

# **NEW YORK CITY COMMUNITY EMERGENCY RESPONSE TEAMS STANDARD OPERATION PROCEDURES**

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

**The NYC CERT program follows the City of New York's Equal Employment Opportunity policy. Potential members cannot 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!**

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In 2003 the New York City Department of Emergency Management (NYC EM, formerly known as the NYC Office of Emergency Management, or OEM) began administering the NYC Community Emergency Response Team (CERT) program. Currently, over 2,000 CERT volunteers are trained, background-checked and ready to respond to emergencies and engage in preparedness education within their communities. CERT volunteers have proven themselves time and again to be great assets for New York City. Since it began, the CERT program has grown dramatically and more than 50 teams now cover New York City's 59 community districts. The training for CERT teams follows a curriculum that addresses needs specific to the New York City urban environment.

NYC EM is extremely fortunate to partner with the NYC Fire Department, and its Emergency Medical Services component (FDNY) and the New York Police Department (NYPD) to provide an unparalleled 10-week core training program using the expertise of these great first responder agencies. The CERT program is also fortunate to work with many partners to provide on-going advanced training to our CERT members.

The continued success of the program would not be possible without the time, dedication, and professionalism of our CERT volunteers. The Standard Operating Procedures (SOP) outlined in this document is the foundation on which this program and its reputation stand.

We thank you all and look forward to your continued contributions to this critical program. At NYC EM we appreciate your dedication and commitment to make the NYC CERT program the best in the country!

**Sincerely,**

**Christina Farrell, Deputy Commissioner for External Affairs**  
**Herman Schaffer, Assistant Commissioner for Community Outreach**  
**Maya Milanytch, CERT Program Manager**  
**Denise Esposito, CERT Team Development Specialist**  
**Joseph Pupello, CERT Team Development Specialist**

## History of CERT

The idea behind CERT was developed and implemented by the Los Angeles City Fire Department in 1985. In 1987, the Whittier Narrows earthquake once again confirmed the importance of trained civilians who are able support first responders to meeting their communities' immediate needs. Following September 11, 2001, the Federal Emergency Management Agency (FEMA) nationalized the Los Angeles Fire Department's program creating a training curriculum to help communities around the country train CERT volunteers.

In 2003 NYC EM, with the FDNY, EMS and NYPD, adapted the national CERT curriculum to our urban environment and created a program for New York City. This new program incorporated existing teams and trained new members with the goal of having the capability covering each of the City's 59 community boards.

The NYC CERT program has 2,000 volunteers who are able to respond to emergencies throughout the entire city. CERT volunteers are trained to respond using the principals outlined in 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, nationwide, on-scene, all-hazards incident management concept. At its core, ICS allows an organization or group to respond to an incident or event in a flexible and scalable manner allowing for the most effective, efficient, and safe method for people to work together in a disaster.

### NYC CERT Mission and Purpose

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

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

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 work to build their communities' resilience through community disaster networks and providing education about disaster preparedness, specifically using Ready New York materials.

## **SECTION I: MEMBERSHIP**

### **SUBSECTION A: MEMBERSHIP CLASSES**

The membership of the NYC CERT program is comprised of six classes of membership:

#### **ACTIVE MEMBERS**

- An active member has successfully completed the NYC CERT 10-week basic training, passed his or her probationary period with his/her local team, and received his or her permanent credential.
- He/she is considered in good standing by team leadership and actively participating in monthly team meetings, advanced and refresher training classes, and planned events.

#### **PROBATIONARY MEMBER**

- A probationary member has successfully completed the NYC CERT 10-week basic training and been placed with his/her local team. These members have received a temporary ID that is active for six months from the date they completed training.
- At the end of the six month probationary period, the member's team chief will verify his/her status as a CERT member in good standing at which point he/she will be issued his or her permanent credential by NYC EM and be considered an active member of his/her team. Good standing includes and actively participating in monthly team meetings, advanced and refresher training classes, and planned events.
- As these members are trained and credentialed, they are able to be deployed while in probationary status.

#### **STUDENTS**

- Students have begun but not completed the NYC CERT 10-week basic training. While student members should not generally be called upon to serve in emergencies, activations, scheduled drills, or exercises, NYC EM recognizes that during extraordinary circumstances and as needed, student members may be asked to assist with recovery efforts only to the extent of their completed training and only with NYC EM approval.
  - Students will receive a NYC CERT response bag, NYC CERT shirt, and temporary credentials during their 10-week basic training.
  - Students 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.

## **ON LEAVE**

- Members may ask to be placed on leave status for personal reasons at any time for a period of up to two years.
- Members on leave may request to continue to receive notifications and other program messaging to keep them informed of program activities.
- Members who have asked to be placed on leave can revert to active status upon consultation with and approval of his/her team chief. NYC EM will be notified and the member will be made active again.

## **SUSPENSION AND REMOVAL**

- CERT members can be suspended from the NYC CERT program for disciplinary and/or safety reasons as well as for the loss of credentials.
- Team chiefs have the ability to request that team members be suspended should their behavior and/or actions cause a continued challenge to the team.
- All final suspensions decisions are made by NYC EM after a review of all documented actions and discussion with the member in question and other relevant parties. Suspensions can last up to six months and in extreme situations, including being suspended multiple times, volunteers may be permanently removed from the program
- To be reinstated the team member must contact his/her NYC EM team development specialist, who will inform the team chief.
- If the member has honored the terms of his/her suspension he/she will be reinstated.
- If a member violates his/her term of suspension or continues to act in a manner that is not in accordance with program guidelines then the suspension can be made permanent and he/she will be removed from the NYC CERT program.

## **INACTIVE MEMBERS**

- Members may be designated as permanently inactive by the following parties: self or NYC EM. Inactive members will no longer receive CERT program correspondence and will lose all rights and privileges that were conferred on them as an active CERT member.
- Reasons may include: change of residence, health, or personal decision to leave the program.
- Members can be placed on inactive status by NYC EM if credentials are repeatedly lost, or have been found to violate program guidelines or for such reasons as disciplinary (see Suspension or Removal section), safety, or lack of activity. Team chiefs can recommend to NYC EM that members become permanently inactive.

## **SUBSECTION B: MEMBERSHIP REQUIREMENTS AND CONDUCT**

NYC CERT is a public program. Training is available to those interested in becoming better prepared to mitigate an emergency situation as long as participation does not present a personal or public safety risk.

The following requirements are mandatory:

- Be at least 18 years of age.
- Reside or work within NYC (subject to prior approval).
- Pass an NYC EM background check.
- Affiliate with a local CERT team, usually in the community of their legal residence or employment.
- Successfully complete the 10-week basic training class.
- Commit to at least one year of service following graduation.

NYC CERT members agree to follow and abide by these SOPs and are subject to removal from membership for violation of the following while acting in the capacity as a CERT Volunteer:

- Flagrant and continued violation of the SOPs.
- Conduct unbecoming a member (includes causing harm to others, continued insubordination, causing program reputation loss).
- Neglect of duty.
- Being under the influence of drugs or alcohol or carrying weapons.
- Identifying themselves as an NYCEM or other City employee.
- Being in possession and/or using any identification, badge or shield other than the NYC EM issued ID which references CERT, NYC EM or otherwise connects them to the program.

The NYC CERT program is a professional volunteer program whose continued success and reputation is based on members being viewed as professional in their behavior and comport. When acting as a NYC CERT volunteer, all members will address community members, program partner staff, NYC EM staff and instructors, and other partner agency personnel in a professional and respectful manner. NYC EMM staff and instructors are also expected to treat CERT members in a professional and respectful 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 administered by NYC Emergency Management.”
- Non-leadership member:
  - “I am a NYC CERT volunteer from the (borough) community district (number). NYC CERT is a volunteer program coordinated by NYC Emergency Management.”

- 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 an NYC EM (or other City agency) employee.

Members should ensure that it is clear to the person they are addressing that they are a volunteer and are acting in that capacity.

## **SECTION II: PROGRAM ORGANIZATION**

### **SUBSECTION A: CERT PROGRAM**

NYC EM is the local sponsoring agency for the NYC CERT program. As such, the agency is responsible for program management and administration, training, and assisting with recruiting and team development.

#### **CERT BOARD**

The NYC CERT Board consists of the NYC EM Commissioner, NYC EM Executive Staff, CERT program staff, and representatives from the FDNY, NYPD, NYC Service and other Divisions of NYC EM. The NYC CERT Board's role is to promote and provide support and guidance to the overall program.

#### **PROGRAM STAFF**

All program staff members are employees of NYC OEM. The program is housed in OEM's External Affairs Division.

- NYC EM is the managing lead for all NYC CERT activities, including recruitment, training, deployment, and planned events.
- All NYC CERT volunteers are required to inform program staff about volunteer activities while deployed or otherwise acting as a member of the CERT program. All such activities shall be communicated by the team chief, or his/her designee, to NYC EM program staff.
- NYC EM communicates directly with the NYC CERT leadership via e-mail, phone, mail, in-person meetings and other forums. Program wide announcements such as continuing education announcements, events, and program surveys will be sent via e-mail to all active members directly.

#### **BOROUGH COORDINATION**

To better understand the local environment that NYC CERT teams operate in, the program relies on a borough-based coordinating system to provide additional support to teams located within each of the five boroughs of New York City.

NYC CERT team leadership will attend borough meetings led by NYC EM program staff in collaboration with a borough coordinator, recorder, and treasurer elected by the team leadership on a two-year cycle. Borough-specific issues will be addressed at these meetings and team leadership will have the opportunity to present borough-based needs to NYC EM program staff. Borough leadership includes both CERT Program Staff and CERT Volunteer Leadership.

Borough leadership responsibilities consist of:

- Schedule and conduct quarterly borough meetings.
- Take, distribute, and maintain minutes of borough meetings.
- Develop borough-wide planned events, coordinate exercises and trainings.
- Promote the coordination among teams throughout the borough.

## **CERT TEAM**

The NYC CERT program is designed to operate within a team structure. During deployments or activations, the team operates under the incident command structure, but during non-emergency times the team can be managed through an organizational management process determined by the team. Teams are comprised of a minimum of six members and must fill the following leadership roles: Team Chief, Deputy Team Chief, Recorder, and Ready New York Liaison. Larger teams can add to these positions as needed or required in their by-laws. Each team chief should strive to effectively delegate authority to other members.

- CERT teams generally mirror the geographical boundaries of the 59 community districts in NYC and members join the local team based on where they live or work. In consultation with the NYC EM program staff, transfers are allowed on a case-by-case basis or when a member moves from one district to another.
- Teams that do not have enough members to constitute their own team can work with the responsible CERT program staff to operate under the auspices of a larger neighboring team. Under extreme circumstances, teams may be asked by NYC EM to disband and reconstitute themselves under new leadership.
- During an emergency or incident, CERT teams should follow ICS and CIMS under the direction of NYC EM.
- During non-emergencies CERT teams should operate using an administrative structure that is more appropriate to carry on team business or that is outlined in their bylaws, which teams are encouraged to have. See Appendix B for a bylaws template.
- Teams are required to provide monthly reports of their activities and hours to NYC EM by the 15th of every month. Details and access about the reporting tool are provided to the designated team members during annual trainings.

## **CERT TEAM MEMBER**

Each individual team member is responsible for his/her own conduct, training, and role within the team. It is expected that team members will attend monthly team meetings, planned events and advanced or refresher training classes and will assist team leadership in the development and operation of their team as requested.

## **SUBSECTION B: 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.

Required Team Chief Tasks:

- Overall management of team including delegating tasks and assigning deputies in direct proportion to the number of members.
- Primary contact for information from CERT program staff and for team program correspondence.
- Manage active and inactive member status and supply this information to NYC EM regularly.
- Submit names of active members who have an expired temporary or permanent credential to CERT program staff to receive a new credential.
- Submit program paperwork, including:
  - Monthly statistical reports
  - Completed after-action form for deployments and planned events
- Attend semi-annual team chief meetings and quarterly borough meetings.
- Coordinate outreach for team recruitment.
- Have access to a computer and e-mail on a regular basis.
- Be able to respond to requests from NYC EM in a timely manner which is defined as within 48 hours during non-emergencies and 24 hours or as instructed during emergencies.

### **DEPUTY TEAM CHIEF**

Handle all team chief's responsibilities as delegated or when team chief is unable to fulfill his/her role.

### **READY NEW YORK LIAISON**

Act as primary contact for all Ready New York correspondence to and from Ready New York and 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 NYC EM Ready New York staff and encourage trained members of your team to present at these events. Maintain list of active trained Ready New York presenters on team.
- Serve as 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 EM, NYC Citizen Corps, team members and community disaster network contacts to set up Ready New York events in your community.

### **SECRETARY/RECORDER**

Responsibilities include:

- 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.

### **ALL TEAM MEMBERS**

Responsibilities include:

- 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 EM CERT program". CERT members are not employees of NYC EM or any other City of New York agency.

## **SUBSECTION C: MEDIA AND PUBLIC SPEAKING**

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

- In a non-emergency, contact a Team Development Specialist 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 EM. He/she will either be on the scene, accessed by NYC EM staff at the scene, or can be reached by calling the External Affairs desk in the EOC or Watch Command.
- There may also be times when NYC EM will ask NYC CERT members or leadership to speak to the press to provide information about their activities. Teams should consider who the team's best representatives, and inform their team development specialist.

## **SUBSECTION D: TEAM DEVELOPMENT**

This section provides procedures 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 to the number of terms someone may fill a position.

Team chiefs should run teams democratically 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. NYC EM offers leadership and communications training courses for team chiefs. Please speak to your team development specialist for more information.

## **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 EM. Interested participants must be residents of or work in the community district with which they affiliate. Exceptions to this rule may occasionally be made, but must be approved by NYC CERT program staff in advance of a potential member starting training.

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 applications.

## **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 facilitate the screening of 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 prior to the start date of the 10-week training for the participant to begin training.

All interested participants are to be contacted by the team within the time specified. 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 on behalf of the team. 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/her successful graduation from the basic NYC CERT training.

## **OUTREACH**

NYC CERT members may use verbal and/or written communication to advertise their activities or when recruiting new members. Written communications (flyers, newspaper ads, etc.) should be approved by NYC EM prior to their publication. Please send to [cert@oem.nyc.gov](mailto:cert@oem.nyc.gov) for approval. Outreach efforts such as: NYC CERT brochure, flyers, articles in newsletters, community presentations, Facebook and Twitter, 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 which will benefit the community in the event of a disaster.

Teams can request a community district map with important resources and potential hazards once a year from their team development specialist. Teams are encouraged to map and plot information that can be updated into the maps annually.

## **USE OF NYC EM CERT NAME AND LOGO**

Members and teams are approved to use the official NYC EM 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. Team are requested to provide NYC EM with drafts of material that will be printed or published to ensure that use of logos and name remains consistent and updated.

## **TRAINING AND CONTINUING EDUCATION CLASSES**

The NYC CERT 10-week 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.

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 missing up to three (3) units may affiliate with their team for team meetings and planned events. They will not be able to deploy.

Shortly after the last week of class, a mandatory volunteer orientation (or onboarding) session will be held to outline specific expectations of participants beyond graduation and how they should interact with NYC EM. Participants are encouraged to ask questions during this meeting.

## **CONTINUING EDUCATION CLASSES**

NYC EM will offer classes and workshops to credentialed team members to fulfill their re-credentialing requirements. Training announcements will be sent out via e-mail. All CERT members are encouraged to have e-mail, but if a member does not have email, it is the responsibility of his/her team chief to relay all training information to that member.

## **SECTION III: OPERATIONS AND CREDENTIALING**

### **SUBSECTION A: 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).

### **SUBSECTION B: 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. For deployments to citywide events that are initiated or coordinated by NYC EM, the team chief should call into Watch Command at the start and end of the deployment. For deployments to planned events that are initiated by the team, the team chief or designee should also notify CERT Program Staff after the event has concluded and the team is standing down.

#### **EMERGENCY RESPONSE**

There are three types of NYC CERT emergency responses. For emergency responses, one team lead (may or may not be existing team leadership) should be designated.

#### **NYC CERT Initiated Response**

There are two types of CERT Initiated Responses:

- 1) NYC CERT may become aware of a local incident where they may be able to support operations **or**,
- 2) Another agency reaches out directly to CERT via a pre-established relationship.

In these cases, the designated team lead will call NYC EM Watch Command with details (point of contact, call-back number, number of available volunteers) and await further instructions. Within two hours, NYC EM staff will contact the team lead to 1) deploy; 2) place on standby by; or, 3) tell the team to stand down. If the team lead does not hear from NYC EM within two hours, he or she should reach out to NYC CERT program staff. If deployed, at the end of the deployment, the team lead must contact Watch Command and advise that the team has been demobilized.

Basic notification guidelines for emergency situations for any CERT member are as follows:

- Step 1: Call 911.
- Step 2: Contact team chief/designee
- Step 3: Team chief/designee contacts NYC EM Watch Command and designates team lead for deployment.
- Step 4: Stand by for further instructions.

### **NYC EM Initiated Response:**

From time to time, NYC OEM will request a CERT team or teams at an event. This request can be initiated by various levels of NYC EM staff. Each NYC CERT program staff member serves on an NYC EM Emergency Operation Center (EOC) team as an External Affairs (ESF) coordinator, as do other External Affairs staff members.

- When the EOC or situation room is activated, the External Affairs ESF member will activate NYC CERT.
- When the EOC or situation room is not activated, Watch Command will contact the appropriate External Affairs ESF member who will coordinate the deployment.
- When an agency representative calls and requests a NYC CERT response to the scene, identified teams will be notified by NYC CERT program staff or External Affairs ESF coordinator with directions.

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

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

## **SUBSECTION C: COMMON RESPONSE TERMINOLOGY**

### **REQUEST TO STAGE**

In the case of an incident occurring inside the team's community district or its catchment area, a team may request to be activated and/or mobilized. This request will be made by notifying NYC EM Watch Command through the team chief or his/her designee. The team chief will provide EM 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, NYC EM Watch Command will check with NYC EM personnel in the field, as well as NYC CERT program staff, and provide mobilization status for the team.

## **MOBILIZATION STATUS**

These are the mobilization directives given by NYC EM staff to CERTs who have called to request to stage:

- **Cleared for Response**  
NYC EM informs team chief or designee that his/her team may participate in the response to the incident. The team chief/designee will appoint a team lead who will account for all members before proceeding to the staging area. This staging area will be designated by NYC EM and shall not be deviated from without prior notification to NYC EM Watch Command.
- **Standby**  
NYC EM tells the team chief to have the team stand by and wait for further instructions. The team chief can continue to stage members and resources pending clearance for deployment from NYC EM to a staging area. If no instructions from NYC EM 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**  
NYC OEM 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.

## **SUBSECTION D: ON SCENE ACTIONS AND PROTOCOLS**

Upon authorization to respond to a staging area, the team lead 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 lead reports to the NYC EM staff present at the interagency command post for inclusion in the interagency meetings. The team asset inventory should be presented to the NYC EM representative.
- If a NYC EM representative is NOT on scene, the team lead should report to the incident commander for the team's assignment. Once he/she has received an assignment, the team lead should notify Watch Command of the NYC CERT's assigned role. The team lead should then notify the

incident commander and NYC EM Watch Command when his or her NYC CERT leaves the scene.

## **PROTOCOLS**

The team chief, or designee, is the sole source of contact with NYC EM prior to deployment. After deployment is authorized, the sole point of contact is the appointed team lead. Multiple team members SHOULD NOT call NYC EM.

One team lead should be identified as the point of contact and should participate in incident command post activities, including interagency meetings.

- The safety of all members is of the top priority at all times.
- The team lead should develop a relief plan working with his/her team and the External Affairs 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 emergencies in the City's EOC. CERT members can also be asked to provide support to other NYC EM/EOC operations such as the Healthcare Evacuation Center, the Unified Operations Resource Center, and the Logistics Center. CERT members who are chosen for these roles must have the appropriate training and temperament to work in these stressful positions.

## **DOCUMENTATION: AFTER ACTION REPORT**

All NYC CERT communication will be documented in the appropriate EOC folders by Watch Command or through the External Affairs ESF coordinator. 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](mailto:cert@oem.nyc.gov) or fax to (718) 246-6022. The after-action report should be sent in within 48 hours of completion of the deployment.

## **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.

## **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 EM staff.

## **SUBSECTION E: CREDENTIALING**

This section defines the types of credentials and explains the process of receiving and renewing credentials. All active members must hold an unexpired NYC CERT credential to participate in training or deploy to a response unless a waiver is provided by the EM program staff. NYC CERT members may be asked at any time to identify themselves as a NYC CERT volunteer member. The credential is the only official identification issued by NYC EM. 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 NYC EM when requested. The team chief, deputy/deputies and the team recorder 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 attend team meetings, register and/or participate in post-training opportunities, participate in planned events, and must receive approval from the team chief.

## **PERMANENT CREDENTIALS**

Members will receive a permanent credential from NYC EM 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. Individual team members should go through their team chief to receive their credentials. NYC EM program staff will not issue an ID without hearing from the team chief.

## **RENEWING CREDENTIALS**

To renew a NYC CERT credential, NYC EM staff will verify that the team member has fulfilled the re-credentialing requirements:

- attendance at regular team meetings
- participation in a minimum of four continuing education courses and two planned events
- participation in preparedness activities
- approval of the team chief

Credentials are renewed every two years and the process will be coordinated by team chiefs.

## **LOST CREDENTIALS**

NYC CERT credentials are the property of NYC EM. 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 suspended for one month. If a CERT member loses his or her credential more than twice, he or she will be suspended for three months.

## **SUBSECTION F: 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 lead 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 (ANSI 2) 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 and footwear for the weather and the environment
- Additional equipment upon approval from the NYC EM

Note: The team lead 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
- NYC CERT baseball hat (optional)

## **TEAM EQUIPMENT**

NYC EM 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.

## APPENDIX A: GLOSSARY

ARC	American Red Cross in Greater NY
CDN	Community Disaster Network
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 Center	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
CERT	Community Emergency Response Team
NYPD	New York Police Department
NYC EM	NYC Department of Emergency Management
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure

## APPENDIX B: BYLAWS TEMPLATE

*The purpose of the NYC EM CERT bylaws 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 NYC EM strongly recommends that each team create bylaws, teams are not required to do so.*

### **The New York City Community Emergency Response Teams (NYC CERT) \_\_\_\_\_ bylaws**

**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 NYCEM (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 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**

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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 or work in the community district he/she represents.

#### **Required Team Chief Tasks:**

- Overall management of team.
- Primary contact for information from CERT program staff and for all program correspondence.
- Manage active and inactive member status. Make sure prepare an updated team roster is prepared for submission to NYC EM
- Submit names of active members who have an expired temporary credential or expired permanent credential to CERT program staff to receive a new credential.
- Submit 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 methods.
- Be able to respond to requests from NYC EM in a timely manner.

### **Deputy Team Chief**

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Handle all team chief's responsibilities as delegated or when team chief is unable to fulfill his/her role.

### **Ready New York Liaison**

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Act as primary contact for all Ready New York correspondence to and from NYC EM Ready New York and NYC EM 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 EM, NYC Citizen Corps, team members and community disaster network contacts to set up Ready New York events in your community.

### **Secretary/Recorder**

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- 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.

### **All Team Members**

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- 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 EM CERT program". CERT members are not employees of NYC EM or any other City of New York agency.

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

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 may 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 [www.robertsrules.com](http://www.robertsrules.com))>
- B. The \_\_\_\_\_ NYC CERT team shall meet 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 NYC EM 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 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 NYC EM CERT team development specialists 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.

### **Section 12—Amendments**

*The purpose of this section is to define the process by which these bylaws 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 bylaws. Statement of an effective date is required.*

- A. These bylaws of the \_\_\_\_\_ NYC CERT shall become effective on \_\_\_\_\_.



## 2. NYC CERT PROSPECTIVE MEMBER FORM (FOR TEAM CHIEFS)

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](mailto:CERT@oem.nyc.gov) or fax to 718-246-6022. 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 NYC EM. NYC EM may or may not overturn the original decision.

### NYC CERT and its teams follow the New York City Equal Employment Opportunity Policy:

*Potential members cannot 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.*

---

### 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
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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 Expiration Date	Sponsoring Agency
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Type of Professional License/Certification Expiration Date	Sponsoring Agency
---	-------------------

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Type of Professional License/Certification Expiration Date	Sponsoring Agency
---	-------------------

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?

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**NYC CERT VOLUNTEER EXPECTATIONS**

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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 NYC EM CERT staff for validity):**

### 3. NYC CERT APPLICATION

Borough: \_\_\_\_\_ Community Board #: \_\_\_\_\_

#### New York City CERT Background Check Form

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 DEPARTMENT OF EMERGENCY MANAGEMENT (NYC EM) FOR MANAGEMENT OF THE NYC CERT PROGRAM.***

**NYC EM 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**

<b>Driver's License or State Identification:</b>
--

<b>Number:</b>	<b>State:</b>	<b>Expiration:</b>
		/ / 20

teams.

#### PERSONAL INFORMATION

<b>Title</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b>
--------------	-------------------	--------------------	------------------

<b>Street Address</b>	<b>Apartment #</b>
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<b>City</b>	<b>State</b>	<b>Zip Code</b>
-------------	--------------	-----------------

<b>Home Phone</b>	<b>Work Phone</b>	<b>Cell Phone</b>
-------------------	-------------------	-------------------

**E-Mail (primary account)**

<b>Please circle preferred contact:</b>	<b>Home Phone</b>	<b>Work Phone</b>	<b>Cell Phone</b>
	<b>E-Mail</b>		

Please circle one:    **Male**                      **Female**

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**BACKGROUND CHECK-PAGE 1**

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

- I understand that in connection with the NYC CERT membership application process, NYC EM 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 NYC EM 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 NYC EM, NYC EM 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 NYC EM 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 NYC EM and upon such notification will return any NYC CERT equipment and/or materials to NYC EM 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 EM 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 Standard Operating Procedures.)**

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

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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 Department of Emergency Management’s (NYC EM) 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. 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 NYC EM Watch Command
- NYC EM 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 NYC EM 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)**

### **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:

<b>Primary Agency</b>	Agencies with incident command responsibilities.
<b>Coordinating Agency</b>	OEM is the City's coordinating agency.
<b>Supporting Agency</b>	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

NYC EM, 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, NYC EM may activate the City’s Emergency Operations Center (EOC).

NYC EM will also coordinate and support recovery 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**

<b>INCIDENT TYPE</b>	<b>PRIMARY AGENCIES</b>	<b>POTENTIAL PRIMARY AGENCIES / SUBJECT MATTER EXPERTS * *</b>
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	NYC EM, 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: Telecommunications	DOITT, NYPD, FDNY	Verizon

**\* 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**

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

<b>INCIDENT TYPE</b>	<b>PRIMARY AGENCY</b>
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
Entrapment / Impalement	FDNY
Explosive Device, Bomb Threat	NYPD
Fire	FDNY

<b>INCIDENT TYPE</b>	<b>PRIMARY AGENCY</b>
Hostage Incident	NYPD
Sniper Incident	NYPD
Special Event	NYPD
Structural Collapse	FDNY
Suspicious Package	NYPD
Water / Ice Rescue	NYPD

# APPENDIX E: 201 FORM (ABBREVIATED)

## 201 FORM (abbreviated)

1. Incident Name	2. Date	3. Time
4. Incident Location	5. Precinct	6. Box
<p><b>7. Risk Analysis Worksheet</b>  <i>Please remember, you <b>MUST</b> 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.</i></p> <p><b>CERT Size Up</b></p> <p><input type="checkbox"/> What are the hazards?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Fire</li> <li><input type="radio"/> Structural Collapse</li> <li><input type="radio"/> Flooding</li> <li><input type="radio"/> Other _____</li> </ul> <p><input type="checkbox"/> Is the scene safe? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Are we within the scope of our training? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Do the benefits outweigh the risks? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Do we have adequate resources to deal with the problem? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Have we prioritized objectives? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p style="text-align: center;"><i>Note: If any item is checked "NO", CERT must stand by and not proceed.</i></p>		
Objective #1		
Objective #2		
Objective #3		
Objective #4		
Objective #5		
<p><b>8. CERT Protocol</b></p> <p><input type="checkbox"/> Has the CERT Lead updated 911? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Has the CERT Lead updated OEM CIC/Watch Command? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Have you established a Staging Area? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p> <p><input type="checkbox"/> Have you established an Incident Command Post? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span></p>		
9. Prepared By:	10. Date / Time Prepared:	
Contact Information:		

<b>1. Incident Name</b>	<b>2. Date</b>	<b>3. Time</b>
<b>4. Incident Location</b>	<b>5. Precinct</b>	<b>6. Box</b>
<p><b>11. Incident Overview</b>  (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)</p>		
<b>9. Prepared By:</b>  <b>Contact Information:</b>	<b>10. Date / Time Prepared:</b>	



## APPENDIX F: NYC CERT IDENTIFIED ROLES

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

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

## 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.

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 NYC EM about joining their district's CERT team. NYC EM will take down their contact information, send it to the appropriate team chief, and ask the chief to establish communication with the recruit. It is important that individuals interested in training to be a NYC CERT member talk to their local team chief.

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 NYC EM staff. Recruits have the right to appeal this decision to NYC EM. NYC EM 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 Emergency Management  
c/o CERT Program  
165 Cadman Plaza East  
Brooklyn, NY 11201

Forms can be **faxed** to:

(718) 246-6022  
Attn: CERT Program

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

[cert@oem.nyc.gov](mailto: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 Department 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, NYC EM) 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 NYC EM, 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 Emergency Management or any other city agency title or logo on any material(s) that were not given to me by NYC EM 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

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 the 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 EM CERT course	NYC EM Deployment	Planned events, including Ready NY, National Preparedness Month	Monthly team meetings
Choice within tier	Approved on-line disaster preparedness course	NYC EM 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 <b>pre-approved by a CERT Team Development Specialist</b> ; this may include trainings related to personal interests or job-related.
OEM Deployment	A CERT deployment through NYC EM. 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 EM.

Pre-approved disaster preparedness exercise-OTHER	Any disaster preparedness drill or exercise that is <b>pre-approved by a CERT Team Development Specialist</b> . 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 <b>pre-approved by a CERT Team Development Specialist</b> .
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 EM CERT

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 EM 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 EM CERT on-line courses: Leadership Tract

**Any Team Chief or Deputy Chief may also get credit for the following courses:**

NYC Emergency Management CERT  
 Standard Operating Procedures (SOP) rev. 2015

<http://training.fema.gov/>

IS-244

Developing & Managing Volunteers  
The Role of Voluntary Agencies in Emergency  
Management

IS-288

Anticipating Hazardous Weather & Community  
Risks

IS-271

IS-139

Exercise Design

IS-235

Emergency Planning

IS-240

Leadership & Influence

IS-241

Decision Making & Problem Solving

IS-242

Effective Communication

### **Approved NYC EM CERT Responses**

Any NYC EM CERT deployment that is followed by proper deployment protocol.

Also included:

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

## **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 EM 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 cordon off dangerous areas
- Basic first aid materials
- Fire extinguisher
- White gloves for traffic control in different sizes

\*Always remember to rotate your stock