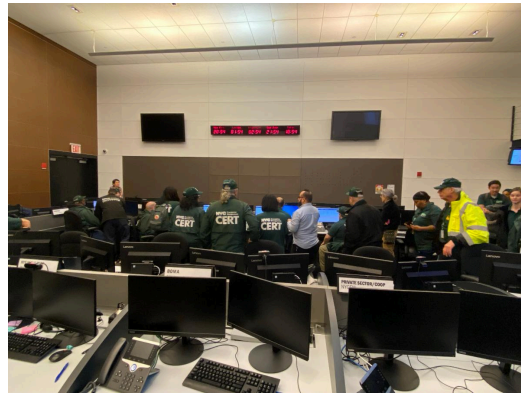
The mentoring program class was held on February 25, 2025. There was a wonderful turnout of members interested in the program. Great questions were asked regarding the presentation, and full participation was given by all those who attended. Thank you all for your time and feedback.

NYCEM Emergency Operations Center/ Watch Command Overview



This past Wednesday February 26, NNYC CERT members from across the city attended the Emergency Operations Center/ Watch Command Overview and Volunteer Reporting training held at NYCEM. Volunteers learned the

various components of the city's Emergency Operations Center how and when it gets activated and what is the CERT volunteer component role in these activations. Volunteers also learned how Watch Command operates 24/7 and the role volunteers have supporting Watch Command when it comes to being a Network Control Operator for large, planned events.



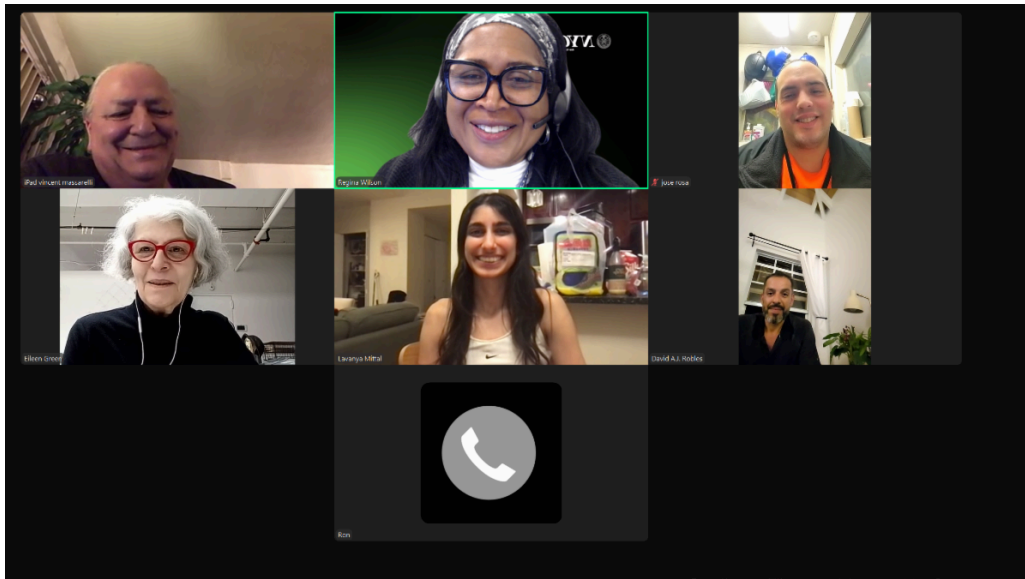
Meetings

Manhattan Division 4



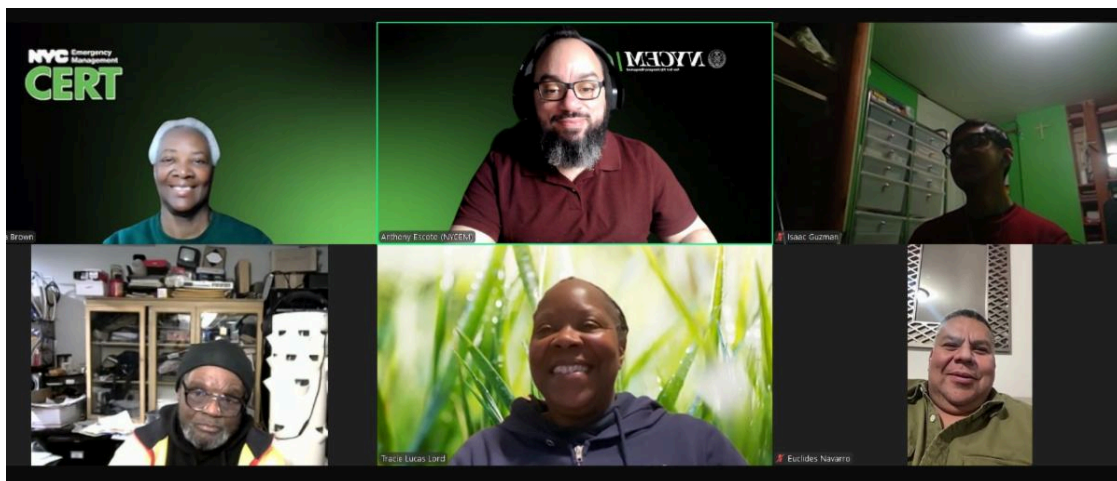
Manhattan Division 4 held their monthly team meeting on February 20, 2025. The team talks about community outreach for the month of March to reconnect with the people in their neighborhood. The Division Chief encouraged her members to step up into leadership. The leadership roles filled would help to support her efforts as the Chief.

Manhattan Division 1



Manhattan Division 1 hosted their team meeting on February 20, 2025. The team discussed goals for the upcoming month and finding a space to hold in person meetings for the team. They are planning to host a CPR training for family and friends as a CERT team meeting.

Bronx Division 1



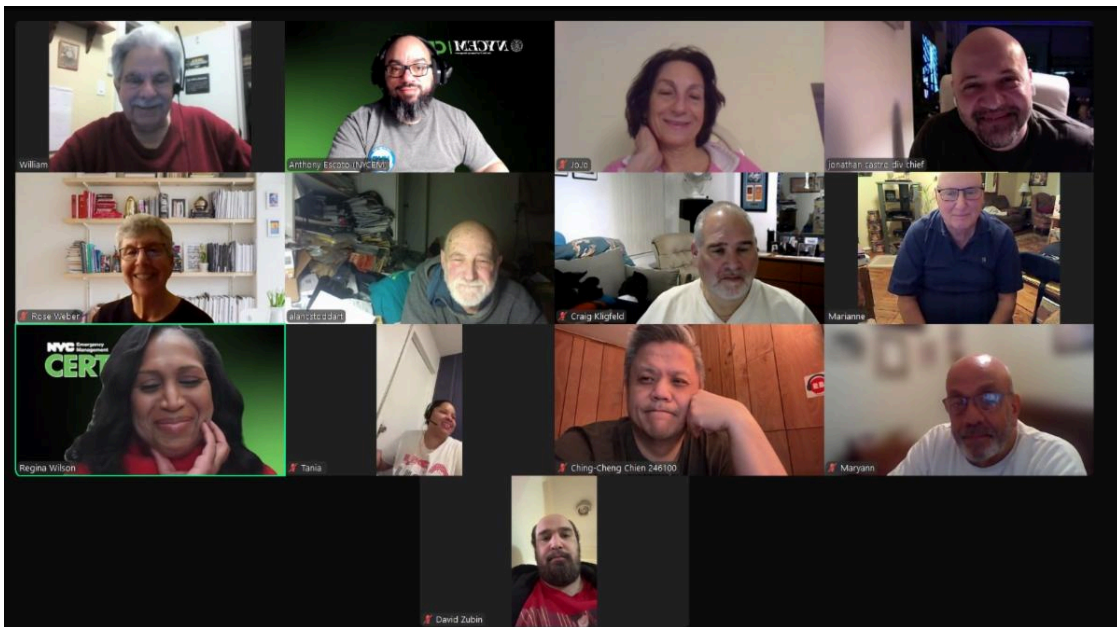
This past Monday Feb 24th Bronx Division 1 gathered to talk about potential gaps of preparedness in the community and how to potentially address them as regular community members and as CERT volunteers. Examples of community support was also provided by division members.

Bronx Division 5



Bronx Division 5 gathered this past week as a plan for the year is now in play for upcoming events for the Division, as well as welcoming new Division Secretary Allison! Program staff answered a few inquiries and will work on the planning of other localized trainings for the Division and Borough.

Brooklyn Division 5



This past Thursday Feb 27th Brooklyn Division 5 held their monthly meeting. Members discussed potential ideas of logistics for the Division. Brainstorming is always a great way to hear all share input into team decision making.

Send Us Your Photos!



Please continue to share 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!

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.

THINGS TO KNOW



How To Request NYC CERT

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



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.

- 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](#)

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.)



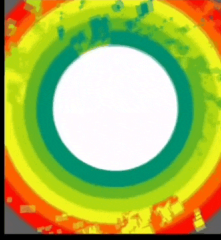
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[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>

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](#)

ONLY active NYC CERT membership may 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. Please do not share this link externally. All external inquiries can be directed to the program email address: CERT@oem.nyc.gov.



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



NYCEM
New York City Emergency Management

