

NYC Emergency Management is requesting that NYC CERT members SAFELY check catch basins in their area. Use [NYCDEP Citywide Catch Basins Map](#) to find the catch basins by entering your home address or using your current location. NYC CERT members can assist the Department of Environmental Protection to help avoid flooding and backups.



Operational Role:

- Safely clearing catch basins in your area using a broom or rake
- If the basin is clogged below the grate, file a report by calling 311
- DO NOT attempt to lift or remove the grate

Report any actions taken by completing the form found in the following link:

<https://goo.gl/forms/Uk76ezbH6hMGQNZE3>

Remember always to follow the NYC CERT Standard Operating Procedures [NYC CERT Standard Operating Procedures](#) when deploying (including contacting NYCEM Watch Command to deploy and stand down).



Flash Flood Plan Activated

The Flash Flood Plan (FFP) has been activated in anticipation of heavy rain beginning on Sunday. Light rain is possible anytime after 8 AM on Sunday, with chances increasing after 2 PM. Bulk of precipitation could be moderate to heavy at times, is expected between 2 PM and 1 AM. Rain will begin to taper off after 2 AM, but lingering light showers possible through Monday afternoon.

City Leaders Honor Lives Lost to COVID-19; Reflect on New York City's Efforts to Treat, Test, Vaccinate, and Heal New Yorkers During the Pandemic

More than 46,000 New Yorkers died of COVID-19.

More than 7.5 million people in New York City received at least one dose of COVID-19 vaccine — 91 % vaccination rate

New York City administered more than 14.5 million COVID-19 tests, provided over 150 million free at-home COVID-19 tests,

City Hall, municipal buildings to be lit amber in honor of lives lost, first responders, essential workers who worked tirelessly for fellow New Yorkers

On behalf of a grateful city, we extend our deepest appreciation to all current and past NYC CERT members who selflessly served during the COVID-19 pandemic. Your dedication, resilience, and commitment to helping your fellow New Yorkers during an unprecedented crisis made a profound impact.

From distributing essential supplies to assisting at testing and vaccination sites, your efforts played a crucial role in keeping our communities informed, supported, and safe. You stepped up when our city needed you most, demonstrating the true spirit of service and unity.

Thank you for your unwavering commitment to public safety and for embodying the best of New York. We are forever grateful for your contributions and sacrifice. The following video was posted April, 2020.

April is National Volunteer Month

When everyone else is putting their green away at the end of March, let's bring it back in April and showcase our NYC CERT volunteers! A special thank you to all of our volunteers. You work hard to make sure your communities are safe and prepared, and we want to celebrate you! At the upcoming CERT Graduation on April 7th, we will be distributing Presidential Service Awards to 40 members who reported over 100 volunteer service hours each last year. That is a very big deal! What can you do to kick off National Volunteer Month?

- Have you started to plan any recruitment activities for April? Now is a good time to start!
- Don't forget about your fellow members. It is a good practice to acknowledge their service and thank them for all that they do, even if you are working alongside them. Appreciation can start at the division level!
- Pictures, pictures, pictures! Let's flood our social media pages and newsletter with pictures of you out in your communities doing what you do best.



MONDAY RADIO ROLL CALL



Radio Channel
CERT QNS

3/17 Responding Borough:
Queens

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

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

Community Preparedness Symposium!



13TH ANNUAL COMMUNITY PREPAREDNESS SYMPOSIUM

Lead the Way, Prepare Today

WEDNESDAY, APRIL 2, 2025 | 9:00 AM - 3:00 PM
Baruch Vertical Campus, New York, NY

For help registering or requests regarding accessibility, email: communityprep@oem.nyc.gov

In less than a month, the NYCEM Community Preparedness Team is hosting the annual Community Preparedness Symposium! Spread the word to local community and faith groups, leaders, and volunteers.

The 2025 Community Preparedness Symposium - Lead the Way, Prepare Today will take place on Wednesday, April 2 from 9:00 AM - 3:00 PM at the Baruch College Vertical Campus.

This free symposium will feature several workshops geared towards equipping community and faith-based organizations, as well as local

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.

leaders, with tools and best practices for preparing, responding, and recovering from emergencies in the community.

Take advantage on this free opportunity to gain valuable knowledge and skills. Register now at on.nyc.gov/2025CPSymposium



Download NYC CERT
Catalogue

Updated City Resources for Immigrant New Yorkers!

The banner is blue with white text. At the top left is the 'NYC Mayor's Office of Immigrant Affairs' logo. At the top right is a white icon of a person with a backpack. In the center, it says 'New Immigrant Resources' and 'Available on www.nyc.gov/knowyourrights'. Below this are three white boxes with red headers, each containing a booklet cover. The first booklet is titled 'What to do after a friend or family member is detained by ICE/Immigration' and 'Frequently Asked Questions'. The second is 'Know Your Rights with ICE' and 'If ICE (Immigration and Customs Enforcement) agents approach you, you have rights!'. The third is 'Sanctuary City Laws in NYC'. Each booklet has a small icon at the bottom: a person, a shield, and a butterfly respectively.

The Mayor's Office of Immigrant Affairs (MOIA) has updated several booklets with guidance for immigrant New Yorkers. New Yorkers and service providers can learn what to do after a friend or family member is detained by federal immigration authorities, Know Your Rights, and understand New York City's local laws related to immigrants. **Visit MOIA's Know Your Rights webpage** regularly for up-to-date translated guidance related to immigration.

These booklets give only general information. It is not legal advice. Consult an attorney for legal advice. All immigrant New Yorkers can access free and confidential immigration legal help in their preferred language.

You can call the city-funded, free, and safe MOIA Immigration Legal Support Hotline at 800-354-0365, between 9:00 AM to 6:00 PM, Monday to Friday or call 311 and say, "Immigration Legal."



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



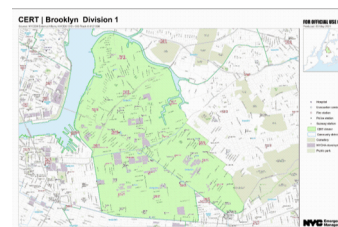
View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

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 Emergency Management presents the Ready New York Older Adult Center of the Year Award to Sage Center in the Bronx





March 13, 2025 – New York City Emergency Management (NYCEM) and the New York City Department for the Aging (DFTA) presented SAGE Center Bronx with the Ready New York Older Adult Center of the Year Award during a ceremony on Wednesday, March 12. The 12th annual award recognizes an older adult center in the five boroughs that has made an ongoing commitment to preparing older adults for emergencies. The award ceremony included remarks from NYCEM Commissioner Zach Iscol, DFTA Commissioner Lorraine A. Cortés-Vázquez, and Bronx Borough Deputy President Janet A. Peguero. The celebration was filled with Bingo, raffles, cake, and giveaways. There was also the distribution of readiness kits at the ceremony. SAGE Center Bronx received the award for their excellence in preparing their community for emergencies.

[Click here to read the full press release](#)

NYC Emergency Management Commissioner for a Day Contest

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

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



All New York City high school students are invited to participate in the annual NYC Emergency Management “Commissioner for a Day” essay contest. Entrants must submit an original essay and complete the application attached below. NYC Emergency Management Commissioner, Zach Iscol, will select the winner who will be invited to NYC Emergency Management headquarters to participate in the Commissioner for a Day Award Ceremony and take part in the John D. Solomon Fellowship Graduation event.

Eligibility: The essay contest is open to all New York City high school students enrolled in grades 9-12 and attending schools located within the five boroughs of New York City.

Deadline: All entries must be submitted by April 20, 2025. All entries must be emailed to readyny@oem.nyc.gov with the subject line “Commissioner for a Day Essay Contest.”

[Click here for more information](#)



Membership:

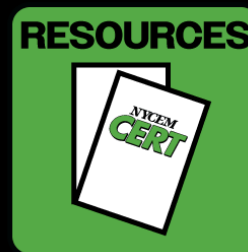
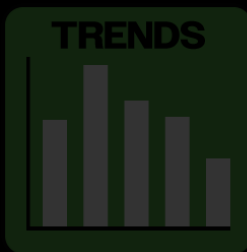
All members should reach out to their division leadership to exchange expired credentials for updated ones.

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](#).

As a reminder, we've recently added 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.



Recruitment Resources

- **Recruitment kit** – Order a recruitment kit for any upcoming recruitment events! Use the regular material request below and add to Comment section, “Recruitment Kit ONLY”
- on.nyc.gov/CERTready



- **Recruitment training** – Brief training + interactive practice of recruitment skills available for division meetings! Leadership: If you would like to schedule a brief recruitment training for your members at an upcoming division meeting (virtual or in-person), please reach out to Denise or Vanessa.
- **Suggested sources** – If you have joined any webinars, read any books or attended any other free training on recruitment or retention that you would like to share, please send in to Denise or Vanessa with a few

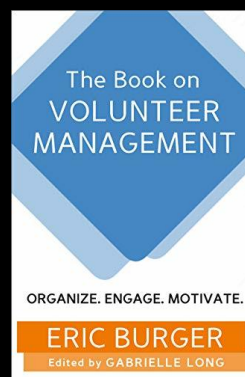
bullets on what you gained from the content and we will share it in an upcoming newsletter. For all entries, members can receive two volunteer hours per source and bullets.

We will start you off with this month’s suggested reading, below.

Book – *The Book on Volunteer Management: Organize. Engage. Motivate.*, by Eric Burger

Highlights:

- History of Volunteerism and its evolution
- Volunteer motivations – Motivation-lead recruitment strategies and how the volunteer’s service is priceless.
- How many volunteers you realistically need to accomplish your goal. **CERT has two main goals: emergency preparedness & operations*
- Measuring impact – feedback on the value of volunteer service – can be in hours given to a particular opportunity or in how many were served – or even simply what service was provided. (example: The need was ____, and ## of volunteers provided ## of hours, doing this activity: ____.)
- Different types of marketing and some stats on success – email vs content vs social media.
- Volunteers should regularly like and share content from their organization’s social media pages to spread the word across their networks.



TRAINING OPPORTUNITY



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 |](#)

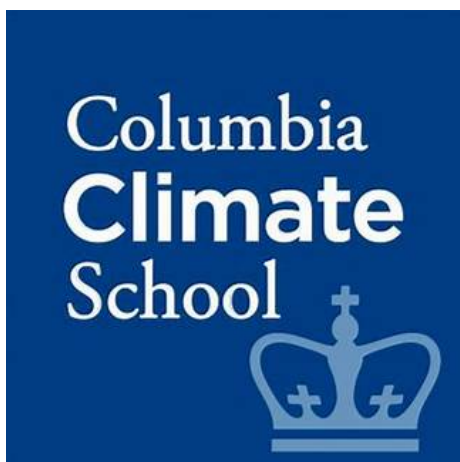
CISA Learning

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](#)



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

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

Meetings

Brooklyn Division 7



Brooklyn Division 7 dedicated their recent monthly meeting to professional development. As a coordinated event by one of the division's newest members, Naomi Lehrer with the FDNY SMART unit for a First Aid and CPR training. Thank you all for attending and to our amazing FDNY partners!

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 before, during, and after an emergency can make a world of difference. Please reach out to those in your community, especially those needing help. Sharing preparedness tips, confirming safety, and offering support are vital. Don't underestimate the power of community connection in building resilience. Be a prepared neighbor, be a supportive friend. Check in today!

[Report your Volunteer Hours](#)

Search for *Buddy Check* Event

As requested, we would like to provide a better understanding of what it means for a NYC CERT volunteer to perform a Buddy Check. Below is a list of topics and specific talking points:

- **Emergency Contact Information**
 - "Do you have a list of emergency contacts, and is it up-to-date?"
 - "Does everyone in your household know who to call in different types of emergencies?"
 - "Do you have out of state contacts, in case local lines are overloaded?"
- **Communication Plan**
 - "Where would we meet if we couldn't get home?" (Establish a designated meeting place)
 - "How would we communicate if cell service was down?" (Discuss alternative methods like text messaging)
 - "Do you have a plan to check on neighbors that are older or have disabilities and functional needs?"
- **Emergency Supplies**
 - "Do you have an emergency stay-at-home kit? What's in it?"
 - "Do you have enough supplies for at least three days?"
 - "Do you have any needed medications, and do you have extra of those medications?"
 - **Use your knowledge as a NYC CERT volunteer to provide suggestions**
- **Home Safety**
 - "Do you know where your gas and water shut-off valves are?"
 - "Do you have smoke detectors and carbon monoxide detectors, and are they working?"
 - "Do you have a fire extinguisher, and do you know how to use it?"
 - "Are heavy objects secured to prevent them from falling?"
- **Evacuation Plan**
 - "Do you know your building's or neighborhood's evacuation routes?"
 - "Do you have an emergency go bag ready in case you need to evacuate quickly?"
 - "Do you know where your local evacuation center is?"
- **Specific Needs**
 - "Do you have any specific needs like medical conditions or mobility issues?"
 - "Do you have children? Do you have a plan for them?"
 - "Do you have pets? If so, do you have pet supplies in your emergency kit?"
- **Information Awareness**
 - "Do you know how to get official emergency information from the city or state?" (Encourage them to sign up for Notify NYC)
 - "Do you know the difference between different emergency alerts?"

Key Principles to Remember

- Keep it simple: Avoid overwhelming people with too much information at once.
- Be encouraging: Focus on helping them take small steps toward preparedness.
- Active Listening: Pay attention to their concerns and questions.
- Share resources: Direct them to reliable sources like nyc.gov/readyny.
- Follow up: Check in with them periodically to see how they're doing with their preparedness efforts.
- Be a good example: Demonstrate your own preparedness.

**NYCEM
CERT**

**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:

- 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.)



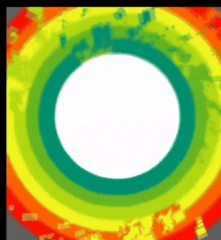
[NYCEM's YouTube page](#)
[NYC CERT recruitment video](#)
[2021 National Volunteer Week video](#)



[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>

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](#))



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