# NEW YORK CITY
# COMMUNITY EMERGENCY RESPONSE TEAMS
# STANDARD OPERATION PROCEDURES
# REV. 08/2009

**The New York City Community Emergency Response Teams program (NYC CERT) is a public program managed by the New York City Office of Emergency Management (NYC OEM).**

**The NYC CERT program follows the City of New York's Equal Employment Opportunity policy. Potential members can not be denied entry to the NYC CERT program based on actual or perceived race, color, national origin or citizenship status, religion or creed, gender (including "gender identity" -- which refers to a person's actual or perceived sex, and includes self-image, appearance, behavior or expression, whether or not different from that traditionally associated with the legal sex assigned to the person at birth), disability, age (18 and over), military status, marital status, partnership status, predisposing genetic characteristic, sexual orientation, or status as a victim or witness of domestic violence, sexual offenses and stalking.**

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# INTRODUCTION

## WELCOME!

Over 1,000 New York City residents volunteer their time to train, prepare and respond within their communities for emergencies and disasters. The New York City Community Emergency Response Team (NYC CERT) program is a great asset to the city and we are proud to be the managing entity for the teams that respond to all five boroughs in the event of an emergency or disaster. Over the last six years, the program has grown to over 55 NYC CERT trained teams, including two corporate teams, and a curriculum that truly represents the urban environment of New York City.

We are extremely fortunate to partner with the New York Fire Department (FDNY) including its Emergency Medical Services (EMS) and the New York Police Department (NYPD) to provide unparalleled expertise for our core training and post-training. The NYC CERT program is also fortunate to work with the NYC Department of Health and Mental Hygiene (DOHMH), American Red Cross in Greater New York (ARC), Con Edison, and other agencies to provide on-going education to all our CERT members. NYC CERT is a program that would not be successful without the time and dedication of our partners and volunteers. We thank you all and look forward to the continued expansion of the NYC CERT program, the best CERT program around!

**Sincerely,**
**OEM Commissioner Joseph Bruno,**
**Deputy Commissioner for External Affairs Christina Farrell,**
**Director of Community Outreach Herman Schaffer,**
**And the CERT program staff.**

## Brief History of CERT

The CERT concept was developed and implemented by the Los Angeles City Fire Department in 1985. The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California. Further, it confirmed the need for training civilians to assist in meet their communities' immediate needs.

Following September 11, 2001, the Federal Emergency Management Agency (FEMA) developed a national training curriculum for local communities to train volunteers. In 2003, the New York City Office of Emergency Management (NYC OEM), along with the FDNY and NYPD, adapted the national CERT curriculum to our urban environment and created a program for New York City that incorporated existing teams and recruited new members with a goal of having enough teams to cover each of the City's 59 community boards.

The NYC CERT program follows the Incident Command System (ICS) in accordance with the National Incident Management System (NIMS) and New York City's Citywide

Incident Management System (CIMS). ICS is a standardized, on-scene, all-hazard incident management concept developed in the United States. ICS is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively.

## NYC CERT Mission and Purpose

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 boards with public events.
- Respond to locally occurring disasters by strictly following NYC CERT protocols and supporting emergency personnel upon their arrival and request.

NYC CERT members undergo an intensive, 10-week training so they can prepare for and respond to local disasters. Active, credentialed members are considered volunteers by the City of New York.

Emergency services personnel are best equipped to respond to emergencies. However, following a catastrophic disaster, NYC CERT members can assist with initial emergency response while professional first responders are on their way.

During non-emergency situations, NYC CERT members educate their communities about disaster preparedness, specifically using Ready NY materials and curriculum.

# SECTION I: OPERATIONS

This section states the protocols and procedures for all NYC CERT deployments, including planned events.

## SUBSECTION A: DEPLOYMENT

This subsection states the protocols and procedures teams must follow prior to a planned event or deployment. NYC CERT teams shall not deploy to events without making proper notifications and receiving permission to deploy.

This applies to both planned events and incidents occurring outside or inside a team's community district. In any event where a team member is representing NYC CERT, the approved uniform must be worn. (See Subsection C).

### Deployment Protocols and Notification Procedures

#### Planned Events

For planned events, the team chief or designee should e-mail or fax the event request form to NYC CERT program staff as soon as the event has been planned. The team chief or designee should also notify OEM Watch Command at (718) 422-8700 a minimum of four hours prior to arrival at the planned event and again after the event has concluded and the team is standing down.

#### Emergency Response

There are three types of NYC CERT emergency responses:

1) NYC CERT Initiated Response:
This is when a team becomes aware of an incident in its community and feels it could assist in the City's response. The team chief (or designee) will notify OEM Watch Command of team availability. Basic notification guidelines for emergency situations are as follows:

- Step1: Call 911.
- Step 2: Contact team chief.
- Step 3: Team chief or his/her designee contacts OEM Watch Command.
- Step 4: Stand by for further instructions.

Please note: for citywide incidents, individual teams should not call in. OEM will reach out to teams as needed.

2) OEM Initiated Response:
This is when NYC OEM requests a CERT team or teams at an event. This request can be initiated by various levels of NYC OEM staff. If the Emergency Operations Center (EOC) or situation room is activated, the External Affairs Emergency Support Function

(ESF) member will activate NYC CERT. If the EOC or situation room is not activated, Watch Command will activate NYC CERT. Each NYC CERT program staff member serves on an NYC OEM EOC team as an External Affairs/NYC CERT ESF Coordinator.

3) Outside Agency Request for NYC CERT Support:
This is when an agency representative calls and requests a NYC CERT response to the scene.

- Another agency will contact NYC OEM and request NYC CERT for assistance.
- Watch Command will follow proper procedure, following the outside agency deployment request protocol to approve the request and deploy the appropriate team.
- Identified teams will be notified by Watch Command or NYC CERT Program Staff with directions.

***NO NYC CERT TEAM SHOULD EVER SELF-DEPLOY.***

## Common Response Terminology

### Request to Stage

In the case of an incident occurring either inside or outside the team's community district, a team may request to be activated and/or mobilized. This request will be made by notifying Watch Command at (718) 422-8700 by the team chief or his/her designee. The team chief will provide Watch Command with the following information:

- Team designation: borough and community board,
- Number of NYC CERT members available,
- Current staging area, and
- Resources available.

Upon receipt of this information, Watch Command will check with NYC OEM personnel in the field and provide mobilization status for the team.

### Mobilization Status

These are the mobilization directives given by Watch Command to CERTs who have called to request to stage:

**Cleared for Response**
Watch Command tells the team chief that his/her team may participate in the response to the incident. The team chief will account for all members before proceeding to the staging area. This staging area will be designated by Watch

Command and shall not be deviated from without notification to Watch Command.

**Standby**
Watch Command tells the team chief to have the team stand by and wait for further instructions. The team chief will continue to stage members and resources pending clearance for deployment from Watch Command to a staging area. If no instructions from Watch Command are given to the team chief to respond within two hours of being placed on standby, the team chief will notify his members to stand-down.

**Stand-down**
Watch Command tells the team chief to stand down. The team chief shall release all present members and resources. The team chief may choose to debrief members before releasing.

## On Scene Actions and Protocols

Upon authorization from Watch Command to respond to a staging area, the team chief shall ensure that the following actions are taken:

- Once the NYC CERT team has arrived on scene, all members should report to the staging area and check in with their team leadership. At that point a team asset inventory should be completed via the 201 form (see Appendix E).
- The team chief (or ONE designee) reports to the NYC OEM staff present at the interagency command post for inclusion in the interagency meetings. The team asset inventory should be presented to the NYC OEM representative.
- If a NYC OEM representative is NOT on scene, the team chief should report to the incident commander for the team's assignment. Once he/she has received an assignment, the team chief should notify Watch Command of the NYC CERT's assigned role. The team chief should then notify the incident commander and Watch Command when his or her NYC CERT leaves the scene.

### Protocols

The team chief (or designee) is the sole source of contact with Watch Command. Multiple team members should NOT call Watch Command and all communication should be through the team chief (or designee).

One member should be identified to participate in the incident command post activities, including interagency meetings.

- The safety of all members is of the top priority at all times. At NO POINT should NYC CERT members be put in dangerous situations.
- The team chief (or designee) should develop a relief plan working with his/her team, NYC CERT EOC Liaison (if one is present in the EOC – see below), and

the External Affairs/NYC CERT ESF Coordinator. No NYC CERT team member should work more than a 12-hour shift in a 24-hour period.

- Depending on the nature of the incident, the length of relief schedules will be worked through the EOC.
- NYC CERT EOC LIAISON: Trained members may be asked to act as the NYC CERT liaison during active emergencies in the City's EOC. Training is provided through NYC CERT post-training classes.

**Documentation: After Action Report**

All NYC CERT communication will documented in E-Team (the emergency management software used at NYC OEM) by Watch Command or in the EOC. This includes all phone calls, notifications, response information, and other pertinent information.

All NYC CERTs that respond must fill out the ICS 201 form that includes a list of all responding members and send it via email to cert@oem.nyc.gov or fax to (718) 422-8451. The after-action report should be sent in within 48 hours of completion of the deployment. (See Appendix C, Administrative Forms)

**Use of Vehicles**

Members may use vehicles for team activities. No NYC CERT is authorized to use a response vehicle. The use of lights and sirens in a NYC CERT capacity is strictly prohibited. All NYS Vehicle Traffic Laws applicable to civilian drivers are to be complied with.

**Disciplinary Action: Consequences for Not Following Deployment Protocol**

A member or team who does not follow the proper protocol as it relates to notification to a planned event or any deployment, as stated above, may face the following consequences:

- Receive one warning letter explaining the specifics of the breach of protocol.
- Repeated offenses may lead to placement on inactive status for a specified length of time, or permanent loss of their credentials.

It is important to note that there is always an appeal process. Members can at any time challenge these actions in writing for review by NYC OEM staff.

## SUBSECTION B: CREDENTIALING

This section defines the types of credentials and explains the process of receiving and renewing credentials. All active members must hold a NYC CERT credential to participate in training or deploy to a response. NYC CERT members may be asked to identify themselves as a NYC CERT volunteer member. The credential is the only official identification issued by NYC OEM. Any deliberate misuse of a NYC CERT credential may result in dismissal from the NYC CERT program and legal proceedings against that member.

### Team Chief Responsibilities

The team chief must keep track of active and inactive members and prepare the updated team roster for submission to OEM twice a year. The team chief, deputy/deputies and the team secretary should have access to the team roster.

Team chiefs must submit names of active members who have an expired temporary credential or expired permanent credential to CERT program staff to receive a new credential.

### Temporary Credentials

Newly graduated members will receive a temporary credential during their 10-week training. The temporary credential will expire six months from the issued date.

To receive permanent credentials, newly graduated members must be attending team meetings, registering and/or participating in post-training opportunities, participating in planned events, and must receive approval from the team chief.

### Permanent Credentials

Members will receive a permanent credential from NYC OEM upon successful completion of their six-month probationary period. Permanent credentials expire two years from the issued date.

Individual team members should not contact NYC CERT program staff to renew their credential but should go through their team chief.

### Renewing Credentials

To renew a NYC CERT credential, a member must fulfill the re-credentialing obligations (see Appendix I). Credentials will be renewed at NYC OEM by CERT program staff after verification that re-credentialing obligations are fulfilled. Credentials are renewed every two years and will be coordinated by team chiefs.

## Lost Credentials

NYC CERT credentials are the property of NYC OEM. In the event of losing a credential, the CERT member must file a police report in the precinct where the loss occurred. To receive a new credential, the team member must make the request through his/her team chief.

A CERT member may receive a new credential immediately following a first loss. If a CERT member loses his or her credential a second time, the member will be placed on inactive status for one month. If a CERT member loses his or her credential more than twice, he or she will be placed on inactive status for three months.

## SUBSECTION C: UNIFORMS AND EQUIPMENT

This section is designed to inform and assist members in the acceptable and proper wearing of NYC CERT uniforms, and to define the minimum equipment and uniform requirements for both planned events and incidents.

### Uniforms

#### Uniforms during Incidents

The team chief or designee will ensure that all members comply with the following uniform standards during incidents.

Modifications such as use of rain gear or heavy coats will be determined by the team chief or designee with consideration to the weather and the environment in which team members are working.

When responding to an incident, team members should wear and bring with them:

- Green NYC CERT polo shirt
- Green NYC CERT helmet
- Green NYC CERT reflective vest
- NYC CERT credential on NYC CERT lanyard in plain sight
- Green CERT response bag with NYC CERT logo, containing the minimum equipment listed:
    - Flashlight (2-D)
    - Leather palm glove (work gloves)
    - N-95 dust mask
    - Vented clear chemical safety goggle
    - Plastic whistle on a lanyard
    - Latex gloves
    - First aid kit
- Appropriate trousers for the weather and the environment
- Appropriate footwear for the weather and the environment
- Additional equipment upon approval from the OEM

Note: The team chief or designee will be responsible for ensuring that all members have the minimum listed equipment before any member is deployed to a staging area.

#### Uniforms during Planned Events

- Green NYC CERT polo shirt
- Green NYC CERT reflective vest
- NYC CERT credential on NYC CERT lanyard

Modifications such as use of rain gear, heavy coats or other equipment items will be determined by the team chief or designee with consideration to the weather and the environment.

## Team Equipment

OEM recommends that team members build their response bag and team cache to appropriately respond to incidents for which they have been trained.

Please refer to Appendix J for a list of recommended team equipment.

# SECTION II: TEAM DEVELOPMENT

A CERT team must recruit, train, and meet regularly to fulfill the mission of the NYC CERT program. This section will outline basic program structure, member responsibility, and team development recommendations from NYC OEM.

## SUBSECTION D: PROGRAM STRUCTURE

### CERT Program

The NYC CERT program is managed by the NYC OEM.

### Program Staff

All program staff are NYC OEM employees. The NYC CERT program staff consists of the Director of Community Outreach, Team Development Specialists, Logistics Coordinator, and supportive interns and volunteers. The program exists in the External Affairs Division, overseen by the Deputy Commissioner of External Affairs. NYC OEM is the managing lead for all NYC CERT activities, including recruitment, training, deployment, and planned events.

### CERT Board

The NYC CERT Board consists of the NYC OEM Commissioner, NYC OEM Executive Staff, CERT program staff, and representatives from the FDNY and NYPD. The NYC CERT Board meets every other month. Its role is to provide support and guidance to the overall program.

### Team Structure

Individual teams are managed by a team chief and deputy team chiefs who are responsible for delegating tasks and completing monthly reporting to NYC OEM about their team's activities. These chiefs act as a single point of contact for NYC OEM staff and their borough manager.

Each team must have a team chief and at least one deputy chief, and a Ready New York liaison. Adhering to ICS principles, it is recommended that there be a deputy chief for every five to 10 team members. A deputy chief may be assigned specific tasks, such as operations, recruitment, and outreach.

Each team chief should strive to develop the ICS structure of the team to effectively delegate authority. Example structure for team:

- Team Leadership:
    - Team Chief
    - Deputy Team Chief(s)

- Ready NY Liaison (This position is not to be filled by a member who is already a team chief or deputy chief.)
- Other leadership roles (as determined by the individual team bylaws/regulations):
    - Secretary/Recorder
    - Treasurer
    - Recruitment Coordinator
    - Logistics Coordinator
    - Training Coordinator
    - Planned Events Coordinator
- NYC CERT Member

## Borough Structure

Each borough has a structure in place that helps coordinate activities happening throughout the borough. Examples include: coordinate quarterly borough-wide team meetings, develop borough-wide planned events, coordinate exercises and trainings, and maintain team lists (this is a team responsibility). All positions are elected by the team chiefs from that borough and approved by CERT program staff.

**Borough Management consists of:**

- Borough Manager. His/her responsibilities are to:
    - Schedule and conduct quarterly borough meetings.
    - Maintain open communication with NYC OEM CERT Staff.
    - Delegate other responsibilities as appropriate.

- Assistant Manager. His/her responsibilities are to:
    - Assume responsibilities of Borough Manager in his or her absence.
    - Receive and maintain team monthly statistical reports.

- Secretary:
    - Take, distribute, and maintain minutes of borough meetings.
    - Receive and maintain team roster/contact information.

- Outreach Coordinator:
    - Be the primary contact for borough-wide planned event coordination (ex. National Preparedness Month).
    - Receive, distribute, and maintain recruitment information from planned events, NYC OEM, and borough/citywide events.

- Other positions:
    - Treasurer
    - Logistics Coordinator

## Chain of Command

The NYC CERT program chain of command consists of four elements:

- NYC OEM
- Borough Manager
- Team Leadership
- NYC CERT Member

Please note that it is important for NYC OEM to maintain a direct link with both the borough manager and individual team chief:

### NYC OEM

NYC OEM is the primary manager for the NYC CERT program. To assist with this management OEM should know about all public NYC CERT activities to help promote them and provide support when necessary. All activities shall be communicated by the borough chief, team chief, or other designee to NYC OEM staff as indicated in Subsection A**.**

NYC OEM communicates directly with the NYC CERT leadership via e-mail, phone, and mail. Program-wide announcements such as the newsletter, post-training announcements, events, and program surveys will be sent via e-mail to all active members directly.

### Borough Manager

The borough manager is responsible for ensuring all administrative communication is made to all teams in his or her borough. Communication regarding active deployments will be made directly to the team chief using the deployment protocol, as outlined in Section I.

### Team Leadership

The team chief is the primary coordinator for his/her team during all NYC CERT-related activities. The team chief is responsible for the organization of his/her team as well as assigning the roles and responsibilities of each team member. These roles and responsibilities must always fall within the scope of CERT members' training and the role as listed in the CERT Identified Roles (Appendix F).

### CERT Team Member

Each individual team member is responsible for their own conduct, training, and roles. These roles/positions are consistent with the role definition as indicated under Member Responsibilities in Subsection E.

## CERT Membership

The membership of the NYC CERT shall consist of five classes of membership: active, probationary, student, inactive, and affiliate.

- **Membership Requirements:** NYC CERT is a public program and training is available to all city residents, as well as those that work in NYC, provided that they are interested in becoming better prepared to mitigate an emergency situation. The following requirements are mandatory:
  - Be 18 years of age, or older *AND*
  - Be a resident of, or work in, NYC, *AND*
  - Pass an NYC OEM background check.
  - Members are affiliated with a community team by their legal residence.
  - The volunteer commitment is for at least one year of service following graduation.

- **Conduct**
  - NYC CERT members will act in a professional manner at all times when representing the NYC CERT program. During CERT activities, members will maintain this professionalism towards other members of the program and the community, regardless of any other relationships they may have with the community or other persons.

  - The NYC CERT program is a professional volunteer program and all members will address NYC OEM CERT program staff and instructors, and NYC OEM personnel in a professional and respectful manner. OEM staff will treat CERT members in a similar manner.

  - All NYC CERT members must identify themselves using the following language when speaking to anyone regarding their position within the NYC CERT program:

    - CERT Program Leadership:
      - "I am a NYC CERT volunteer team chief /deputy chief with the (borough) community district (number). NYC CERT is a volunteer program coordinated by NYC OEM."
    - Non-leadership Member:
      - "I am a NYC CERT volunteer from the (borough) community district (number). NYC CERT is a volunteer program coordinated by NYC OEM."
    - For all members:
      - To avoid confusion about the program, your role, and your title, at NO point should any NYC CERT member identify themselves as a NYC OEM (or other City agency) employee. Members should insure that it is clear to the

person that you are addressing that you are a volunteer and are acting in that capacity.

## Definition of Terms

### Active Members

An active member has successfully completed the NYC CERT 10–week training and received his or her permanent credential. He/she is actively participating in monthly team meetings, post-training, and planned events. Please see Appendix I for re-credentialing requirements.

### Probationary Member

Probationary member have completed the NYC CERT 10-week training. These members have received a temporary ID that is active for six months from the date they completed training. These members are considered credentialed and can be called upon in the same way as an active member. At the end of the six month probationary period, their team chief will be asked to verify their status as a CERT member in good standing at which point they will receive their permanent credential and be considered an active member of their team.

### Student Members

Student members have begun but not completed the NYC CERT 10-week training. Student members **can not** be called upon to serve during times of emergencies, activations, scheduled drills, or exercises.

- Students will receive a NYC CERT response bag, NYC CERT shirt, and temporary credentials during their 10-week training.
- Students may participate in a graduation ceremony, where they will receive their certificate of completion.
- Upon graduation, members are expected to commit to a minimum of one year of volunteer service to their CERT team and the NYC CERT program.

### Inactive Members

Members may be designated as inactive by the following authority: self, team chief, CERT program staff and any of the program instructors. Inactive members **will not** receive notification of regularly scheduled events. Inactive members **do not** have voting privileges. Members may ask to be placed on inactive status for personal reasons at any time. Inactive status can be implemented by a team chief, CERT staff or program instructors based on the member's lack of activity or violation of the code of conduct.

Members will be placed on inactive status if credentials are repeatedly lost, if they do not maintain credentials, do not participate in team activities, or do not maintain professional behavior as described above.

**Affiliate Members**

Affiliate members belong to another organization that has chosen to take the CERT training using the national curriculum. These members are not credentialed NYC CERT members and **will not** be used for deployment by the City of New York and may not have access to NYC CERT member benefits, including post training.

Approved affiliate members may have the opportunity to participate in the Urban Environment curriculum and Ready NY Presenter training. Affiliate members are encouraged to join and actively participate in the NYC Citizen Corps Council.

## SUBSECTION E: TEAM MEMBER RESPONSIBILITIES

This section will outline the team positions and the related responsibilities.

### Team Chief

Team chiefs' responsibilities are listed below. These responsibilities may be delegated to another team member by the team chief. Delegation builds the team's capacity, facilitates trust and buy-in from team members, and allows leaders to spend time setting the team's priorities. Team chiefs should keep in mind team members' interests and abilities when delegating tasks and responsibilities. A team chief must be a legal resident of the team they represent, excluding corporate CERTs.

Required Team Chief Tasks:

- Overall management of team.
- Primary contact for information from CERT program staff and for all program correspondence.
- Complete program paperwork, including:
    - Monthly statistical reports.
    - After-action form for deployments and planned events.
- Attend semi-annual team chief meetings and quarterly borough meetings.
- Coordinate outreach for team recruitment.
- Manage the team; delegating tasks and assigning deputies in direct proportion to the number of members.
- Have access to a computer and e-mail on a regular basis and have basic knowledge of up-to-date communications.
- Be able to respond to requests from OEM in a timely manner.

### Deputy Team Chief

Handle all team chief's responsibilities as delegated or when team chief is unable to fulfill his/her role. A deputy chief must be a legal resident of the team they represent, excluding corporate CERTs.

### Ready New York Liaison

Act as primary contact for all Ready New York correspondence to and from NYC OEM Ready New York and NYC OEM CERT program staff. This position should be filled by a member other than the team chief or deputy chief. Responsibilities include:

- Manage event requests from Ready New York staff and encourage trained member of your team to present at these events. Maintain list of active trained Ready New York presenters on team.
- Point of contact for entire team to fill out the following paperwork:
    - Ready New York material for team

    - Ready New York Event Request Form
- Work with NYC OEM, NYC Citizen Corps Council, team members and community disaster network contacts to set up Ready New York events in your community.

## Secretary/Recorder

- Maintain team members' contact information and the team roster.
- Take minutes for meetings and distribute minutes to all team members.
- Maintain team paperwork and files.

## Team Members

- Maintain active status for re-credentialing, including training, response, preparedness, and team work.
- Actively participate in team meetings, planned events, and deployments.
- Place self on inactive status if unable to fulfill team member role and reporting this to team chief.
- Follow the code of conduct.
- All team members, including leadership, will represent the NYC CERT program honestly, by introducing themselves as a "volunteer member of the NYC OEM CERT program". CERT members are not employees of NYC OEM or any other City of New York agency.

## Media Requests and Public Speaking

From time to time, media outlets (including TV, newspaper, and radio) may inquire directly to team leadership about NYC CERT, a team, or team activities. Please follow the following guidelines:

- In a non-disaster, contact NYC OEM Press Hotline directly at 718-422-4888 if someone would like to interview a team member or chief about NYC CERT or if a team needs to inform NYC OEM about something media-related.

- During an emergency response, defer all questions from the media to the Public Information Officer for NYC OEM. He/she will either be on the scene, accessed by OEM staff at the scene, or by calling Watch Command at 718-422-8700.

- There may be opportunities when NYC CERT program staff will ask NYC CERT members to speak to the press.

## SUBSECTION F: TEAM DEVELOPMENT

This section provides procedure and recommendations for individual team development.

### Leadership Terms and Elections

Team leadership and positions should be on two-year terms. Elections must be held with all actively credentialed members receiving a vote. There is no limit as to the number of terms someone may fill a position.

### Membership and Recruiting

Members for existing teams may be recruited by current members or through outreach efforts made on the program's behalf by NYC OEM. Interested participants must be residents of the community district with which they affiliate. Exceptions to this rule may occasionally be made, but must be approved by NYC CERT program staff, including the NYC OEM background check, prior to the interested participant beginning the 10-week training. Corporate CERT members must be employees of the team they are joining.

New members can come from two sources:

1) Individual teams recruit members through their outreach efforts.
2) NYC CERT program staff will forward contact information to team chiefs as they receive information through the NYC CERT Hotline, NYC OEM website and other venues.

### Team Chief Responsibilities

It is the team chief's responsibility to make sure the team has enough members to stay active and provide deployment response and planned events in the team's community.

The team chief must screen interested participants prior to their acceptance into the 10-week training. Written approval by the team chief (or designee) must be received by NYC CERT program staff one week prior to the start date of the 10-week training for the participant to begin training. For a detailed description and form please see Appendix F.

All interested participants are to be contacted by the team chief, or his/her designee, no less than 30 days prior to the start of the 10-week training. If an interested participant has not been contacted by a representative of his/her potential NYC CERT team, NYC CERT program staff will vet the potential member and if acceptable, the interested participant will begin training. The interested participant will then be eligible to join the NYC CERT in his/her community district following his successful graduation from the basic NYC CERT training.

### Team Growth

Team Chiefs should run teams in a democratic manner using appropriate leadership skills. Monthly team meetings, trainings and exercises, clear expectations of roles and responsibilities of team members, and on-going communications are ways to ensure proper team growth and development.

## Outreach and Building Community Disaster Networks

NYC CERT members may use verbal and/or written communication to advertise for recruitment. Written communications (flyers, newspaper ads, etc) should be approved by NYC OEM prior to their publication. Please send to cert@oem.nyc.gov for approval. Outreach efforts such as : NYC CERT brochure, flyers, articles in newsletters, community presentations, NYC CERT/Ready NY informational tables at community events, and word-of-mouth are all good ways to spread information about NYC CERT, support your team, get local recognition, and recruit new members.

### Community Disaster Networks

Reaching out to community organizations and groups by providing preparedness information and materials is a primary responsibility of a NYC CERT. By creating and updating a list of contacts and resources, a team will develop a community disaster network (CDN) which will benefit a community in the event of a disaster.

Teams will be given a community district map with important resources and potential hazards once a year from the OEM Geographical Information Systems (GIS) unit. Teams are encouraged to map and plot information that can be updated into the maps annually.

### Use of NYC OEM CERT Name and Logo of NYC OEM CERT Related Activities

Members and teams are approved to use the official NYC OEM CERT name and logo in appropriate manners when marketing or identifying their team. This includes: letterhead, business cards, flyers or other promotional materials, and banners. All other uses MUST BE APPROVED BY NYC OEM.

## Training and Post-Training

The NYC CERT basic training course consists of 30 hours of class work. Training consists of team building exercises, ICS components, homework, urban environment units, disaster medical operations units, fire safety, light search and rescue, police science and terrorism, and a disaster simulation.

Prior to the first week of class, a mandatory pre-training orientation will be held to outline specific expectations of participants during the 10-week training and beyond graduation. Participants are encouraged to ask questions during this meeting, so they can successfully participate and complete the 10-week training.

If students miss a week, it is their responsibility to make it up. A student will not receive a temporary credential and graduate with a certificate of completion until all class work is successfully completed. Students needing only one or two units to make-up may affiliate with their team for team meetings and planned events. They will not be able to deploy.

**Post-training**

NYC OEM will offer post-training classes and workshops to credentialed team members to fulfill their re-credentialing requirements. Training announcements will be sent out via e-mail. Team chiefs should relay all training information to members who do not have e-mail in a timely manner.

## APPENDIX A

## GLOSSARY

| | |
|---|---|
| ARC | American Red Cross in Greater NY |
| CDN | Community Disaster Network |
| CERT | Community Emergency Response Team |
| CIC | Citywide Incident Commander |
| CIMS | Citywide Incident Management System |
| DOHMH | NYC Department of Health and Mental Hygiene |
| EOC | Emergency Operations Center |
| EMS | Emergency Medical Services |
| ESF | Emergency Support Function |
| ETA | Estimated Time of Arrival |
| E Team | Software that generates report for the Emergency Operations Center |
| FDNY | Fire Department of New York |
| GIS | Geographical Information System |
| ICS | Incident Command System |
| Incident | An unplanned, emergency event to which a NYC CERT team may request deployment or be deployed by OEM Watch Command. |
| NIMS | National Incident Management System |
| NYC | New York City |
| NYPD | New York Police Department |
| OEM | NYC Office of Emergency Management |
| PPE | Personal Protective Equipment |
| SOP | Standard Operating Procedure |

**BYLAWS TEMPLATE**

*The purpose of the NYC OEM CERT by-laws is to provide rules of operation to the team members. Teams may use all, some, or none of the template to create the by-laws for their team. While OEM strongly recommends that each team create by-laws, teams are not required to do so.*

## The New York City Community Emergency Response Teams (NYC CERT)
## _____ by-laws

**Definition:** 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 organizations with public events.
- Respond to locally occurring disasters by strictly following NYC CERT protocol and supporting emergency personnel upon their arrival and request.

*The purpose of the definition is to provide an explanation of the team functions. It is taken directly from the NYC CERT Standard Operating Procedures (SOPs).*

### Section 1—Name

*The name of the NYC CERT will be the same as the team name designated by NYC OEM (Borough Community District # NYC CERT). Teams may also have a name representative of their own community.*

A. This organization shall be known as the _____ and _____.

### Section 2—Boundaries

*The purpose of this section is to identify the area boundaries for which the NYC CERT team is responsible. The boundaries are taken directly from NYC community districts. The exception is when more than one team exists within a specific community board.*

A. North:
South:
East:
West:

## Section 3- Membership of the _____ NYC CERT.

*The purpose of membership is to provide guidelines about NYC CERT membership as well as rights and responsibilities of each member. The definitions, rights and responsibilities of membership categories may be included in these by-laws.*

A. Team membership shall be open to anyone who lives or works within the community district boundaries or an employee of a corporate CERT.
B. No member shall purport to represent the _____ NYC CERT unless authorized to do so by being a credentialed, active member.
C. Each member of the team shall be provided a copy of the of the adopted _____NYC CERT by-laws.
D. Mandatory Requirements

*The purpose of mandatory requirements is to be in compliance with the NYC CERT standard operating procedures (SOPs) and ensure the team is a as diverse a representation of the community board as possible. Every possible means, within reason, to fulfill these requirements is expected.*

1. As per the NYC CERT SOPs each established team must have, at minimum, the following positions represented on the team:
   a) Team chief,
   b) Deputy chief,
   c) Secretary or recorder, and
   d) Ready NY liaison (cannot be the same member if they have been elected for one of the above positions.)

### Team Chief

Team chiefs' responsibilities are listed below. These responsibilities may be delegated to another team member by the team chief. Delegation builds the team's capacity, facilitates trust and buy-in from team members, and allows leaders to spend time setting the team's priorities. Team chiefs should keep in mind team members' interests and abilities when delegating tasks and responsibilities. A team chief must be a legal resident of the team they represent, excluding corporate CERTs.

Required Team Chief Tasks:

- Overall management of team.
- Primary contact for information from CERT program staff and for all program correspondence.
- Complete program paperwork, including:
  - Monthly statistical reports
  - After-action form for deployments and planned events
- Attend semi-annual team chief meetings and quarterly borough meetings.
- Coordinate outreach for team recruitment.
- Manage the team; delegating tasks and assigning deputies in direct proportion to the number of members.

- Have access to a computer and e-mail on a regular basis and have basic knowledge of up-to-date communications.
- Be able to respond to requests from OEM in a timely manner.

**Deputy Team Chief**

Handle all team chief's responsibilities as delegated or when team chief is unable to fulfill his/her role. A deputy chief must be a legal resident of the team they represent, excluding corporate CERTs.

**Ready New York Liaison**

Act as primary contact for all Ready New York correspondence to and from NYC OEM Ready New York and NYC OEM CERT program staff.

- Position should be filled by a member other than the team chief or deputy chief.
- Manage event requests from Ready New York staff and encourage trained member of your team to present at these events. Maintain list of active trained Ready New York presenters on team.
- Point on contact for entire team to fill out the following paperwork:
    - Ready New York material for team
    - Ready New York Event Request Form
- Work with NYC OEM, NYC Citizen Corps Council, team members and community disaster network contacts to set up Ready New York events in your community.

**Secretary/Recorder**

- Maintain team members' contact information and the team roster.
- Take minutes for meetings and distribute minutes to all team members.
- Maintain team paperwork and files.

**Team Members**

- Maintain active status for re-credentialing, including training, response, preparedness, and team work.
- Actively participate in team meetings, planned events, and deployments.
- Place self on inactive status if unable to fulfill team member role and reporting this to team chief.
- Follow the code of conduct.
- All team members, including leadership, will represent the NYC CERT Program honestly, by introducing themselves as a "volunteer member of the NYC OEM CERT Program". CERT members are not employees of NYC OEM or any other City of New York agency.

2. Membership can consist of active members, inactive members, probationary members, and student members.

3 The size of membership is unlimited. However, it is recommended that the membership size be a level at which the team can be sustained.

a. Voting membership shall be granted to any individual who meets the criteria as outlined above in this section and has attended a total of _____ meetings.
b. Voting membership shall become effective at the beginning of the _____ meeting and the new members name shall be noted in the minutes.

## Section 4—Inactive Status or Removal of Members from the _____ NYC CERT.

*The purpose of this section is to define the conditions under which a member is placed on inactive status or removed from the team and outline the procedure for such removal. Below are some suggestions:*

A. An individual's membership on the _____ NYC CERT team shall lapse on the fourth successive unexcused absence at a team meeting or expected attendance at a planned event unless there are extenuating circumstances that have been communicated to the team chief and are approved by the team chief. The member may be placed on inactive status or removed from the team by the team chief or deputy chief, in the team chief's absence. An inactive member may be placed back on active status by the team chief or deputy chief.

B. Members may place themselves on inactive status due to time commitment problems or for another reason. Members will need to contact their team chief to be placed on inactive status. Members will need to re-contact the team chief in order to be re-activated.

C. Any team member who no longer meets the membership criteria of Section 3 must be removed from the team.

D. The secretary or recorder will make a notation in the minutes of each meeting of the names of the individuals whose membership will lapse at the next scheduled meeting. The team chief shall communicate this information to the individuals whose membership is at risk of lapsing as soon as reasonably possible. Minutes prepared should reflect what was done and not was said. This information must then be sent to NYC CERT Program Staff.

## Section 5— Decision Making

*The purpose of this section is to explain how decisions are made by the team. The following suggestions are offered.*

1. Eligible/Ineligible:
    a. Members may vote if they are active, credentialed members.
    b. Members may not vote if they have no credential or are inactive.

2. Voting:
    a. Majority rule or,
    b. Majority plus one
    c. When tied to membership status, i.e. must have attended "x" number of meetings to be a voting member.

## Section 6—Meetings

*The purpose of this section is to make known to the team and general public when meetings are held and guidelines for meetings. The following suggestions are offered:*

A. Unless otherwise specifically defined in these by-laws, all affairs of the team shall be governed by Robert's Rules of Order, (current edition or revised edition.)
B. The _____ NYC CERT team shall meet at least every other year to elect officers per the NYC CERT SOPs.
C. Meetings shall be held monthly on the _____ day of the month from ____ to _____.
D. Unless otherwise noticed all meetings will be held at the _____.
E. Special meetings of the team may be called by the team chief or by NYC CERT Program Staff. Individual members should contact team leadership, including team chief, deputy chief and secretary to request a special meeting. If the team leadership is not responsive, a team member may reach out to OEM program staff.
F. Approved minutes of meetings and sign-in sheets, as a record of attendance, must be kept for all meeting of the team and shall be forwarded to the NYC CERT Program Staff upon request.
G. Meeting discussions will be conducted in a conversational format with special regard for a dialogue that is respectful and considerate of all members in attendance.
H. It is recommended that the length of meetings run no longer than 60 minutes unless a specific event, speaker, or training is being held.

## Section 7—Meeting Notification

*The purpose of this section is to clearly state how and when meetings will be publicized to members.*

A. All meetings will be publicized to active members using all means available, for example, but not limited to: mailings, phone calls, team websites, e-mail, and texting.
B. Notices shall be distributed not less than _____ days before the meeting date.
C. Failure to receive a meeting notice does not invalidate the meeting. However, the provisions of this section must be complied with in good faith.

## Section 8—Officers and Duties

*The purpose of this section is to clearly define the types of officers on the team and their responsibilities. The decision as to how the team organizes them is self defined. However, the basic structure must be followed per the NYC CERT SOPs. The following officers and duties are offered as a suggestion.*

A. The officers of the _____ NYC CERT team shall be, at a minimum: team chief, deputy chief, and secretary/recorder and Ready NY liaison.
B. Duties of the officers are as follows:

    1. Cut and paste list here to make it easier on the teams.
    2. Teams may add other responsibilities specific to their team as they see fit.

## Section 9—Nomination, Election, and Term of Officers

*The purpose of this section is to define the process for the nomination and election of the leadership of the team. The following suggestions are offered as choices to be picked from.*

A. The membership of the NYC CERT shall nominate one or more eligible voting candidates from the team for each office bi-annually. All candidates must be qualified voting members of the team.
B. Officers will be elected by the team voting members, by a majority vote if there are two or fewer candidates, or, a plurality vote if there are three or more candidates.
C. The terms shall be for two years not to exceed ____ consecutive terms.
D. The secretary will notify NYC CERT program staff in writing (email is acceptable) of the names of the newly elected officers, their contact information, and the date they will take office.

## Section 10—Removal and Vacancies of Officers

*The purpose of this section is to define the process for the removal of elected leadership. The following suggestions are offered.*

A. Any elected officer may be removed from office for good cause. Removal shall be debated by the team and shall require a two-thirds vote of members eligible to vote and present at a meeting of the team, providing that a resolution proposing the consideration of the removal has been adopted at a preceding meeting and that notice of the vote for removal has been included in the call to the meeting at which the vote shall take place.

B. Should vacancies occur outside the normal election process, candidates for the unfilled term shall be nominated from the floor and elected at the next scheduled meeting following the vacancy. The person elected to the vacated office will serve for the remainder of the term.

C. If issues arise within the team that cannot be resolved internally, team leadership or members may reach out to OEM CERT staff for guidance.

## Section 11—Committees

*The purpose of this section is to discuss the formation, responsibilities and disbanding of any standing or special i.e. ad-hoc committees. The following suggestions are offered.*

A. The team chief, along with his or her designees, may appoint project-based standing committees to help conduct the business of the team.

B. The team chief, with his or her designee, may appoint ad hoc committees or subcommittees to help conduct specialized business of the team.

C. Committees shall report to the team and these reports shall be entered into the minutes.

D. Committees can be standing or ad hoc in nature.

## Section 12—Amendments

*The purpose of this section is to define the process by which these by-laws can be amended. The following suggestion is offered.*

A. These by-laws may be amended by a two-thirds majority vote of those present at a regular team meeting, providing that a resolution proposing the amendment has been adopted at a preceding regular meeting and that notice of the proposed amendment has been given in the call for the meeting at which the amendment shall be voted upon.

## Section 13—Effective Date (Required)

*The purpose of this section is to state the date of the initial adoption of these by-laws. Statement of an effective date is required.*

A. These by-laws of the _____ NYC CERT shall become effective on _____.

## APPENDIX C

## ADMINISTRATIVE FORMS

### 1. NYC CERT Interested Participant Form www.nyc.gov/cert

### WHO IS NYC CERT LOOKING FOR IN A VOLUNTEER?

- **NYC CERT Minimum Requirements**
  -Must be at least 18 years of age.
  -Must pass a mandatory NYC Office of Emergency Management (OEM) background check.
  -Attend a pre-training orientation meeting approximately four weeks before the 10-week training begins.
- **NYC CERT Minimum Time Commitment**
  -One pre-training meeting/1 hour
  -10 week NYC CERT Training/3 hours per week
  -1 year commitment to NYC CERT Team post 10-week Training
  -Monthly NYC CERT Team meetings
  -Continuing training offered by OEM for credentialing each year
- **What NYC CERT is.**
  -A NYC OEM managed, city-wide program; individualized to each community.
  -A volunteer group, representative of each diverse NYC community.
  -An emergency preparedness program for communities and neighborhoods.
  -A response team to support efforts of first responders to community or citywide emergencies or disasters.
- **What NYC CERT is NOT**
  -a first responder training program
  -a self deployment team to community or city-wide emergencies or disasters

*Please fill out the contact information below and submit the form to your:*

- *Community Board's NYC CERT Team Chief or designated NYC CERT member, or*
- *Community Board Office (see flipside of this page), or*
- *Mail to: NYC CERT Program Staff: c/o NYC OEM, ATTN: CERT Program*
  *165 Cadman Plaza East*
  *Brooklyn, NY 11201*
  *E-mail: cert@oem.nyc.gov*
- *For more information, call the NYC CERT Hotline @ 718-422-8585 or visit the website at www.nyc.gov/cert*

**Name: _____**
**First Name** **Last Name**

**Resident Information (if known):**
**Borough: _____** **Community Board #: _____**

**Contact Information:**
**Phone number: (please circle)**
**Work/Cell/Home: _____**

**Primary e-mail account: _____**

**2. NYC OEM CERT Interested Member Screening Form (for team chiefs to fill out)**

---

**The following questions should be used to determine new membership for your team. The below questions will help inform you as a team chief about how the potential member will work within the CERT program and your team. This form needs to be filled out for every applicant that you receive. Please forward all completed forms to: CERT@oem.nyc.gov or fax to 718-422-8451. By submitting this form to the CERT program you are making a recommendation about the applicant either to approve them for the program or not.**

**By approving the application you recommend that they participate in the next training cycle and accept the recruit to become a probationary member of your team. If someone is rejected, the reason must be documented and given to NYC CERT program staff. The interested participant has the right to appeal this decision directly with OEM. OEM may or may not overturn the original decision.**

**NYC CERT and its teams follow the New York City Anti-Discrimination Policy:**

*The City of New York prohibits discriminatory actions against and treatment of City volunteers based on actual or perceived race, color, national origin, alienage, or citizenship status, religion or creed, gender (including "gender identity" -- which refers to a person's actual or perceived sex, and includes self-image, appearance, behavior or expression, whether or not different from that traditionally associated with the legal sex assigned to the person at birth), disability, age (18 and over), military status, prior record of arrest or conviction, marital status, partnership status, predisposing genetic characteristic, sexual orientation, or status as a victim or witness of domestic violence, sexual offenses, and stalking.*

---

**CONTACT INFORMATION:**

NAME: _____ Over 18? Y N

First Name Last Name

BOROUGH: _____ COMMUNITY DISTRICT: _____

ADDRESS: _____ APT: _____ ZIP CODE: _____

PHONE NUMBER: (please circle one): Work Cell Home _____

**PRIMARY E-MAIL ACCOUNT:**

_____

ARE YOU CURRENTLY ENROLLED IN SCHOOL? YES: Part-time Full-time NO

## LANGUAGES

What language(s) you speak/read/translate and your fluency level for each:

Language:

| | | | | |
|---|---|---|---|---|
| Please circle: | Speak | Fluency level: Low | Med | High |
| | Read | Fluency level: Low | Med | High |
| | Translate | Fluency level: Low | Med | High |

Language:

| | | | | |
|---|---|---|---|---|
| Please circle: | Speak | Fluency level: Low | Med | High |
| | Read | Fluency level: Low | Med | High |
| | Translate | Fluency level: Low | Med | High |

## PAST TRAINING AND VOLUNTEER EXPERIENCE

What volunteer experience have you had in the past ten years? Please list starting with your most recent volunteer experience and work backwards:

| Name of Organization volunteered | City/State | Position | Dates |
|---|---|---|---|
| | | | |

| Name of Organization volunteered | City/State | Position | Dates |
|---|---|---|---|
| | | | |

| Name of Organization volunteered | City/State | Position | Dates |
|---|---|---|---|
| | | | |

Do you have any professional skills and/or certifications you may have or are in the process of obtaining? Please list along with the expiration date (Examples include: First Aid, CPR, or AED):

Type of Professional License/Certification Sponsoring Agency
Expiration Date

Type of Professional License/Certification Sponsoring Agency
Expiration Date

Type of Professional License/Certification Sponsoring Agency
Expiration Date

What experience do you have working in a team/group structure?

Would aspects of the CERT program are you most interested in?

Are you comfortable working with a diverse group of people?

## NYC CERT VOLUNTEER EXPECTATIONS

What is your greatest asset to the NYC CERT Team?

Name what skill(s) you would like to learn, or improve, as a member of NYC CERT?

How many hours a month do you think that you would be available to volunteer?

## APPROVAL AND CERTIFICATION:

Please initial one of the following:

Approve Application: _____

Deny Application: _____

Team Chief Signature: _____ Date: _____

**REQUIRED - if application is denied, provide detailed reason below (Note: each denial will be reviewed by CERT staff for validity):**

## 3. NYC CERT Application

**Borough: _____ Community Board #: _____**

## New York City CERT Mission Statement

The mission of the New York City Community Emergency Response Team (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 boards with public events; respond to locally occurring disasters by strictly following CERT protocol and supporting emergency personnel upon their arrival and request; and assist agencies in managing spontaneous volunteers at a disaster site.

***ALL INFORMATION ON THIS DOCUMENT IS CONFIDENTIAL AND WILL ONLY BE USED BY THE NEW YORK CITY OFFICE OF EMERGENCY MANAGEMENT (OEM) FOR MANAGEMENT OF THE NYC CERT PROGRAM.***

**OEM must perform a background check on all individuals participating in NYC CERT. This policy was enacted to comply with FEMA recommendations; to protect sensitive information; and to ensure a professional working environment among teams.**

| **Driver's License or State Identification:** | | |
|---|---|---|
| **Number:** | **State:** | **Expiration:** / / 20 |

**PERSONAL INFORMATION**

**Title First Name** **Middle Name** **Last Name**

**Street Address** **Apartment #**

**City** **State** **Zip Code**

**Home Phone** **Work Phone** **Cell Phone**

**E-Mail (primary account)**

**Please circle preferred contact:** **Home Phone** **Work Phone** **Cell Phone** **E-Mail**

**Please circle one: Male Female**

## BACKGROUND CHECK-PAGE 1

Please carefully read the disclaimer below before supplying the required information.

- I understand that in connection with the NYC CERT membership application process, OEM in conjunction with the New York Police Department (NYPD) will conduct a background check on me which will remain confidential. By signing below, I hereby grant permission to OEM and NYPD to conduct such a background search.
- The information provided by me will be the basis for search of public records, which may include, but is not limited to, a search for criminal convictions.
- I indemnify and hold harmless the entity providing the background check information to OEM, OEM and/or their employees or agents, from any liability and all damages whatsoever, resulting from errors or inaccuracies in the background check information, or in the acquisition and transmittal of the information derived there from.
- I have provided complete and truthful information to OEM and fully understand that any misrepresentation or material omissions concerning the information provided will be grounds for denying or the withdrawal of my participation and /or immediate dismissal from the NYC CERT Program.
- If any adverse decision is made with regard to my eligibility in the NYC CERT program based entirely or in part on the information contained in the background check, I will be notified by OEM and upon such notification will return any NYC CERT equipment and/or materials to OEM within fourteen days of such notification.

**I have carefully read and understand the above statement. I consent to the release of my background information to NYC OEM as a pre-requisite for participating as a volunteer in the NYC CERT Program and in connection with any future decisions concerning my acceptance and/or retention as a member of the NYC CERT Program.**

**As a NYC CERT volunteer, I am not paid for my services. I am willing to take required training and will adhere to the policies, rules and regulations of the NYC CERT Program and its code of conduct. (A copy of the code of conduct is included in the NYC CERT training materials.)**

**I understand that this consent remains in effect until such time as membership in the NYC CERT Program is denied and/or revoked.**

Please print name Please Initial Please Date

## BACKGROUND CHECK- PAGE 2

Please complete the following information and sign at the bottom:

**Social Security #:** _____ - _____ - _____

**Date of Birth:** _____ / _____ / _____
**Month Day Year**

Have you ever used or been known by any other name(s)? **YES** **NO**

If yes, please list previous name(s) used: _____

Have you ever been convicted of a crime?
Please circle one: **YES** **NO**

(If YES, please explain circumstances below and include city, state and date(s) of offense):

_____
_____
_____
_____
_____
_____

**I understand that the information I have supplied is correct and true to the best of my knowledge and I agree to update NYC OEM when any of the above information changes for as long as I remain active within the NYC CERT Program.**

**Print Name:** _____

**Signature:** _____ **Date:** _____

## NYC CERT HOLD HARMLESS/PERMISSION REQUEST

**Please read the information carefully below:**

I, _____, hereby request permission to participate in the New York City Office of Emergency Management's (OEM) Community Emergency Response Team (CERT) program. I understand that this training will involve active physical participation, which includes a potential risk of personal injury and/or personal property damage. I make this request with full knowledge of the possibility of personal injury and/or personal property damage. Further, I have read and understand the program outline that describes all class sections and the associated activities.

I agree to hold the City of New York and its agents, personnel, directors, officers, successors, assigns, and employees, harmless from any and all judgments, awards, debts, expenses, damages, claims, demands, actions, suits, and/or injury that I may suffer and which may arise as a result of my participation in the above mentioned class.

I agree to follow the rules established by the instructors, and to exercise reasonable care while participating in the CERT program. I understand that if I fail to follow the instructor's rules and regulations or if I fail to exercise reasonable care, I can be administratively removed from the program.

By executing this release I certify that I have read this release in its entirety, understand all of its terms and have had any questions regarding the release or its effect satisfactorily answered. I sign this release freely and voluntarily.

| | |
|---|---|
| ***1.1. PRINT NAME*** | ***1.2. DATE*** |
| ***1.3. SIGNATURE*** | ***1.4. TEAM / CB #*** |

## 4. Monthly Statistic Form

### NYC CERT MONTHLY STATUS REPORT

**TEAM INFORMATION:**

Date prepared: Prepared by: Year:

Month Reporting (please circle):Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Borough (please circle): Brooklyn Bronx Manhattan Queens Staten Island

Community Board (please circle): 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

**STATISTICAL REPORT:**

**Volunteers and Hours:**
TOTAL number of Team Members active in preparedness or response activities during this month: _____ (A)

TOTAL number of HOURS ALL Team Members volunteered during this month: _____ (B)

| | | |
|---|---|---|
| ***example:** | **Team Member 1** | **5 hours** |
| | **Team Member 2** | **3 hours** |
| | **Team Member 3** | **15 hours** |
| | **3 Volunteers (A)** | **23 hours (B)** |

**Planned Events/Deployments:**

_____ Total number of planned events team participated in this month.

_____ Total number of incident deployments team responded to this month.

Continue on to page 2

Please indicate the names of team members and the type and description of events that they participated in.

| First Name | Last Name | Date of Event | Name of Event | Event Description |
|---|---|---|---|---|
| | | | | |
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## 5. After Action Report

**NYC CERT After Action Report**

**Date prepared:** **Prepared by:**

**Borough/please circle: Brooklyn Bronx Manhattan Queens Staten Island**

**Community Board: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18**

**Date of Deployment**: _____

**Deployment Notification**:

☐ Team notified OEM Watch Command

☐ OEM notified Team

**Location/Address of Incident (please describe):**

Location within your Community Board: ☐ Yes ☐ No

**Hours of Deployment**:

Time notified: _____: _____ AM/PM
Time ended: _____: _____ AM/PM

**Number of credentialed team members deployed**: _____

**Names of team members deployed:**

**Please turn page over:**

**Other NYC CERT Teams present/assisting**: ☐ Yes, please list:

☐ No

**Type of Incident (please check all that apply)**:

☐ Fire ☐ Utility Failure/Problem ☐ Flood

☐ Extreme Weather ☐ Building Collapse ☐ Mass Care

☐ Other, please list below

**NYC CERT TEAM Notification/Call-down**:

☐ Phone ☐ E-mail ☐ In person ☐ Other

Team Chief/Designee initiated phone tree/pre-determined notification system:

☐ Yes ☐ No

**Incident Description/Roles and Responsibilities Given**:

**Team Successes**:

☐ Team members notified responded

☐ Team notification system worked well

☐ Team recognized by first responders at scene

☐ Team members clear on assigned roles

☐ Team followed ICS protocols

☐ Team members responded with proper equipment/ gear.

Other, please explain:

**Team Challenges**:

☐ Team members did not respond to notification

☐ Team notification system did not work well

☐ Team not recognized by first responders at scene

☐ Team not aware of assigned roles

☐ Team did not follow ICS protocols

☐ Team members did not respond with proper equipment/gear.

Other, please explain

**Suggestions/Lessons Learned:**

## 5. NYC CERT Community Connection Form-Community Disaster Networking Form

Please use this form when going out into your community and identifying potential community connections to build a community disaster network. Only fill this out after speaking with a contact at the location. Attach any relevant flyers, webpage printouts, or other such information that would be useful in describing the connection. Use the back of this form for notes.

When completed, compile these forms in a binder or folder specifically for your team's community disaster network. Enter the information into an Excel spreadsheet and on a regular basis send new information to OEM so that maps and internal documents can be updated.

Name of community connection: _____

Address: _____
Zip Borough District

Is this connection currently charted on your Community District Map? Yes No

**Connection's Focus**

Business Civic Association Community-Based Faith-Based Government

NYPD Contact Senior/Residence Center Non-Profit Other: _____

Briefly describe the main functions of this connection, and whether it serves any special populations (immigrant groups, multiple languages, special needs, etc.):

About how many people are present at this location:

during the day? _____ at night? _____

**Primary Contact** Date of Contact _____

Name: _____ Title: _____

Phone Number: _____ E-mail: _____

Would this connection benefit from a Ready NY presentation? Yes No

Does this connection have a Business Continuity Plan? Yes No

Is there a possibility to recruit new CERT members at this location? Yes No

## APPENDIX D

## CITYWIDE INCIDENT MANAGEMENT SYSTEM (CIMS)

On May 14, 2004, Mayor Bloomberg and OEM announced the City's adoption of the Citywide Incident Management System (CIMS) as the City's program for responding to and recovering from emergencies, and for managing planned events.

On April 11, 2005, Mayor Bloomberg signed an executive order formally mandating its implementation. Since then, OEM has worked closely with City agencies to adapt training programs for personnel involved in the City's incident command and emergency response program to reflect the CIMS protocol.

**What is CIMS?**
CIMS establishes roles and responsibilities and designates authority for city, state, and other government entities, and non-profit and private sector organizations performing and supporting emergency response.

The CIMS Protocol is New York City's implementation of the National Incident Management System (NIMS). NIMS compliance is a requirement for federal domestic preparedness funding for local governments. While CIMS has been developed to address New York City's unique incident management requirements, its full compliance with NIMS ensures compatibility with incident command systems in use in other states and federal agencies. CIMS is also designed to be scalable, facilitating the integration of additional organizations, such as private sector and non-profit entities.

**CIMS Key Components:**

- Defines how citywide emergencies or multiple large-scale incidents will be managed.
- Defines agency roles and responsibilities at emergency incidents.
- Establishes the NIMS Incident Command System (ICS) standard as NYC's incident management system.
- Defines the ICS organizational structure.
- Establishes means of integrating regional, state, and federal agencies into a NYC response.
- Describes the operational implementation of CIMS.
- Defines how incident operations, including life safety, investigation, site management and recovery / restoration, are prioritized, and when they can be implemented concurrently.
- Establishes a process for after-action review and critique of emergency responses and implementing lessons learned.
- Defines ICS implementation and training requirements for NYC agencies participating in citywide response.

**Agency Roles**
Agency roles at incidents are classified as follows:

| | |
|---|---|
| **Primary Agency** | Agencies with incident command responsibilities. |
| **Coordinating Agency** | OEM is the City's coordinating agency. |
| **Supporting Agency** | Agencies that support incident operations by providing personnel and equipment to the incident. |

**Primary Agency**
Primary agencies are designated in CIMS to have overall responsibility for an incident, including overall management of strategic and tactical operations. Primary agencies will cooperate with supporting agencies to successfully achieve incident objectives. Incidents managed by a unified command will have more than one primary agency.

In a single command response, the incident commander will be the designated member of the primary agency who is responsible for overseeing that agency's operations for the incident. The incident commander will designate the operations section chief (see Appendix A for exceptions).

In a unified command response with multiple incident commanders, the primary agencies will co-locate at a single incident command post and jointly set incident objectives. The unified command may designate a single operations section chief by mutual agreement, or he/she may be designated from each primary agency with a relevant core competency.

Depending on the location and/or type of an incident, additional agencies may have jurisdictional responsibilities for managing the incident (e.g. incidents occurring on state or federal property within NYC). The primary agency matrix tries to anticipate these scenarios and identifies these agencies as potential primary agencies that will participate in a unified command, as appropriate.

**Coordinating Agency**
OEM, as the City's coordinating agency, may respond to multi-agency incidents and participate in the unified command, if established. At multi-agency incidents, it will be OEM's responsibility to:

- Ensure that a CIMS command structure is in place.
- Coordinate resources from response and recovery agencies.
- Relay situational information to the City's Emergency Operations Center and to the Mayor.
- Support logistics and communications needs.
- Obtain subject matter expertise.
- Facilitate transition of command and resolution of interagency differences.

In complex incidents where the primary agency designation is unclear, falls outside of the incident types listed in the primary agency matrix or changes as incident objectives are

completed, OEM, based on the CIMS Protocol, will identify the appropriate agency or agencies.

During large-scale or citywide incidents, OEM may activate the City's Emergency Operations Center (EOC).

OEM will also coordinate and support recovery and restoration activities.

**Supporting Agencies**
Supporting agencies help achieve incident objectives by providing personnel and equipment to the incident. Supporting agencies accomplish this role without losing or abdicating agency authority and responsibility for their resources or functional jurisdiction. Depending on the specific nature or location of the incident, or other considerations, a supporting agency may be asked to join a unified primary agency.

**Primary Agency Matrix**

**Unified Command Incidents**

**Unified Command Matrix**

| INCIDENT TYPE | PRIMARY AGENCIES | POTENTIAL PRIMARY AGENCIES / SUBJECT MATTER EXPERTS * * |
|---|---|---|
| Aviation Incident | FDNY, NYPD | PANYNJ, USCG, NTSB |
| Chemical, Biological, Radiological or Nuclear (CBRN) / Haz-Mat Incident * | NYPD, FDNY | USCG, DEP, DOHMH |
| Citywide Public Health Emergency | DOHMH, NYPD, FDNY | HHC, GNYHA |
| Explosion | FDNY, NYPD | DDC, DOB, HPD |
| Natural Disaster / Weather Emergency | OEM, NYPD, FDNY, DOT, DSNY | DDC, DEP, DOB, DOHMH, Con Ed, Keyspan / LIPA |
| Rail Incident | FDNY, NYPD | MTA, PANYNJ, NJT, Amtrak |
| Utility Incident: Electric | NYPD, FDNY | Con Ed, Keyspan / LIPA |
| Utility Incident: Gas | NYPD, FDNY | Con Ed, Keyspan / LIPA |
| Utility Incident: Steam | NYPD, FDNY | Con Ed |
| Utility Incident: Water / Wastewater | DEP, FDNY, NYPD | Con Ed, Keyspan / LIPA |
| Utility Incident: | DOITT, NYPD, FDNY | Verizon |

| | | |
|---|---|---|
| Telecommunications | | |

*** CBRN / Haz-Mat Incident**

*NYPD will be the Primary Agency (Incident Commander) at CBRN / Haz-Mat incidents. If NYPD determines there is no actual or suspected criminal activity or terrorism, a Unified Command will be implemented (See Figure 1).*

*The Operations Section will be a unified operations section based on agency core competencies in all circumstances, with NYPD responsible for overall site management, and assessment and investigations for criminal activity or terrorism, and with FDNY responsible for Life Safety Operations and mass decontamination. For chemical incidents, DEP will make a final assessment of the hazard, adjust or set "hot," "warm" and "cold" zones, and direct all mitigation efforts. For biological or radiological incidents, DOHMH will make a final assessment of the hazard, adjust or set "hot," "warm" and "cold" zones, and direct all mitigation efforts.*

**Figure 1 - CBRN / Haz-Mat Incident**

| | **Actual or Suspected Crime or Terrorism** *NYPD to Determine* | **No Actual or Suspected Crime or Terrorism** *NYPD to Determine* |
|---|---|---|
| CBRN / Haz-Mat Incident | NYPD Single Command<br><br>Unified Operations Section | Unified Command<br><br>Unified Operations Section |

* * Designation of potential primary agencies / subject matter experts in this matrix does not exclude other agencies from being designated primary agencies depending on the jurisdictional issues of a specific incident.

**Single Command Incidents**

**Single Command Matrix**

| INCIDENT TYPE | PRIMARY AGENCY |
|---|---|
| Auto Extrication | NYPD / FDNY (First to arrive) |
| Boat in Distress | NYPD / FDNY (First to arrive) |
| Citywide Cyber Incident | NYPD and / or DOITT |
| Civil Disturbance | NYPD |
| Confined Space Rescue | FDNY |
| Correctional Facility Disturbance | DOC |
| Downed Tree | DPR / FDNY |
| Elevator Incident or Emergency | FDNY |
| Emotionally Disturbed Person | NYPD |

| INCIDENT TYPE | PRIMARY AGENCY |
|---|---|
| Entrapment / Impalement | FDNY |
| Explosive Device, Bomb Threat | NYPD |
| Fire | FDNY |
| Hostage Incident | NYPD |
| Sniper Incident | NYPD |
| Special Event | NYPD |
| Structural Collapse | FDNY |
| Suspicious Package | NYPD |
| Water / Ice Rescue | NYPD |

## APPENDIX E

## 201 FORM (abbreviated)

| 1. Incident Name | 2. Date | 3. Time |
|---|---|---|
| 4. Incident Location | 5. Precinct | 6. Box |

**7. Risk Analysis Worksheet**
*Please remember, you **MUST** call Watch Command (718-422-8700) before staging your team and receive instructions before responding to the location. Safety is the number one priority for CERT.*

**CERT Size Up**

☐ **What are the hazards?**

- **Fire**
- **Structural Collapse**
- **Flooding**
- **Other** _____

☐ **Is the scene safe?** ☐ **Yes** ☐ **No**

☐ **Are we within the scope of our training?** ☐ **Yes** ☐ **No**

☐ **Do the benefits outweigh the risks?** ☐ **Yes** ☐ **No**

☐ **Do we have adequate resources to deal with the problem?** ☐ **Yes** ☐ **No**

☐ **Have we prioritized objectives?** ☐ **Yes** ☐ **No**

***Note: If any item is checked "NO", CERT must stand by and not proceed.***

**Objective #1**

**Objective #2**

**Objective #3**

**Objective #4**

**Objective #5**

| 8. CERT Protocol | | | |
|---|---|---|---|
| ☐ Has the CERT Lead updated 911? | ☐ Yes | ☐ No | |
| ☐ Has the CERT Lead updated OEM CIC/Watch Command? | ☐ Yes | ☐ No | |
| ☐ Have you established a Staging Area? | ☐ Yes | ☐ No | |
| ☐ Have you established an Incident Command Post? | ☐ Yes | ☐ No | |

| 9. Prepared By: | 10. Date / Time Prepared: |
|---|---|
| Contact Information: | |

| 1. Incident Name | 2. Date | 3. Time |
|---|---|---|
| **4. Incident Location** | **5. Precinct** | **6. Box** |

**11. Incident Overview**
(Include maps drawn here or attached, showing the total area of operations, the incident site / area, affected areas and / or other graphics depicting situational and response status)

| 9. Prepared By:<br><br>Contact Information: | 10. Date / Time Prepared: |
|---|---|

| 1. Incident Name | 2. Date | 3. Time |
|---|---|---|
| 4. Incident Location | 5. Precinct | 6. Box |

**12. Summary of Current Actions**

| Time | Action / Note |
|---|---|
| | |
| | |
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| | |

| 9. Prepared By<br><br>Contact Information: | 10. Date / Time Prepared |
|---|---|

## APPENDIX F

## NYC CERT IDENTIFIED ROLES

| Types of Incident | Potential Roles |
|---|---|
| Community Liaison | To assist any agency in relaying information to the community.<br>Assist NYPD, Mayor's Community Affairs Unit or other City agency staff.<br>Assist OEM in assessing community needs.<br>Assist with community outreach around preparedness and readiness. |
| | |
| Utility Disruption | Assist with traffic control.<br>Assist with checking on people with special needs.<br>Assist with distributing food and/or water.<br>Assist with evacuations of medical facilities. |
| | |
| Fire | Assist in perimeter and traffic control and crowd management.<br>Assist FDNY in locating additional pets or people still in the hot zone, by communicating with evacuees and FDNY Command Post.<br>Assist with evacuations of surrounding buildings.<br>Assist with locating nearest shelter.<br>Assist with community outreach and information dissemination.<br>Assist with sheltering and food and water distribution. |
| | |
| Water Main Break | Assist with community outreach and information dissemination.<br>Assist with sheltering and food distribution.<br>Assist in perimeter and traffic control and crowd management.<br>Assist in retrieving private items. |

| | | |
|---|---|---|
| | | |
| Extreme Weather Conditions | | Assist with community outreach and information dissemination.<br>Assist with checking on people with special needs.<br>Assist with locating nearest shelter.<br>Staffing warming or cooling centers.<br>Assist with sheltering and food distribution.<br>In cases of significant snowfall, assist in digging out local fire hydrants. |
| | | |
| Building collapse | | Assist with community outreach and information dissemination.<br>Assist with locating nearest shelter.<br>Assist with sheltering and food distribution.<br>Assist in retrieving private items.<br>Work as a liaison between the community and responding agencies.<br>Assist with perimeter and traffic control. |
| | | |
| Service Center | | Assist OEM HS/FEMA CR in disseminating info to communities.<br>Provide translation support within DASC.<br>Provide hospitality support within DASC.<br>Escort humanitarian teams through communities i.e. accompany Mennonites on debris clean-up, muck outs. |
| Coastal Storm/ Flooding | | Assist with community outreach and information dissemination.<br>Assist with locating nearest shelter.<br>Assist with sheltering and food distribution.<br>Assist OEM in assessing community needs.<br>Work as a liaison between the community and responding agencies.<br>Assist OEM in off-loading supplies from trucks to shelters.<br>Work at evacuation centers and/or shelters.<br>Assist with community outreach with issued regarding to preparedness and readiness.<br>Assist by notifying OEM Watch Command of local street flooding.<br>Assist in sandbagging. |
| | | |
| Missing Persons | | Assist in combing area.<br>Assist in distribution of flyers. |

| | | |
|---|---|---|
| Medical Event | | Assist in distributing goods through points of dispensing.<br>Work as a liaison between local hospital and community.<br>Assist in locating more triage sites. |

## APPENDIX G

## RECRUITMENT GUIDELINES

### CERT Recruit Screening Procedures

This is meant to inform the team leadership of the process determined by NYC CERT for recruiting and screening CERT applicants. It is meant to be used in conjunction with the NYC CERT Interested Participant Screening Form.

It is important that individuals interested in training to be a NYC CERT member talk to their local team chief. A NYC CERT team should be comprised of members who live in that community district.

There are two ways that the recruit will be known to the team chief. The same protocol should be followed for both:

**1.)** The recruit and the chief may know each other previously. Either the chief identifies the individual and speaks with them about the CERT program, or the individual is interested in the program and approaches the chief about joining his or her team.

**2.)** Individuals contact OEM about joining their district's CERT team. OEM will take down their contact information, send it to the appropriate team chief, and ask the chief to establish communication with the recruit.

The process for screening a recruit:

**1.)** The team chief is made aware of a recruit.
**2.)** Team chief will e-mail / call the recruit.
**3.)** Team chief sets up a time to meet, either at a team meeting or elsewhere.
**4.)** Chief notifies CERT program staff within two weeks of being made aware of the recruit whether or not the recruit is approved.
   a. If approved, send in the Screening Form for the recruit (see below).
   b. If not approved, notify CERT program staff of decision and reasons behind the decision.

If approved the recruit should attend all team meetings until he or she can go through the 10-week training, as well as attend planned events.

Remember: CERT participants **CANNOT** deploy with the team until they have successfully completed the 10-week training.

The recruit should understand the minimum commitments for being an active, credentialed NYC CERT member as well as an active member of the chief's specific

team. He or she must understand the CERT roles during responses, planned events, and disaster preparedness presentations.

If a Team Chief disapproves a recruit, the chief should have a legitimate justification for the disapproval and present it to OEM staff. Recruits have the right to appeal this decision to OEM. OEM will review appeals and decide whether a recruit will be allowed to join his or her local team. This decision will be relayed to both the recruit and the team chief. .

While the screening process is at the discretion of the team chief, it must be kept reasonable. If recruits are hard to maintain, the approval process may be too severe.

It is also highly recommended that the team chief designate a deputy team chief or other trusted team member to serve as recruitment chair. This can be a time-consuming process, and for the sake of timeliness it is advisable to delegate the responsibility.

Interested Participant Forms can be **mailed** to:

NYC Office of Emergency Management
c/o CERT Program
165 Cadman Plaza East
Brooklyn, NY 11201

Forms can be **faxed** to:

(718) 422 – 8451
Attn: CERT Program

Forms can be **e-mailed** to:

cert@oem.nyc.gov

## APPENDIX H

## NYC CERT CODE OF CONDUCT

NYC CERT CODE OF CONDUCT

All Community Emergency Response Teams (CERT) in New York City are expected to abide by a Code of Conduct. The outlined Code of Conduct ultimately assures your safety and supports effective coordination with New York City's local emergency response system.

Please read this document carefully. By signing below, you acknowledge that you have accepted and are willing to uphold and comply with this Code of Conduct as a NYC CERT member. Please note that failing to adhere to any of the acceptable conduct below may result in your termination as a participant in the NYC CERT program.

As a NYC CERT member I will:

- Exercise safety as my first priority.
- Respect others.
- Follow all rules and regulations as indicated in the "NYC CERT Standard Operating Procedures".
- Accommodate community members with special needs.
- Inform the New York City Office of Emergency Management of all attempted CERT response activities.
- Understand that I must relinquish control of the disaster/emergency site once first responders arrive on the scene.
- Communicate actions and information taken, by myself and team members, during emergencies, to local emergency responders once they arrive on the scene.
- Follow directions of first responders (FDNY, NYPD, OEM) once on scene.
- Obey all City, State and Federal laws and regulations.

As a NYC CERT member, I will not:

- Self-deploy or respond to planned events or incidents occurring outside or inside of my community, without the express permission from the Office of Emergency Management, or unless explicitly instructed to do so by FDNY/EMS or NYPD.

- Use CERT gear or equipment (including CERT IDs of any kind) for any purpose other than during response to an emergency or disaster in my community, or to identify myself during preparedness activities in my community.

- Use the NYC Office of Emergency Management or any other city agency title or logo on any material(s) that were not given to me by NYC OEM or the respective city agency.

- Attempt to perform any skills or response beyond the level of my CERT training. As such, I agree that I will not:

- Attempt to suppress large fires.

- Attempt to enter structures that appear to me to be heavily damaged and dangerous (e.g., leaning or moved from foundation).

- Attempt to perform hazardous materials cleanup or respond to incidents involving radiological, chemical, or biological agents.

- Attempt to perform medical, fire or search and rescue operations beyond my level of CERT training.

**Violation of any of these proscribed activities will result in termination as a participant in the NYC CERT program.**

| | |
|---|---|
| Print Name | Date |
| Signature | District/Community Board Number |

## APPENDIX I

## RECREDENTIALING OBLIGATIONS

**Requirements for NYC CERT Re-credentialing**

**Timeframe: January 1, 2009 through April 30, 2011**

For a member to re-new his or her NYC CERT credential, he or she must fulfill the minimum requirements, outlined below. There are four columns, each with different choices to equal the minimum requirements. Members may mix the choices within each column to best fit their schedules and interests. Column D- Teamwork, requires thThe team chief's approval for a member to renew his or her credential. Members must meet their team requirements to remain an active member.

| **Minimum requirements** | **4 items from column A** | **4 items from either column B or column C** | | **Team Chief Approval** |
|---|---|---|---|---|
| **Tier Item** | **COLUMN A TRAINING** | **COLUMN B RESPONSE** | **COLUMN C PREPAREDNESS** | **COLUMN D TEAMWORK** |
| **Choice within tier** | NYC OEM CERT course | OEM Deployment | Planned events, including Ready NY, National Preparedness Month | Monthly team meetings |
| **Choice within tier** | Approved on-line disaster preparedness course | NYC OEM CERT exercise | Community outreach- building onto Community Disaster Network | To be determined by team chief-OTHER |
| **Choice within tier** | Pre-approved training-OTHER | Pre-approved disaster preparedness exercise-OTHER | Pre-approved disaster preparedness activity-OTHER | |

**Definitions:**

| | |
|---|---|
| NYC OEM CERT course | Any training that is offered through the NYC CERT program. |
| Approved on-line disaster preparedness course | Any disaster preparedness on-line training on the NYC CERT training curriculum list. |
| Pre-approved training-OTHER | Any training that a member is eligible to take that is related to NYC CERT and **pre-approved by a CERT Team Development Specialist**; this may include trainings related to personal interests or job-related. |
| OEM Deployment | A CERT deployment through OEM. Time includes: call-down, stand-by, and response. |

| | |
|---|---|
| NYC CERT exercise | Any drill/exercise that completed by an individual team, borough-structure, or city-wide; planned in conjunction with NYC OEM. |
| Pre-approved disaster preparedness exercise-OTHER | Any disaster preparedness drill or exercise that is **pre-approved by a CERT Team Development Specialist**. May be another city agency, hospital, or private organization. |
| Planned events, including Ready NY, National Preparedness Month | Any Ready NY presentation, tabling event that promotes disaster preparedness in your community board, borough, or city-wide; this may include Hurricane Awareness Month or National Preparedness Month. |
| Community outreach- building onto Community Disaster N Network | Any outreach to organizations or groups within your community that builds onto your community disaster network (CDN) and results in a permanent relationship with your CERT; this includes outreach to vulnerable populations. |
| Pre-approved disaster preparedness activity-OTHER | Any disaster preparedness activity that a member may be involved with as a CERT, or on a personal or professional level and **pre-approved by a CERT Team Development Specialist**. |
| Monthly team meetings | Per the NYC OEM CERT Standard Operating Guidelines, each member is recommended to attend a majority of team meetings, primarily monthly. |
| To be determined by Team Chief-OTHER | The Team Chief may institute, with the approval of other team leadership, other expectations of team members to be re-credentialed. All team members must be made aware of these expectations in a timely manner. |

**Approved NYC OEM CERT courses 2009**

10 week Basic
ConEdison Awareness Course
Cultural Awareness and Psychological First Aid
Enhanced Coping Skills for Community Leaders (L)
OEM Emergency Operations Center/E-team (L)
Ready NY for Kids Presenter
Ready NY Presenter
Running Planned Events
Tabletop 101

**Approved NYC OEM CERT on-line courses**

http://training.fema.gov/

| | |
|---|---|
| IS 100a | Introduction to Incident Command System, I-100 |
| IS 200a | ICS for Single Resources and Initial Action Incidents |
| IS 700 | National Incident Management System (NIMS), An Introduction |
| IS 800.B | National Response Framework, An Introduction |
| IS-292 | Disaster Basics |
| IS-230 | Principles of Emergency Management |
| IS-775 | EOC Management & Operations |
| IS-630 | Introduction to Public Assistance Programs |
| IS-120.a | An Introduction to Exercises |
| IS-197.SP | Special Needs Planning Considerations for Service and Support Providers |

Coastal Storm Flooding On-line

**Approved NYC OEM CERT on-line courses: Leadership Tract**
***Any Team Chief or Deputy Chief may also get credit for the following courses:***
http://training.fema.gov/

| | |
|---|---|
| IS-244 | Developing & Managing Volunteers |
| IS-288 | The Role of Voluntary Agencies in Emergency Management |
| IS-271 | Anticipating Hazardous Weather & Community Risks |
| IS-139 | Exercise Design |
| IS-235 | Emergency Planning |
| IS-240 | Leadership & Influence |
| IS-241 | Decision Making & Problem Solving |
| IS-242 | Effective Communication |

***This list is of June 10, 2009. It may be updated by the NYC OEM CERT Program Staff throughout the year.***

**Approved NYC OEM CERT Responses**

Any NYC OEM CERT deployment that is followed by proper deployment protocol.
Also included:

Any time spent on a call-down initiated by NYC OEM
Any time spent on stand-by following a call-down initiated by NYC OEM

## APPENDIX J

RECOMMENDED TEAM EQUIPMENT-

This is a recommended list of equipment for teams. These items are NOT mandatory, but things that may make tasks easier to accomplish. NYC OEM will only supply members with initial response bag.

**Administrative materials:**

- Pads of paper
- Pens
- Pencils
- Permanent markers (*triage colors: green, yellow, red, black)
- Binders
- Flips charts
- Computer CDs
- Laptop
- Team banner

**Response materials:**

- Extra work gloves in different sizes
- Rubber gloves in different sizes
- Extra eye protective wear (goggles, etc.)
- Extra flashlights
- Batteries in all sizes
- Tape to corner off dangerous areas
- Basic first aid materials
- Fire extinguisher
- White gloves for traffic control in different sizes

*Always remember to rotate your stock