# Unit 1: Introduction to NYC OEM CERT/ICS

## UNIT INSTRUCTOR INFORMATION

| NAME | AGENCY | CONTACT INFORMATION |
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## UNIT INTRODUCTION

As you embark on the next few weeks of NYC Community Emergency Response Team (NYC CERT) training, it is important that you think about your role in the NYC CERT team you will join regarding neighborhood and community preparedness activities, disaster planning, and response.

With regard to protocol and procedure for preparedness and response, the NYC CERT program in New York City is managed and directed by the NYC Office of Emergency Management (NYC OEM). Each individual team represents the neighborhoods and communities in which it serves.

All NYC CERT members must follow the Standard Operating Procedures (SOPs) that have been developed for your protection. The NYC CERT SOPs are a set of policies and procedures that outline deployment, team structure, team development, uniforms and equipment, and identified roles. You are receiving a copy tonight and may also access them at:
http://www.nyc.gov/html/oem/downloads/pdf/cert/cert_web_sops.pdf

## UNIT OBJECTIVES

You will learn:

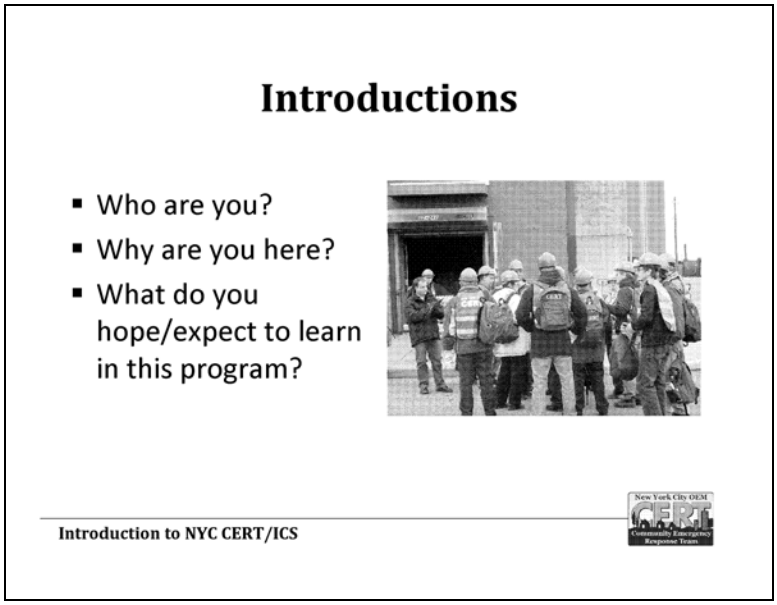
- About the NYC CERT program and its mission;
- The principles of READY NY and how to prepare yourself, your home, and your community;
- A NYC CERT team's ROLE and how NYC CERT teams behave in ACTION;
- What you can expect from training and the course curriculum;
- An overview of the Incident Command System and how NYC CERT fits in; and
- The NYC CERT Deployment Protocol.

## UNIT REVIEW

From this point on, everything you learn will fit into the Incident Command System (ICS). Please review the SOPs so as the weeks go by.

## LOOKING FORWARD

Next week you will begin the Urban Environment units, starting with high-rise building and utility emergencies. The information presented to you in the following weeks will raise your personal awareness to help you stay safe and inform you as to your role as a CERT member.




**Key Points**

- Introduce yourself and say a bit about why you wished to join the NYC CERT program.
- Take a moment to write down something about your classmates and their background.
- One of the great things about NYC CERT is each and every individual has something to bring to his or her team; a special interest, professional experience, language competency, etc. You start this training as an asset to your team!

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**Key Points**

- What is CERT?
- What do you think it does?
- What do you think your role as a CERT member might be?

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## NYC CERT: History

- **1985** – CERT developed and implemented by Los Angeles Fire Department.
- **1987** – Whittier Narrows Earthquake underscored the need for CERT.
- **1994** – CERT expanded by Los Angeles Fire Department and FEMA.
- **2003** – President Bush asks all Americans to volunteer – Citizen Corps Council.
- **2003** – OEM becomes managing entity of NYC CERT.

Introduction to CERT / ICS

**Key Points**

- CERT began in the Los Angeles area in response to first responders unable to get to areas and residents affected by landslides and fires. San Francisco and Portland, Oregon also began CERT programs at this time. CERT allowed communities to be organized to be able to respond to disasters in their neighborhoods prior to emergency personnel arriving. CERT continued to grow along the west coast following the Whittier Narrows earthquake in the Los Angeles area.
- NYC CERT is a part of the national CERT program which is part of the Citizen Corps Council. Other Citizen Corps Council programs include Medical Reserve Corps, Fire Corps, Neighborhood Watch and Volunteers in Police Services (VIPS).
- The NYC CERT program helps train people to be better prepared to respond to emergency situations in their communities.
- The NYC CERT program is about readiness, people helping people, rescuer safety, and doing the greatest good for the greatest number.

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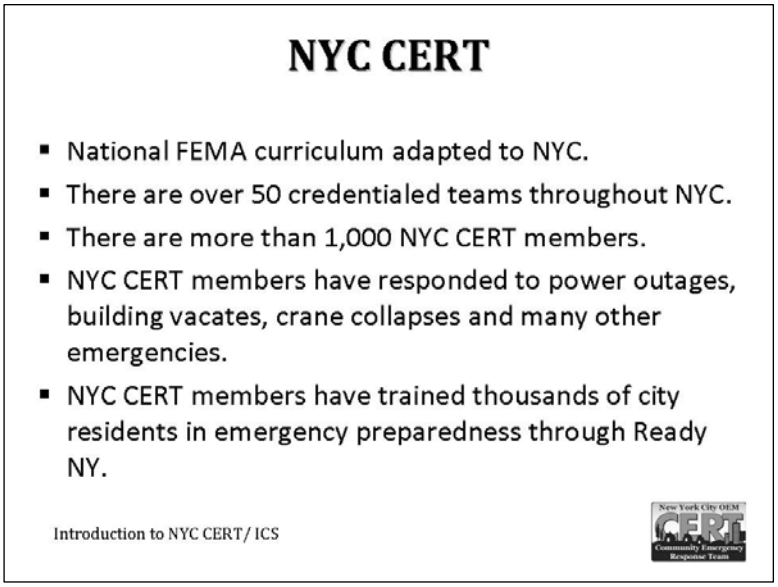


**Key Points**

- New York City has adapted the federal curriculum to focus on our urban environment.
- As you will see, the next three units deal exclusively with the NYC urban environment, so that you, as a NYC CERT member, are as prepared as possible to deal with emergencies and disasters in NYC.
- It focuses on the risks and hazards associated with bridges, tunnels, subways, high-rise buildings, cultural diversities, and special needs populations that are present in the urban context, especially when working in New York City.
- NYC CERT has trained more than 1,500 community members in the NYC CERT training curriculum.
- The program currently manages more than 1,000 volunteers and 57 teams.
- There are enough teams to cover all community districts within the five boroughs of NYC.
- There are multiple training classes this cycle, allowing existing teams to add new members.

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## NYC CERT: Mission Statement

- Inform, educate and train you neighbors on disaster preparedness.
- Assist public safety agencies in your local community with public events.
- Respond to locally occurring disasters by strictly following CERT protocols and supporting emergency personnel upon their arrival and request.

Introduction to CERT / ICS

**Key Points**

The mission of the NYC CERT program is to train community-based volunteer teams that will:

- Inform, educate, and train their neighbors on disaster preparedness.
- Assist public safety agencies and local community groups with public events.
- Respond to locally occurring disasters by strictly following NYC CERT protocols and supporting emergency personnel upon their arrival and by request.

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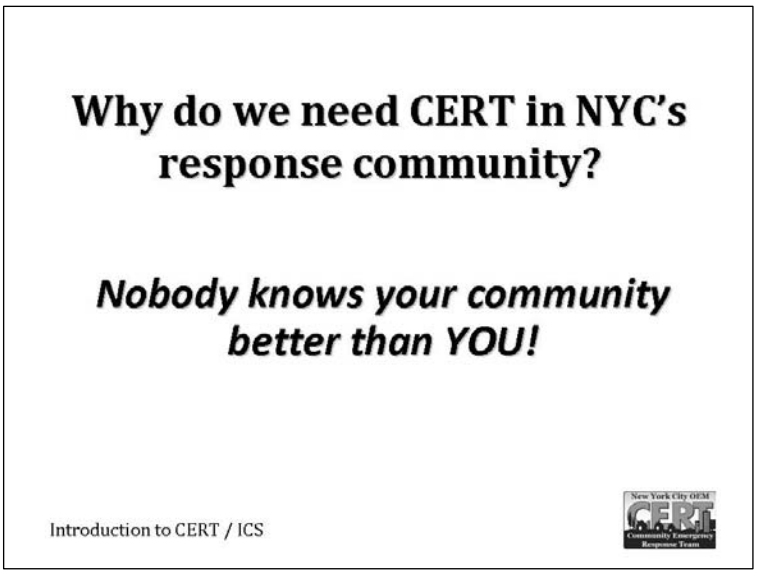


**Key Points**

- Residents know their communities best.
- NYC CERT is looking for those residents who want to help their family, friends, neighbors, and communities before, during, and after emergencies.

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## NYC Demographics

| NYC Demographics | U.S. Census Bureau 2010 |
|---|---|
| Population | 8,175,133 |
| Population density | 27,012.5 / sq mile |
| Elderly | |
| •Age 65 and older | 989,191 |
| •Living alone | 310,684 |
| Disabilities | |
| •Population with a mobility disability | 390,480 |
| Language | |
| •Immigrant population | 2,981,544 |
| •Residents not proficient in English | 1,800,000 |
| Poverty | |
| •Population living below the poverty level | 1,520,575 |

Introduction to NYC CERT/ICS

**Key Points**

- These are some factors that increase the vulnerability of New York City to the effects of disasters.
- Social vulnerability is created by the circumstances of peoples' lives that decrease their ability to withstand a disaster.
- Some examples of social vulnerability include:
  - Population density
  - Age
  - Disability
  - English proficiency and linguistic isolation
  - Low incomes

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**Key Points**

- Always take care of yourself first; personal and family preparedness is where to start before working as a team. How can you help someone in a disaster if you and your family are not prepared?
- Ready New York is NYC OEM's education preparedness program. The information from Ready NY enables you and your family to safely prepare for emergencies and disasters. Visit our website at: www.nyc.gov/readyny.
- Your safety and the safety of those in your household is the first step to ensure a successful response!

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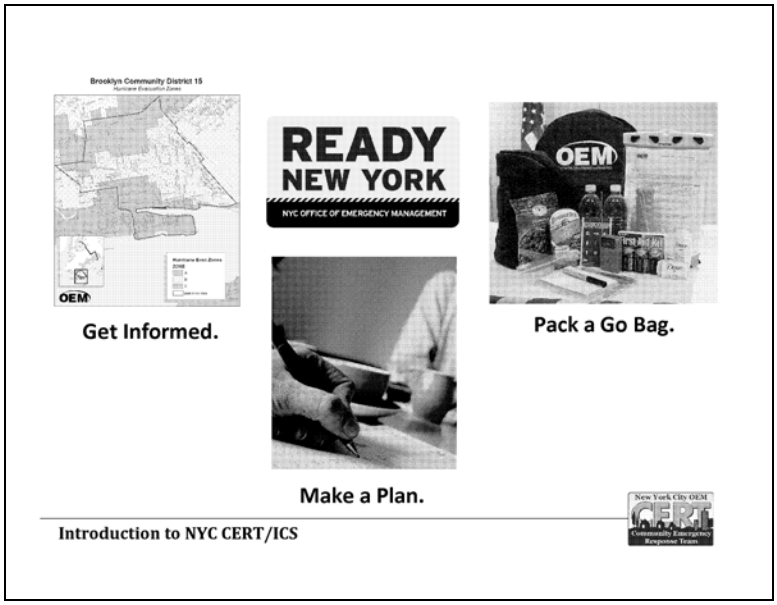


**Key Points**

- Get Informed:
  - Understand the hazards
- Make a Plan:
  - Meeting places
  - Emergency phone numbers
- Pack a Bag:
  - Go Bag
  - Emergency supply kit

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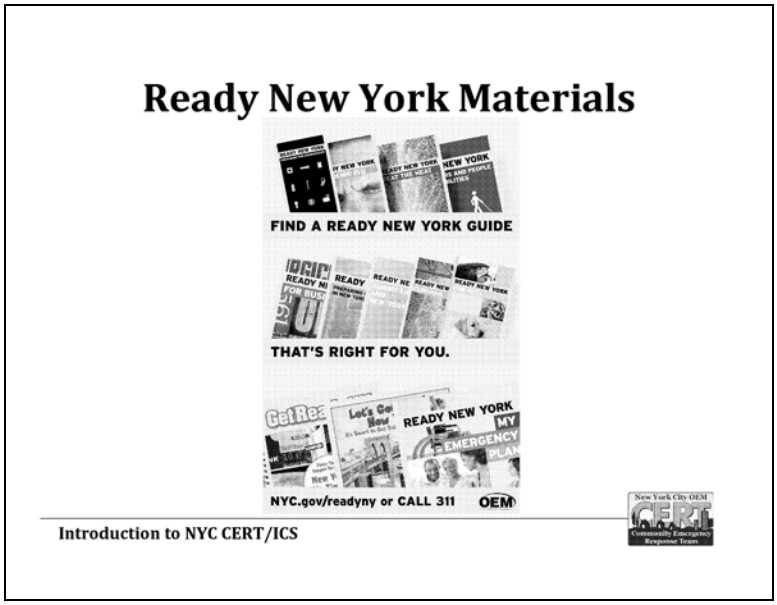


**Key Points**

- NYC CERT members can request Ready NY materials to help educate themselves and their neighbors about emergency preparedness. Every team has a Ready NY Liaison to assist with coordinating Ready NY presentations, tabling events, and ordering materials.
- All of these brochures are available on the internet (www.NYC.gov/ReadyNY) for download, from 311, or from CERT staff. They are available in up to 23 different languages.

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**Key Points**

- The Ready New York DVD examines hazards common to NYC and why it is important to prepare for them.
- This video is available on OEM's website (www.NYC.gov/OEM) and is available to NYC CERT volunteers for use in their communities. The DVD is available in English, Chinese, Spanish, and Russian.
- All NYC residents can receive direct messages from OEM:
  - Notify NYC is a service that provides you current information about emergencies specific to your neighborhood. You can sign up by calling 311 or logging on to www.nyc.gov/notifynyc to register.
  - Become a fan of OEM on Facebook (www.facebook.com/nycemergencymanagement), Twitter (www.twitter.com/nycoem), and watch preparedness videos on YouTube (http://www.youtube.com/user/nycoem?ob=0).
  - Sign up for Tip of the Week, and Citizen Corps Council newsletters at www.nyc.gov/oem. Visit the NYC CERT Tumblr page at: http://nyccert.tumblr.com/

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## Let's Review

| 1. Develop an emergency plan. |
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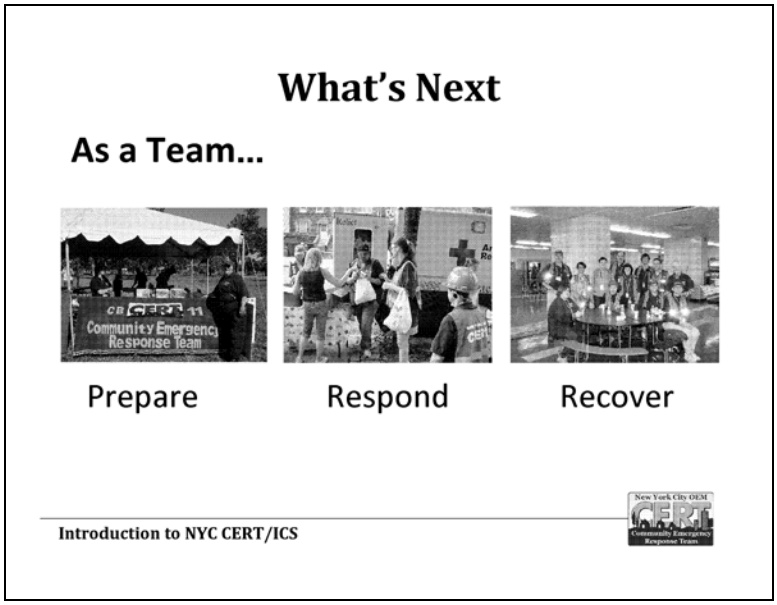
| **Why is it important to have two different meeting places?**<br>• **The first place is somewhere outside your home where family members can go after leaving.**<br>• **You need a second meeting place outside your neighborhood that everyone could get to in case there was an emergency in your neighborhood.** |
| **2. Work with family and friends to build a support network.** |
| • **Is there someone that might need your help in an emergency?**<br>• **Who could you call to help you in an emergency?** |
| **3. Gather emergency supplies – Go Bag.** |
| • **Most evacuations happen quickly and with little warning. If you and/or your family were forced to evacuate your home, what should everyone bring with them?** |
| **4. Gather emergency supplies – Emergency Supply Kit.** |
| • **Are you prepared to shelter in place, which means to stay where you are when it is not safe to leave your home? (Example: Snow storms, high winds, tornadoes, or contaminated air.)**<br>• **How are these supplies different from those in a Go Bag?** |

Please draw a map of your home layout and an escape route in the box below.




**Key Points**

- CERTs have multiple roles to play in regards to emergencies and disasters.
- To be effective in response to an emergency, teams must also play a part in preparedness and recovery.

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**Key Points**

- The idea of preparedness is central to the CERT mission and will be discussed throughout this training as you learn and practice preparedness tools for different emergencies, both as an individual and as a team.
- The preparedness phase of emergency management is very important. Studies have proven that the more prepared people are for emergencies, the calmer and more effectively they respond. As a result, serious injuries and fatalities are avoided or minimized and recovery efforts are more efficient and take less time.
- NYC CERT members play an invaluable role by preparing themselves, their families, neighbors, co-workers, and communities for emergencies.
- During this phase, first responders, emergency managers, non-profit, City, state, and federal agencies and organizations plan and train for different types of responses.
- Take a moment and list below a few things that you can do in your community to increase preparedness.

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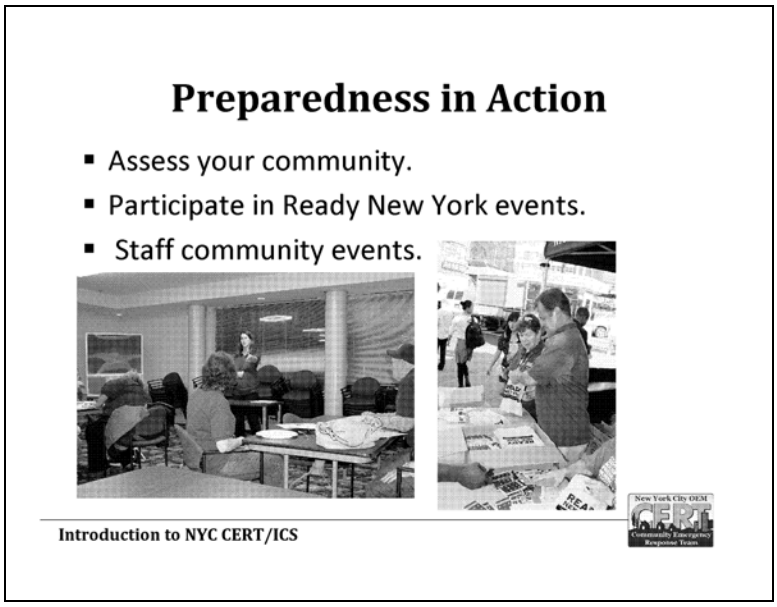


**Key Points**

**Preparedness roles for NYC CERT members include:**

- Ensuring your individual and household preparedness.
- Ensuring the preparedness of your friends, neighbors, co-workers, and community.
- Organizing neighborhood preparedness activities.
- Coordinating distribution of preparedness materials.
- Identifying special needs populations prior to an emergency.
- Identifying community members with special skills (doctors, nurses, mental health professionals, retired military personnel, etc).
- Developing a Community Disaster Network that can be used in caring for your communities in a disaster (see Unit 4).
- Providing support to the police and other community-based agencies and organizations during planned events.
- Engaging in post training.

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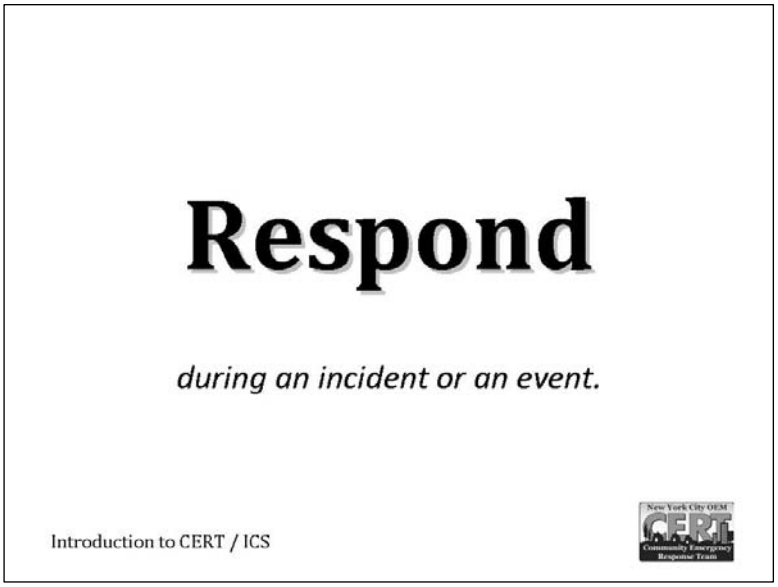


**Key Points**

**Response: During an Incident or Event**

- Safety is the most important consideration during any NYC CERT activity. This will be covered in every unit of this curriculum.
- Any response must be guided by the NYC CERT SOPs.
- NYC CERT SOPs outline specific deployment procedures for you and your team members to follow.
- In the response phase, the focus is on life safety of those directly impacted as well as people in the immediate area of the incident.

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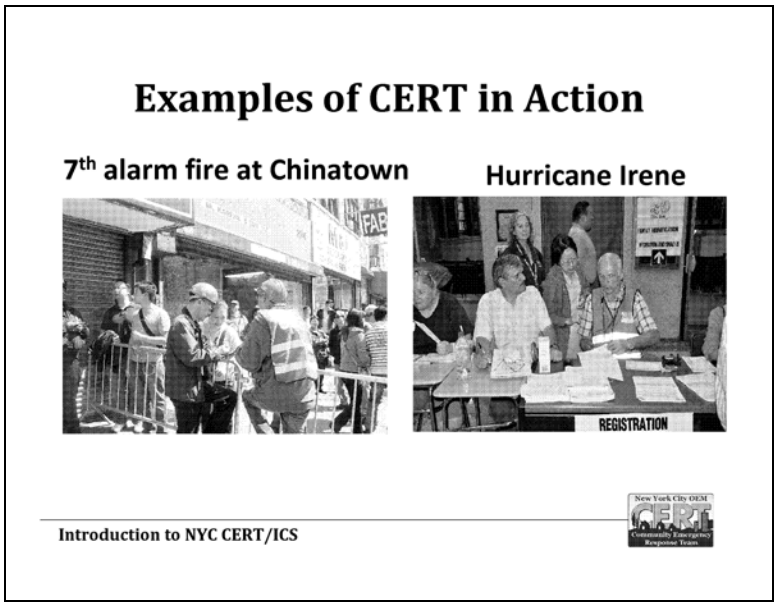


**Key Points**

**Examples of NYC OEM CERT in Action:**

- East Side crane collapses, Spring 2008 – DASC (Disaster Assistance Service Center) support, escorting residents to their homes to retrieve belongings, providing up-to-date information to affected residents (more on DASC and CERT roles in Human Services will be discussed during Unit 4).
- Haiti Earthquake, January 2010. The City opened the Haiti Earthquake Family Resource Center, a collection of agencies and organizations gathered in one place to provide information and referral to families of victims of the earthquake. CERT volunteers registered clients at intake and escorted them around through the center, providing a familiar face and comfort during a difficult time.
- Staten Island and Queens Microburst, September 2010. CERT teams directed traffic at compromised intersections in Queens, and citywide teams reported damage and dangerous conditions to ensure a timely and effective response.
- Hurricane Irene, August 2011. CERT volunteers deployed citywide to Coastal Storm Evacuation Centers, helping City employees set up the centers, assisting the evacuated New Yorkers at the shelters, and other related tasks. CERT team chiefs also staffed the City's EOC to assist with coordination of the response.

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**Key Points**

**Recovery: Post Disaster Assistance**

- In the recovery phase, the focus is on re-establishing a safe, stable environment over the long term. This may include:
  - Housing
  - Mental health support
  - Physical health resources
  - Economic recovery
  - Information dissemination
- During recovery, most response agencies will have finished their jobs and will leave. CERTs will play a huge part in their communities' long-term recovery.

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## NYC CERT Recovery Efforts

- Crane collapses 2008 - Resident Assistance Center (RAC) - Manhattan
- Grand Street Fire 2010 – After on-scene Interpretation, Family Assistance Center (FAC) - Manhattan
- Bronx Casino Bus Crash 2011 - FAC - Manhattan
- Hurricane Irene 2011 - Coastal Storm Evacuation Shelters - Citywide

Introduction to NYC CERT/ICS

**Key Points**

NYC CERT assisted City agencies after the September 2010 tornadoes in Brooklyn and Queens which caused extensive flood and wind damage.

Some NYC CERT recovery roles included:

- Debris removal.
- Assisting the State Office of Emergency Management Office in damage assessment.
- Disseminating critical information to affected residents and the community-at-large, especially to non-English speaking residents.
- Working at the Disaster Assistance Service Center (DASC).

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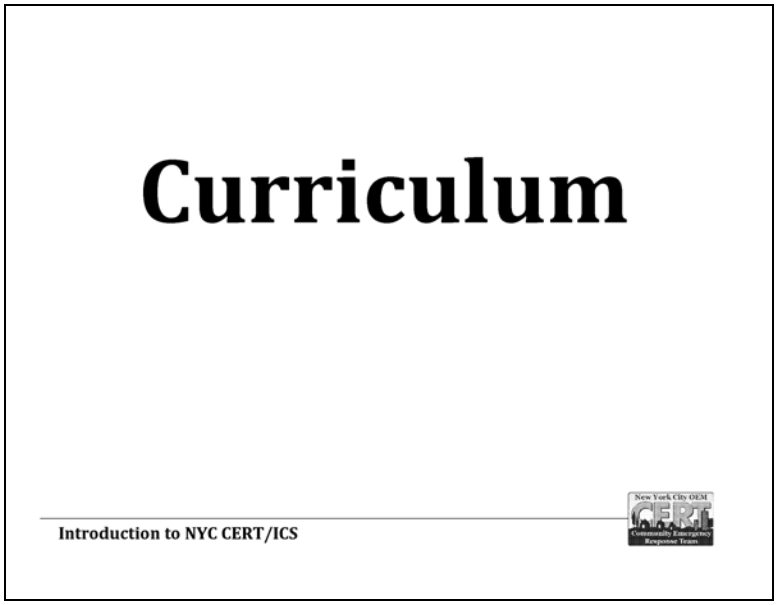


**Key Points**

- The course curriculum is a ten-week training that will educate you and your team to prepare for, respond to, and recover from local emergencies and disasters.
- You will also learn and develop resources to prepare yourself and family members for emergencies situations.

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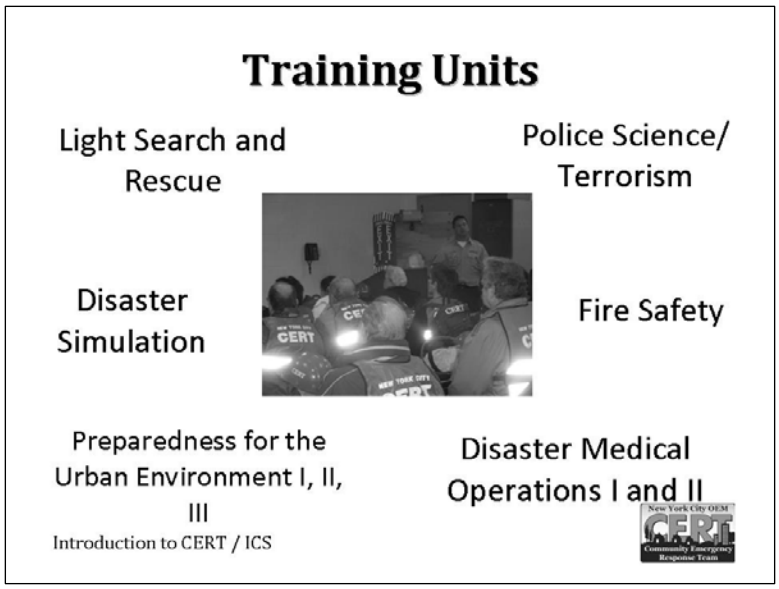



**Key Points**

**Preparedness for the Urban Environment I, II & III:**

- These are NYC CERT-specific units which focus on threats and hazards found throughout the five boroughs. These units reflect the unique emergency response community in which NYC CERTs operate.

**Disaster Medical Operations I & II:**

- NYC CERT members learn triage and basic first aid.

**Light Search & Rescue:**

- NYC CERT members learn how to conduct search and rescue operations in and around lightly-damaged structures.

**Fire Safety:**

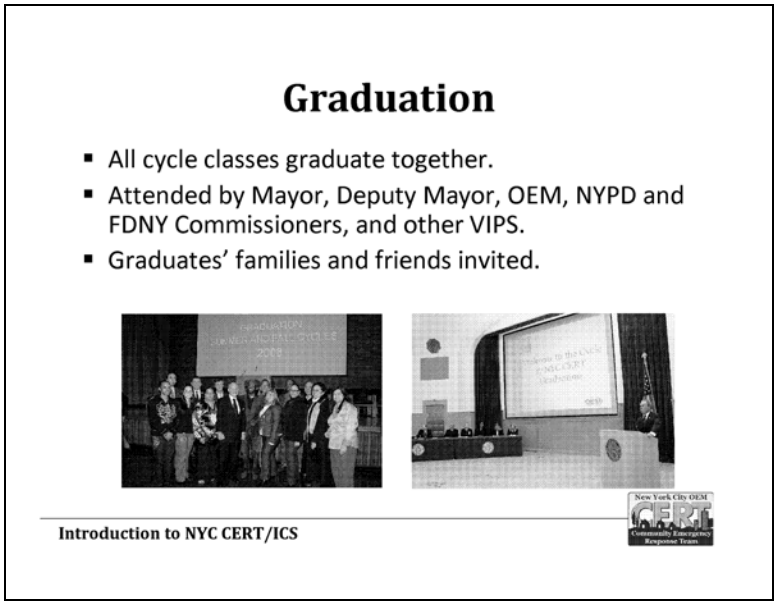
- NYC CERT members learn about fire safety, suppression, and different types of extinguishers.

**Police Science/Terrorism Awareness:**

- NYC CERT members learn basic traffic safety procedures and how to recognize the indicators of a terrorist incident.

**Disaster Simulation:**

- NYC CERT members review the 10-week curriculum and simulate a disaster scenario.




**Key Points**

- After you complete this training, you will be invited to participate in your graduation ceremony.
- Past ceremonies have been held at NYC OEM, FDNY headquarters at MetroTech, NYPD headquarters at One Police Plaza, and both the NYC Fire Academy on Randall's Island, the NYPD Academy in Manhattan and most recently at the Federal Reserve Bank of NY.
- You will receive your certificate of completion and the honor of wearing your NYC CERT credential ID.

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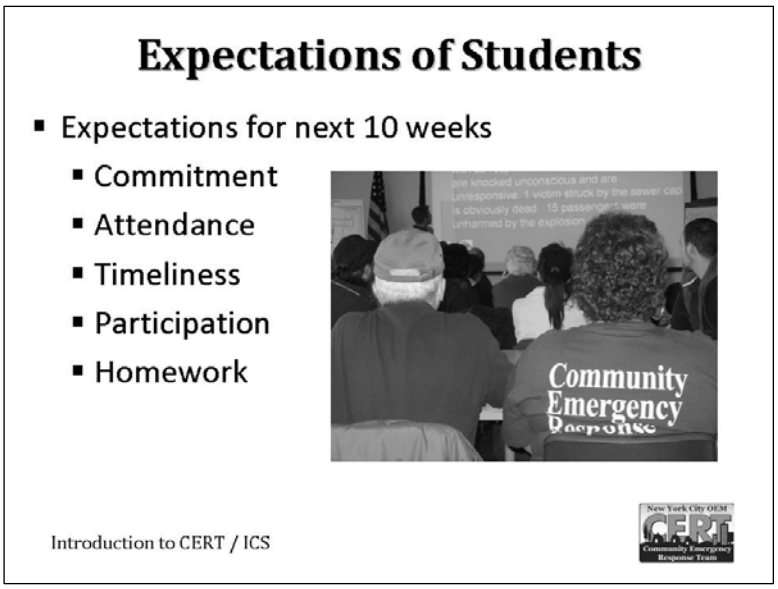


**Key Points**

- **Commitment** – You are making a commitment to your team, your community, and to the NYC OEM.
- **Attendance** – You must attend all classes in order to graduate. If you cannot attend your scheduled class, you must speak to the OEM liaison that will provide you with a schedule of other classes that you can attend.
- **Timeliness** – You must be on time for class. If you miss the first 15 minutes, you must make up the class.
- **Participation** – It is to your benefit to actively participate— the more engaged you are, the more you will learn!
- **Homework/Quizzes** – You must complete your homework assignments on time and be prepared to discuss them in class.

**<u>Please note:</u> Your involvement in this training program does not guarantee your acceptance into the program. Class instructors may ask you to leave the program at any time based on your attendance and engagement during the class. Prior to this action they will sit down with you to discuss any corrective action that can be taken that will allow you to stay in class. This is done only to maintain the integrity of the NYC CERT program.**

## Expectations after Graduation

- Each member is asked to volunteer for a minimum of one calendar year.
- You receive your temporary ID at your disaster simulation and your permanent credential six-months after graduation.

This program is what you make of it. Being a NYC CERT member should enrich your life, not be a burden or your entire focus.

Introduction to CERT / ICS

**Key Points**

- NYC CERT requires a one-year commitment to your local team and community. As with any professional volunteer organization, once you have received your initial training, it is expected that you remain active for this minimum amount of time.
- You will take the education and experiences you have with NYC CERT with you wherever you go.

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## Credentialing Obligations

- Permanent credentials are renewable every two years.
- As outlined in the NYC CERT standard operating procedures, each member needs to fulfill a minimum requirement in each of the following to be re-credentialed:
  - Education
  - Response and Preparedness
  - Team work

Introduction to NYC CERT/ICS

**Key Points**

- NYC CERT credentials are a privilege that need to be earned.
- The credential is to be used for identifying yourself as an active NYC CERT member at preparedness events, training classes, exercises, and deployments.
- All credentials, temporary and permanent, have expiration dates.
- Credentials can only be received through the NYC CERT Program Staff.
- Department orders explaining the CERT program and identifying NYC CERT credentials were issued for both the NYPD and FDNY.

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## Incident Command System and NYC CERT Response Protocols

### Incident Command System Background

The Incident Command System (ICS) has been in existence across the country for over 30 years. It is a management concept widely used in emergency response to assist in effectively managing an incident. Each incident will have an incident commander and the ICS system will allow him/her to manage both a growing incident as well as an incident that is starting to downsize.

In the 1970s, a consortium of first responders in southern California identified several recurring problems involving multi-agency responses, such as:

- **Non-standard terminology** among responding agencies
- Lack of capability to **expand and contract** as required by the situation
- **Non-standard and non-integrated communications**
- Lack of **consolidated action plans**
- Lack of **designated facilities**

Efforts to address these difficulties resulted in the development of the ICS model for effective incident management. Although originally developed in response to wildfires, ICS has evolved into a system that is appropriate for all types of emergencies as well as a tool for NYC CERT teams to use to organize, assemble and deploy.

### LEADERSHIP AND ORGANIZATION:

Real incidents are chaotic, and therefore clear, effective on-scene leadership and organization are very important. Most importantly, on-scene management will help the NYC CERT team to:

- **Maintain the safety of the NYC CERT team members.**
- **Provide clear leadership and an organizational structure.**
- **Improve the effectiveness of the team by allowing the team to:**
  - Identify the scope of the incident. (What is the problem?)
  - Determine an overall strategy. (What can we do, and how will we do it?)
  - Deploy teams and resources. (Who is going to do what?)
  - Document all actions and results in as much detail as possible.
  - Convene after-action reviews (AARs) to assess successes and challenges and develop a work plan to prepare the team for a better response to the next incident.

## ICS STRUCTURE

The ICS structure develops in a top-down fashion that is based on the size, complexity and needs of a particular incident. As you will see in the diagram below, the incident command breakdown is simple – the incident commander is on top because he/she has the most responsibility.
The ICS organization is built around five major components or roles:

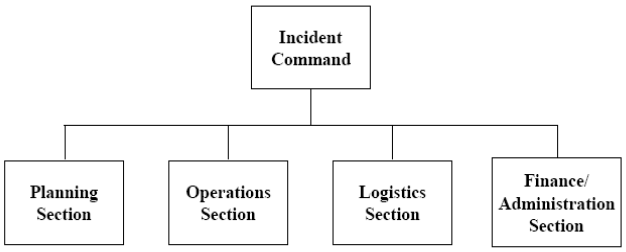
- Command
- Planning
- Operations
- Logistics
- Finance/Administration

NYC CERT uses the following ICS functions or roles:

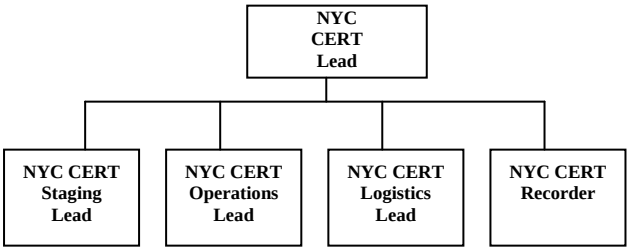
- NYC CERT Lead
- NYC CERT Staging Lead
- NYC CERT Operations Lead
- NYC CERT Logistics Lead
- NYC CERT Work Recorder

The relationship among these components is shown below.

NATIONAL ICS




NYC CERT ICS




Typically, the first professional emergency responder to arrive on the scene will assume the role of the incident commander, but as additional professional emergency responders arrive command will transfer on the basis of who has primary authority for overall control of the incident.

As incidents grow in size or become more complex, the responsible jurisdiction or agency may assign a more highly qualified incident commander. At transfer of command, the outgoing incident commander must give the incoming incident commander a full briefing and notify all staff of the change in command.

We will discuss NYC CERTs' roles and responsibilities when arriving first on the scene as well as the transfer of command in this unit.

**REVIEW OF ICS ROLES:**

Let us take a moment to review how this entire scenario fits within the scheme of ICS and the role of the incident commander. This unit poses the questions that need to be asked regarding an event or an emergency.

- What is the problem?
  ***The incident commander*** *must first identify the scope of the incident and determine an overall strategy for the incident.*

- Who is going to do what and how?
  ***The operations lead*** *will request and manage the necessary teams and resources needed for the incident.*

- Who will keep track of NYC CERT Personnel?
  ***The staging lead*** *will be responsible to keep track of NYC CERT members as they arrive and are either deployed or relieved from their assignments.*

- Who will acquire the resources needed for this incident?
  ***The logistics lead*** *will procure the necessary goods and resources.*

- Who will keep a record of the paperwork and actions taken at the incident?
  ***The recorder*** *will keep accurate records of the management of the incident.*

You now have had an opportunity to get a sense of how your NYC CERT team would organize itself during a disaster, but ICS is a good tool to use during non-emergencies as well.

NYC CERT teams are encouraged to apply ICS during non-emergencies or the preparedness phase of emergency management. In fact, by doing so it will pre-designate roles for team members, delegate vital responsibilities, and create more effective and successful team organization.

There is a lot of flexibility in adapting the ICS model to your respective team structure during non-emergencies; however, many of the ICS Sections can certainly remain the same. For instance, your team chief would remain your day-to-day leader. He or she may not necessarily be your team's incident commander in the event of an incident because the incident commander would be the first person to arrive on the scene until a more skilled or experienced team member arrives, but he/she may be the person in charge of organizing team meetings, exercises, drills, etc.

Much like the ICS chart, the NYC CERT team structure will expand when more responsibilities are identified for the team.

**Key Points**

- The intent of this unit is to familiarize students with ICS and how it is used to organize and manage your team during an incident/event.
- We will also discuss NYC CERT response protocols for both incidents and events.

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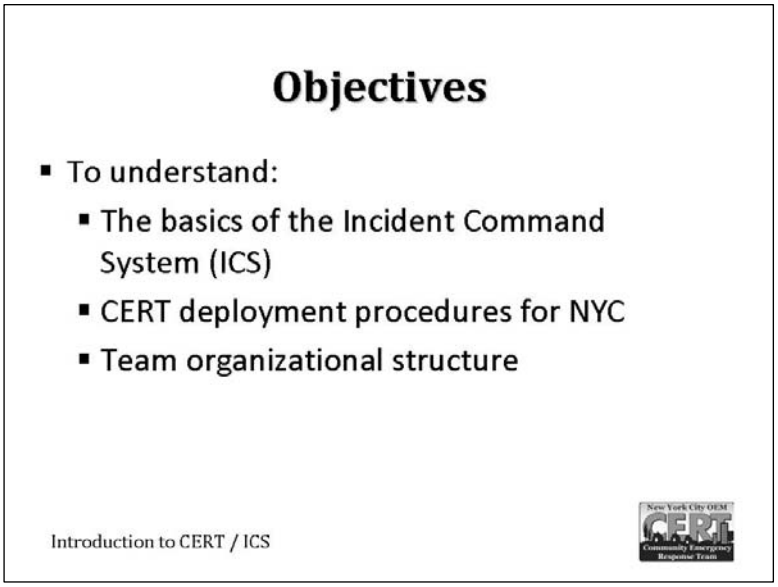


**Key Points**

By the end of the unit, you should be able to:

- Understand the basics of ICS.
- Familiarize yourself with the NYC CERT deployment policies.
- Organize your team using the ICS structure.

As a NYC CERT member, understanding the ICS system and how it operates is one of the most important objectives in this curriculum. Even as this training continues, you will notice that ICS is a standard protocol in any type of emergency response we discuss. You will become more familiar with this concept as the weeks move forward and be able to put it into action during the disaster simulation.

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**Key Points**

As stated in the introduction to ICS:

- ICS is used by all responder agencies to quickly organize workers into manageable teams.
- The ICS system allows for one incident commander for every event or incident.
- Common terminology allows all responding agencies to speak the same language as they build the organizational structure.
- Flexible modular organization enables the incident commander to expand the size of the response based on need and complexity. As the incident grows, so does the size of the organizational chart. The ICS organization builds from the top down.
- ICS is used in all incidents and events. At small scale incident or events the incident commander is responsible for the majority of the roles within the organization. As the incident grows in size, the incident commander must delegate his/her authority to maintain a manageable span of control.

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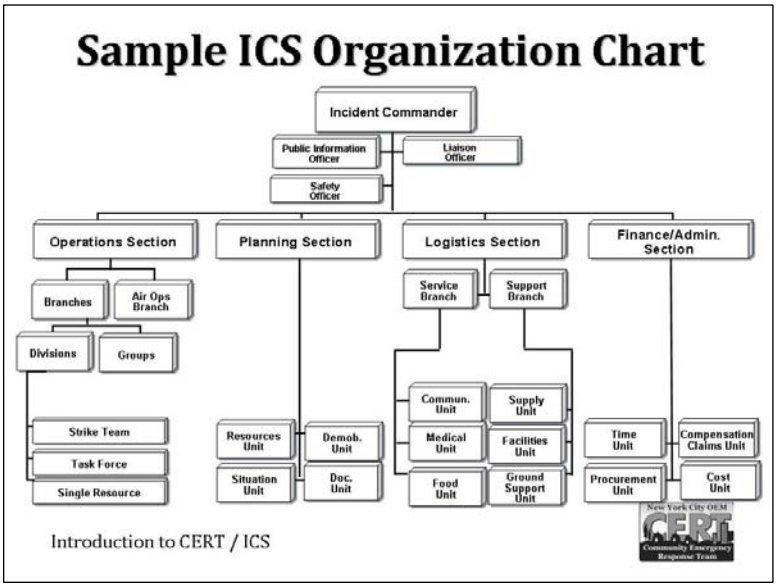


**Key Points**

- This chart illustrates a large scale incident that requires a full expansion of the ICS organization.
- ICS is adaptable to any emergency, incident, or event.
- Its organizational structure is based on the size and complexity of the incident.
- ICS maintains both chain of command and span of control with all information flowing back to the incident commander.
- Any unit that is not activated is the responsibility of the incident commander.

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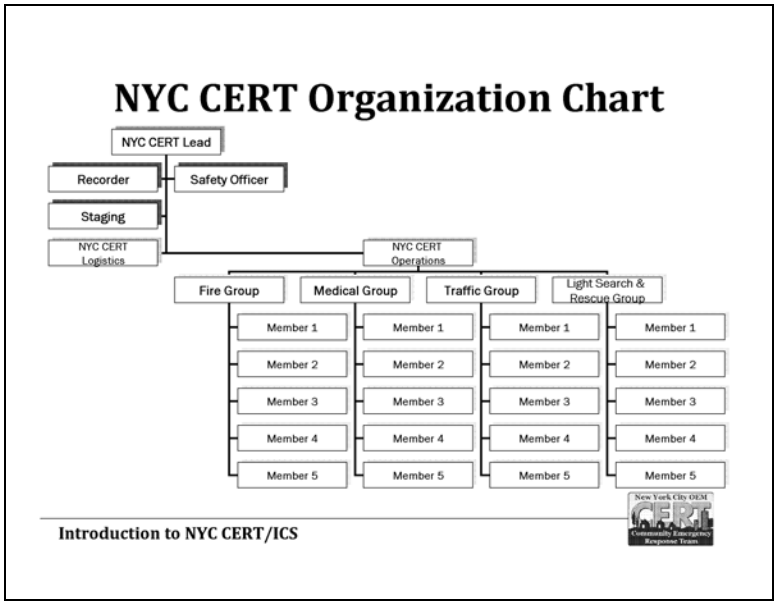


**Key Points**

- This chart illustrates a sample CERT team's organization at an incident.
- Its organizational structure is based on the size and complexity of the incident.
- CERT ICS maintains both chain of command and span of control with all information flowing back to the CERT lead.
- Any unit that is not activated is the responsibility of the CERT lead.

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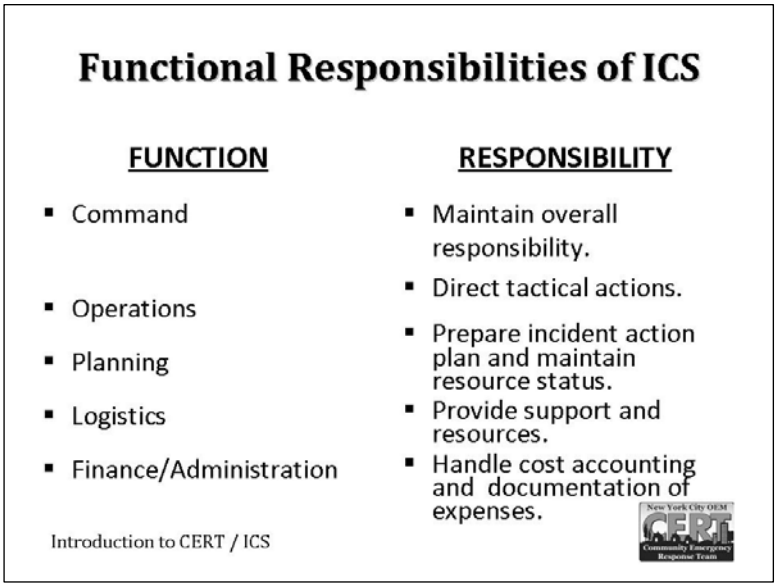


**Key Points**

- Command, Operations, Planning, Logistics and Finance and Administration are the five major components of ICS.
- The incident commander has the responsibility for establishing the command structure, the objectives for the incident or event and management of the entire incident.
- As the incident grows in size or complexity, the incident commander must expand the ICS structure and delegate authority to members of the team.
- The general staff (Operations, Planning, Logistics and Finance and Administration) will carry out the objectives of the incident commander.
- The incident commander should recognize the anticipated need to expand the incident.
- Tasks should be delegated based on prior training and experience of the member.
- Tasks that are not delegated are the responsibility of the incident commander.

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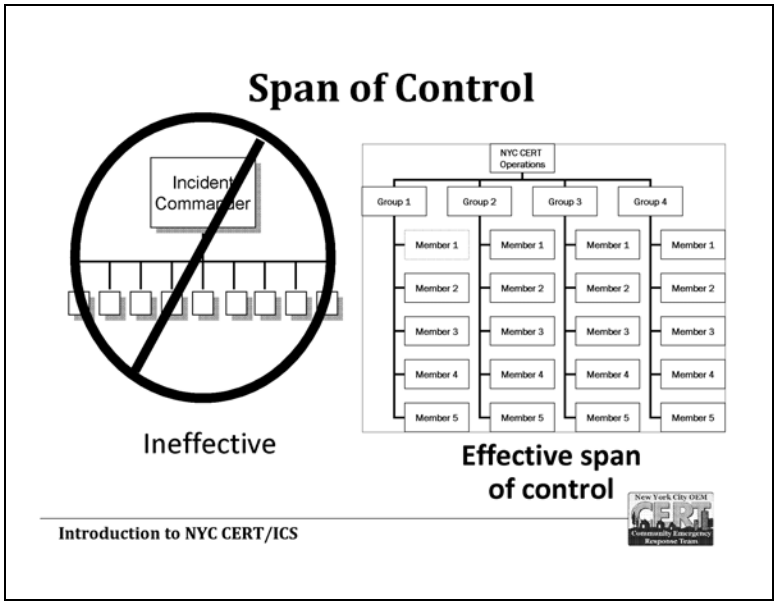


**Key Points**

- Span of control is the key to effective and efficient incident management.
- An acceptable supervisor-to-subordinate ratio ranges from 1:3 to 1:7 based on the type and complexity of the incident, nature of the task, distances between personnel and resources, and hazards and safety factors.
- Monitoring the span of control in the ICS organization is a major responsibility of the NYC CERT lead.
- The optimum span of control is one supervisor to five members.

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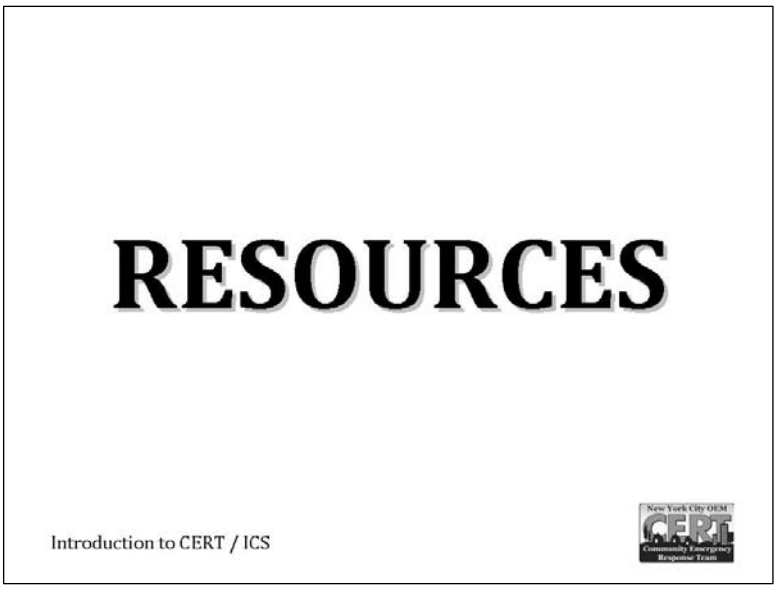


**Key Points**

- The following pages will define resources and how a NYC CERT can become a deployable resource.
- All resources must be accounted for and the incident commander must be notified of their availability before objectives can be established.

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**Key Points**

- A NYC CERT team cannot be considered a resource unless its members are properly equipped with their NYC CERT helmet, vest and ID card.
- The CERT lead will establish a plan of action based on the objectives of the incident, tactics may have to be altered based on the resources available.
- The logistics section lead is responsible for organizing the resources and informing the CERT lead of resource availability.

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**Key Points**

- The following pages will be used to describe facilities and discuss the common terminology in the ICS structure.
- A facility is established at every incident.

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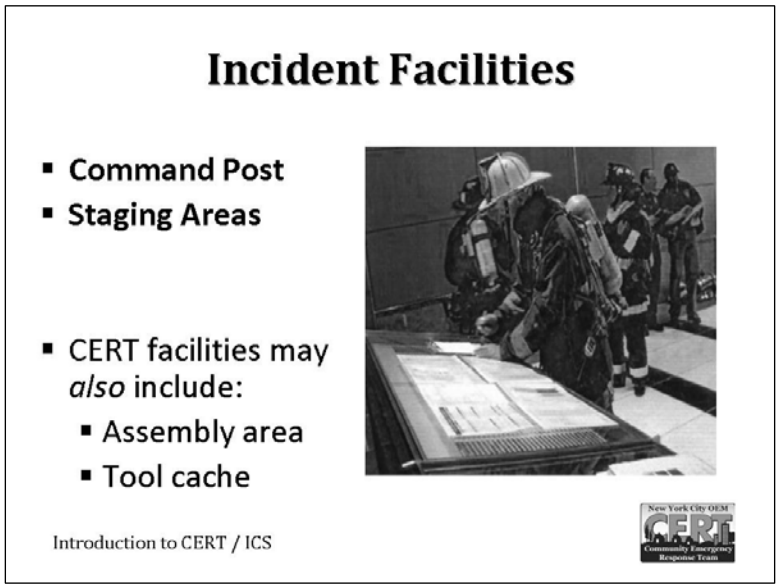


**Key Points**

- Every emergency is different, so the type of facility that will be set up will be based on the incident.

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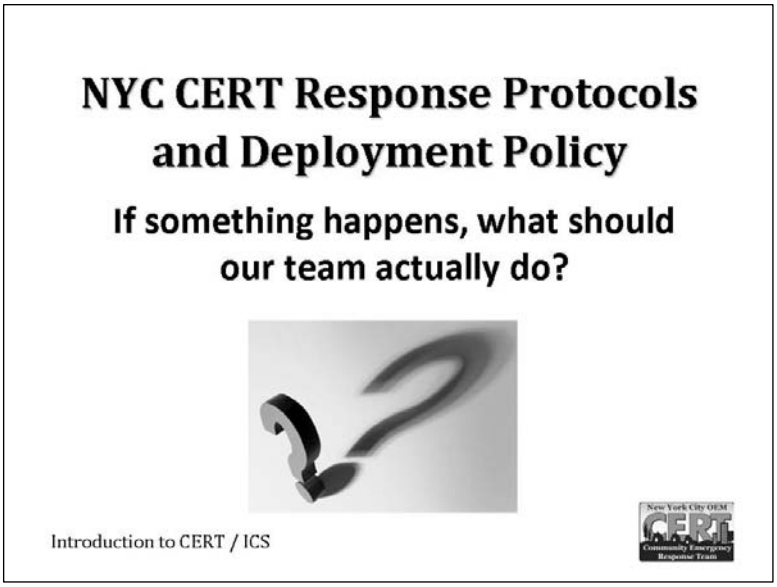


**Key Points**

- The next pages will discuss NYC CERT response protocols and deployment policies.
- All resources allocated for an incident must be accounted for.
- NYC CERT teams must adhere to established protocols so they may be properly deployed and utilized as a resource.

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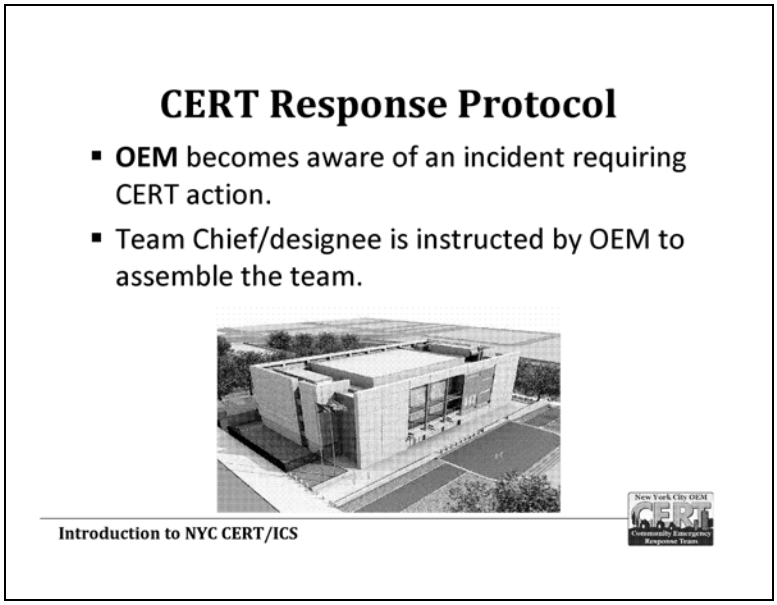


**Key Points**

- OEM has protocols within the 911 system that notifies them of incidents that occur within the five boroughs.
- As OEM becomes aware of an incident it will determine if the responding agencies can be supported by a NYC CERT response.
- If a CERT team is needed, OEM will notify the CERT team chief in the area of occurrence to assemble his/her team for a possible deployment.

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## CERT Response Protocol

- Team becomes aware of an incident that possibly requires CERT action.
- Call **911.**
- Contact team chief/designee.
- Team chief/designee contacts OEM Watch Command.
- Stand by for further instructions.

Introduction to NYC CERT/ICS

**Key Points**

- As stated earlier, no NYC CERT team or members can self-deploy.
- If a team believes there is a role for NYC CERT, the team chief or designee will notify Watch Command and be guided by its instructions.
- Teams must first assemble at a designated location to organize and put on their proper protective gear and identification.

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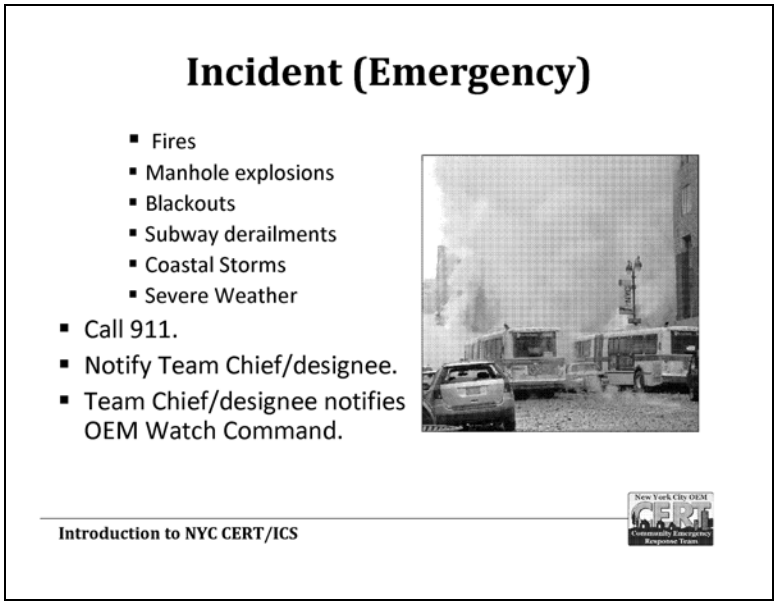


**Key Points**

- NYC CERT SOPs for incidents must be strictly adhered to.
- Trained NYC CERT members can provide more detailed information to 911 dispatchers so that first responders will receive clear information about what they are responding to.
- OEM Watch Command should be contacted by only the team chief or his/her designee to avoid over-taxing the system.
    - Team members who become aware of an incident in which OEM should be involved should contact their team chief and relay the information.
    - Team members should be guided by their team chief's instructions.

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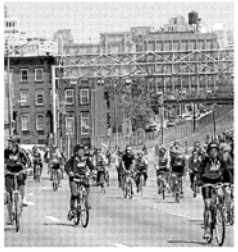
## Special Events

*Notification is the **responsibility** of the Team Chief or his/her designee.*

- Call Watch Command upon arrival.
- Provide number of volunteers deployed and CERT Lead contact number.
- Call Watch Command when event is over and your team stands down.



Introduction to NYC CERT/ICS

**Key Points**

- Special events such as the Five Boroughs Bike Tour are an excellent way for NYC CERT teams to test their abilities.
- Use planned events to:
  - Test the team's notification system.
  - Strengthen organizational skills.
  - Operate as a group in a non-emergency situation.
- All NYC CERT teams must follow this response protocol so OEM can notify event organizers of the team's presence and properly support the team.

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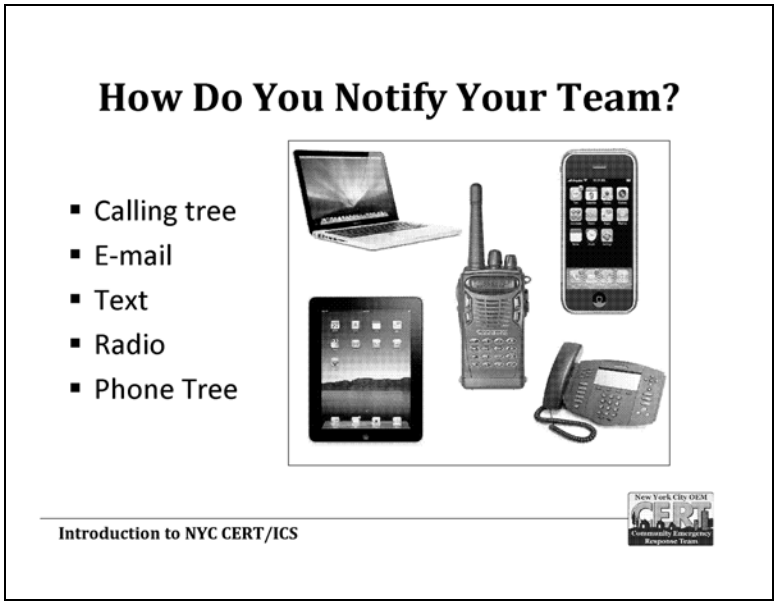


**Key Points**

- All NYC CERT teams must use a proven method for contacting team members for deployment.
- Using multiple methods such as e-mail, text and phone trees is more effective since any one method may fail. Some means of communication may be more effective during different times of the day, and redundancy helps ensure that messages are received.
- Contact methods must be constantly tested and information updated.

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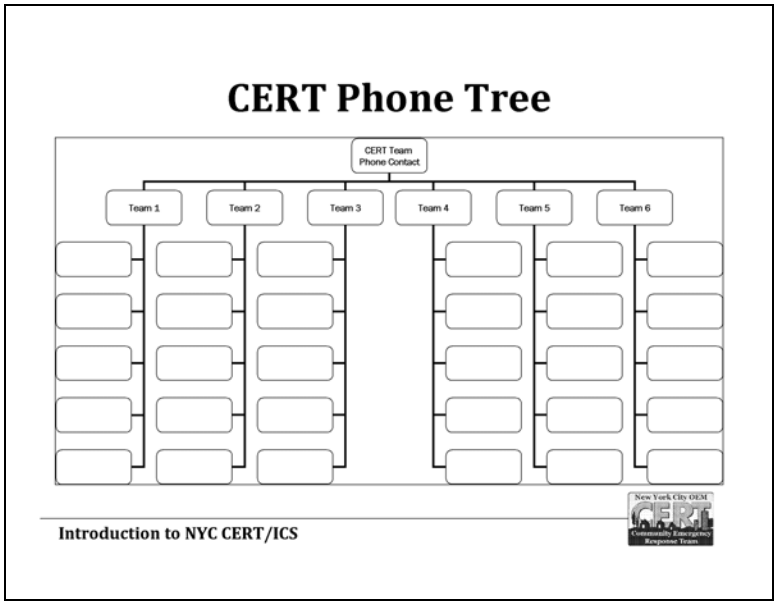


**Key Points**

- The phone tree is the most widely-used method of team notification.
- Call-downs and transmitting information up the chain can work in many ways. See what works best for your team.
- The phone tree only works if it is consistently updated and practiced. Teams should schedule periodic drills testing their phone tree.

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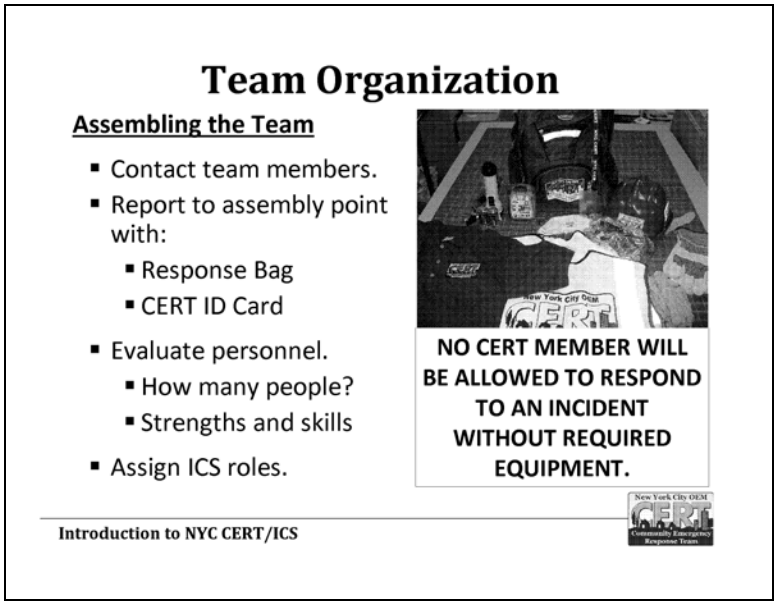


**Key Points**

- Teams should have a prearranged assembly point.
- This location should be accessible 24 hours a day and seven days a week.
- If possible, teams should select a location that provides storage for NYC CERT supplies.
- Members reporting to the assembly point must bring their response bag, uniform, and NYC CERT ID.
- A NYC CERT lead must be appointed. He/she will then organize the team based on the strengths and skills of those who are available for deployment.
- Use the ICS 201 form to organize the group and begin to assign ICS roles (See Appendices for form).

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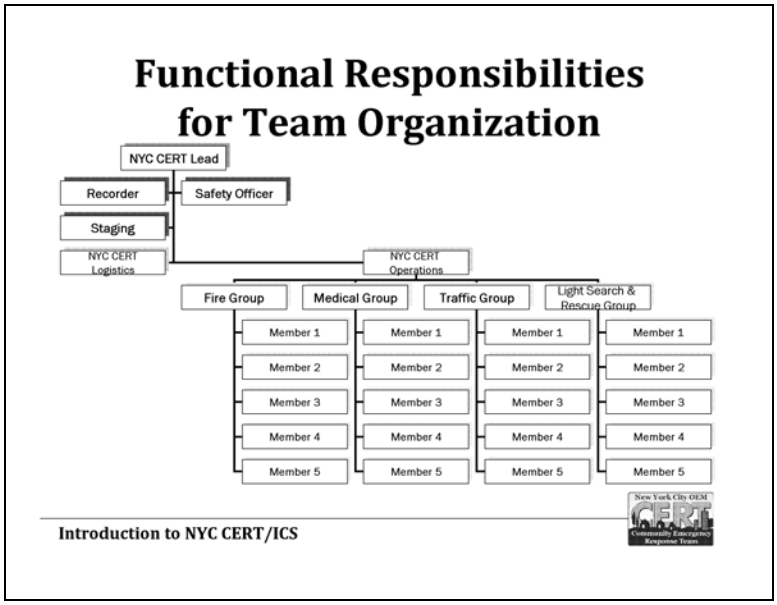


**Key Points**

- These are the five basic positions that should be assigned by the NYC CERT lead during assembly.
- The NYC CERT lead fills the Command role and determines the organizational structure of the team.
- The operations lead will implement the tactical objectives of the NYC CERT lead and provide a communication link from the scene to the CERT lead.
- The logistics lead will determine the resources available and inform the NYC CERT lead so he/she can adjust his strategy based on the equipment at hand.
- The recorder will operate in conjunction with the NYC CERT lead and document the incoming information. He/she must constantly update the information and support the NYC CERT lead during the transfer of command.
- The staging lead will manage the excess resources that are not required for the initial operation. He/she will stage members so that they are a reasonable distance from the scene and sheltered from the environment.

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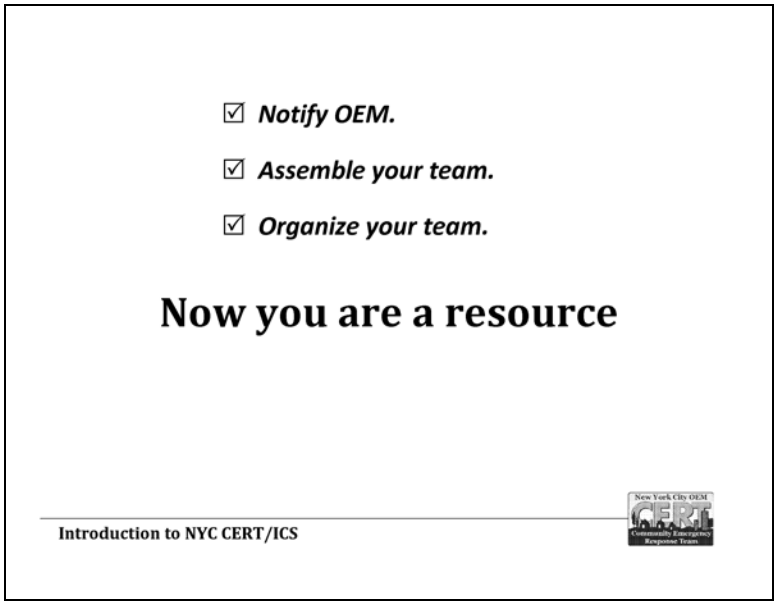


**Key Points**

- Only when a team has completed the above requirements can it be considered a resource.
- Taking the time to properly organize the team places its members in manageable groups with one leader. Once these groups are organized they can be used in many ways and always maintain organization and proper span of control.
- The team is now ready for an assignment!

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**Key Points**

- Once OEM instructs the team chief to deploy his/her team, the team will travel as a group to the incident.
- Members should asses what is the best type of transportation for the incident.
- Members should respond wearing full NYC CERT protective gear and their ID card so they will be recognized by the City's first responders.

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**Key Points**

- To ensure your safety, any NYC CERT member and team is strictly forbidden from self-deploying.
- OEM will first determine if the scene is safe for a NYC CERT response. All hazards must be assessed prior to any team's deployment.
- OEM will then determine if there is an appropriate role for NYC CERT at the scene of the incident.
- When a NYC CERT is deployed, an OEM staff member will act as the liaison between CERT lead and the team.

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## First Responders on Scene

- CERT reports to the staging area.
- CERT Lead reports to:
  - OEM Citywide Incident Commander (CIC)
    OR
  - Established incident command post.
- CERT performs assigned tasks.
- CERT Lead updates Watch Command as necessary.

Introduction to NYC CERT/ICS

**Key Points**

- If professional first responders are on the scene, team members will be directed to report to the staging area.
- The NYC CERT lead will report to OEM citywide incident coordinator or the established command post.
- The NYC CERT lead will report the size of his/her team and their availability for assignment.
- The NYC CERT lead will remain at the command post unless instructed otherwise.
- The NYC CERT lead must ensure that tasks assigned are within the training and capability of the team.

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## No First Responders on Scene

- Perform size-up by:
  - Determining if the scene is safe.
  - Are we within the scope of our training?
  - Do we have adequate resources?
  - Other hazards present?
  - Perform risk/benefit analysis.
  - Establish priorities/responsibilities.

Introduction to NYC CERT/ICS

**Key Points**

- If the NYC CERT members are first on the scene they must determine if the scene is safe.
- Team members should remain at a safe location while the scene is assessed by the NYC CERT lead and operations lead.
- Once it is determined that the scene is safe the NYC CERT lead must assess the situation and determine if the incident is within the training and capabilities of the team.
- If the answer to the above questions is NO then the NYC CERT lead should gather data to report back to OEM and establish perimeter control from a position of safety.

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## CERT Team Deployment

Upon completion of size-up:

- Establish incident command post.
- Report back to OEM Watch Command.
- Update 911, if necessary.
- Act per your training within CERT protocols.

*SAFETY IS #1!!*

Introduction to NYC CERT/ICS

**Key Points**

- Command post should be established in a clean and safe environment and be recognizable to incoming units.
- Once the CERT command post is established the NYC CERT lead will contact OEM Watch Command and provide an on-scene assessment of the incident.
- The NYC CERT lead should remain at the command post for the duration of the incident or until relieved by another agency.
- NYC CERT members should always operate within the scope of their training.

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## Transfer of Command

CERT Lead will transfer command to first responders upon their arrival on the scene.

**That's how YOU fit in!**

Introduction to NYC CERT/ICS

**Key Points**

- The NYC CERT lead should always be prepared for the transfer of command to the next responding agency since it may arrive at any time.
- With the assistance of the recorder, he/she should maintain an up-to-date list of actions taken, including: tasks completed, number of victims, condition of victims, location of victims, street closures, etc. so the incoming units can adjust their strategy.
- If information is not forthcoming it is incumbent on the NYC CERT lead to prompt his operations section or group leaders to constantly report the progress of their tasks so the lead can adjust tactics and report accurate information to the incoming agency.
- The NYC CERT lead should have two copies of this information so one can be turned over to the incoming agency and one can be used to document the incident.

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## LESSONS LEARNED

- NYC CERT program and its mission.
- Ready NY
- What the next 10 weeks will focus on.
- Understand ICS and the NYC CERT deployment protocol.

## NYC CERT IN ACTION

- There are more than 60 NYC CERT members trained as Ready NY for Kids presenters. Ready NY for Kids presentations are given during the school year in NYC public schools and during the summer to camps and other programs.
- Over 100 NYC CERT members are trained in Ready NY. Any CERT member may volunteer at a event to distribute Ready NY materials, but members need to go through Ready NY presenter training to provide a formal presentation.

## COMMUNITY AWARENESS

- What lessons were learned in this unit that you might bring to your community?
- What is a message you might you stress, learned this week, during a Ready NY presentation?

## PREPARING FOR YOUR FINAL WEEK

The Incident Command System must be used to successfully address the situations you will face at the disaster simulation. Please make sure you understand the different sections and their responsibilities. If you have questions, please ask your instructors. You can also complete the FEMA online course, IS-100a, Introduction to Incident Command System, at http://training.fema.gov/

## EVALUATION

Please fill out the evaluation for Unit 1 in the back of the binder. When completed, please hand in to your OEM Liaison.

## UNIT RESOURCES

- NYC CERT Website: www.nyc.gov/cert
- NYC CERT Digital Newsletter: www.nyccert.tumblr.com
- IS-100a, Introduction to Incident Command System, at http://training.fema.gov/
- Appendix: Things Your NYC CERT Team Can Do

## Appendix: Things Your NYC CERT Team Can Do

**1) Disaster Planning:** Get Your Team Ready!
To get started thinking about your team's emergency plan, use this checklist as a guide. Take a few minutes to think about the various elements of the plan and throughout the next few weeks and after graduation begin to work together with your team to develop the plan.

- ❑ Practice your telephone tree or other communication system to keep in touch with your members in case of a disaster.
- ❑ Designate a pre-arranged place (staging area) to meet in the event of an emergency.
- ❑ Introduce yourself to local emergency service workers – police precincts & fire houses – and talk with them about your ability to assist in the event of a disaster (reference the identified role appendix in the NYC CERT SOPs).
- ❑ Understand your community; create a Community Disaster Network (details below) that includes addresses and contact information of local emergency, community services, or other important community contacts.

**2) Engage In Ongoing Training**
Emergency preparedness, response, and recovery training does not end when you have completed your primary NYC CERT training. In fact, it is just the beginning.

It is important to continue to exercise and refresh the skills you have learned during your NYC CERT training. You can do so by:

- Taking NYC CERT post-training classes.
- Completing on-line emergency management training.
- Visiting emergency management websites and reading updated information.
- Using existing teams as mentors to discuss their successes and challenges.
- Developing, coordinating, and executing table top and field exercises.
- Using regular team meetings to review these lessons and refresh your NYC CERT skills.
- Working with OEM's team development specialist to access additional citywide training opportunities.

**For your personal preparedness, you are encouraged to become certified in CPR, AED, first aid, and advanced first aid courses through the American Red Cross, American Heart Association, and other similar organizations.**

**3) Team Resource Manual:**

The following details a suggested format for developing a team resource manual. This should be kept in one place for the use of the entire team.

| Chapter | Title | Description |
|---|---|---|
| 1 | Community Disaster Network (CDN - *more details found in Urban Environment III*) | Provide lists of government and private or nonprofit agencies, community-based organizations, and businesses with contact names and phone numbers. |
| 2 | Pre-disaster Risk Assessments | Describe in this chapter which disasters your community will likely face. Arrange the descriptions beginning with the worst case disaster for which this plan is being written. |
| 3 | Team Management Plan | This chapter specifies your team's organizational structure. It defines the duties of each team officer when responding to a disaster. You should also include descriptions for additional team officer positions (ie public relations, mass care) if they are part of your team's organization. Also include shift schedules in terms of duty hours that should be implemented. |
| 4 | Mobilization | Describes how the team will be mobilized and where the team will assemble. |
| 5 | Cache Sites & Resources | This chapter should identify cache locations, inventories of current equipment and supplies, and a current list of resources available from community members and contacts. |
| 6 | Search and Rescue Operations | This lists your community's vulnerable areas and their priority. For example, there may be a school and a senior care center. If the school has a more comprehensive disaster plan, the center may become first priority. |
| 7 | Communications Plan | Describes your team's communications plan. It should include your team members' contact information and roster. Details should include your team's call-down method. It should include radios and frequencies if those would be used. |
| 8 | Evacuation Routes | Describes the routes of evacuation out of the community and to local hurricane evacuation centers if your team operates in a coastal storm evacuation zone. |
| 9 | Special Operations & Procedures | Describe here any special operations your team may have planned or specialized skills that you may have developed. |

**Chapter One**

**Community Disaster Networks**: Begin by compiling a list of local government and private or nonprofit agencies with contact names and phone numbers and brief descriptions of available resources or services. These are the people that your team can contact during a response to secure special services for your neighbors. For example:

- After School Programs
- American Red Cross Chapters
- Block and Tenant Associations
- Business Improvements Districts
- Faith Based Contacts (Houses of Worship and Community Centers)
- Civic Associations/Clubs
- NYPD Precinct Contacts
- Senior Centers
- YM-YWCA/YM-YWHA
- Big Box Stores (Ikea, Target, etc.)

**Chapter Two**

The second chapter of your plan is a risk assessment for your neighborhood or community. This chapter describes the various types of disaster that your community is likely to face in the order of most to least severe or frequent. Please visit www.nyc.gov/hazards for more information about NYC-specific hazards. Your plan should be written to address all disaster types and describe them in a prioritized manner, which will help you focus on the other activities of the team, such as cache development. Once you have defined the risks, you can begin developing "wish lists" that your team can procure over time.

**Chapter Three**

The third chapter describes the team organization or structure. It contains a description of the various leadership positions in the team and their duties during a response. For example, logistics section chief is responsible for gathering resources (such as personnel) in the staging area and distributing them as needed. Determine what forms need to be filled out pre-and post-activation. When a team does activate, who is reasonable to maintain communication with OEM? This chapter should also contain descriptions of each member's availability.

**Chapter Four**

The fourth chapter describes how the team will be mobilized and where the team will assemble. Please outline your call down procedure and staging areas. These should include backup sites in case your primary location is inaccessible.

**Chapter Five**
The fifth chapter describes the location and resources available to your NYC OEM CERT Team. This should include lists of other resources offered or volunteered by your community. Please note: these resources should include not only equipment and supplies, but a more detailed description of community resources based on CDN contacts listed in Chapter 1. For example, a local community group has offered to assist your team and has a large community room that could be used for triage, a reception site, etc, in time of emergency.

**Chapters Six**
Conduct a survey of your community's vulnerable areas. Take note of areas that flood regularly, are in a hurricane evacuation zone, and/or have a higher prevalence of fire or other such emergencies. Note vulnerable locations such as schools and senior care centers within these areas and encourage them to review their disaster plans. Make a priority list for your NYC OEM CERT Team of places that should be contacted first in event of emergency. For example, if the school has a more comprehensive disaster plan than a local senior center, the center may be a higher priority.

**Chapter Seven**
Use this section to describe your team's communications plan. Each team should have several methods of contacting each other and putting their members on standby. This section should include your team member contact information and current roster, detailed instructions of how to do each of your call-down methods, and availability of the team to respond during events happening during the daytime and evening hours. Some teams have access to radios. If this is the case with your team you should include what radios and frequencies would be used in event of emergencies.

**Chapter Eight**
Chapter Eight should list the various routes which the community might use to evacuate. Check OEM's Hurricane Zone Finder to determine if your area is in a Hurricane Evacuation Zone, and be sure to note Hurricane Evacuation Centers in your Community District.

**Chapter Nine**
Chapter Nine is where you define any special capabilities of your team as your team develops and takes further training. Use this section to note people who are more specialized in the types of activities that NYC OEM CERT may be used for in time of emergencies.