

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

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

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

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INTRODUCTION

WELCOME!

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

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

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

Brief History of CERT

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

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

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

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

NYC CERT Mission and Purpose

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

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

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

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

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

SECTION I: OPERATIONS

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

SUBSECTION A: DEPLOYMENT

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

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

Deployment Protocols and Notification Procedures

Planned Events

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

Emergency Response

There are three types of NYC CERT emergency responses:

1) NYC CERT Initiated Response:

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

- Step 1: Call 911.
- Step 2: Contact team chief.
- Step 3: Team chief or his/her designee contacts OEM Watch Command.
- Step 4: Stand by for further instructions.

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

2) OEM Initiated Response:

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

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

3) Outside Agency Request for NYC CERT Support:

This is when an agency representative calls and requests a NYC CERT response to the scene.

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

NO NYC CERT TEAM SHOULD EVER SELF-DEPLOY.

Common Response Terminology

Request to Stage

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

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

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

Mobilization Status

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

Cleared for Response

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

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

Standby

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

Stand-down

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

On Scene Actions and Protocols

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

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

Protocols

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

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

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

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

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

Documentation: After Action Report

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

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

Use of Vehicles

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

Disciplinary Action: Consequences for Not Following Deployment Protocol

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

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

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

SUBSECTION B: CREDENTIALING

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

Team Chief Responsibilities

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

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

Temporary Credentials

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

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

Permanent Credentials

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

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

Renewing Credentials

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

Lost Credentials

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

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

SUBSECTION C: UNIFORMS AND EQUIPMENT

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

Uniforms

Uniforms during Incidents

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

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

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

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

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

Uniforms during Planned Events

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

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

Team Equipment

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

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

SECTION II: TEAM DEVELOPMENT

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

SUBSECTION D: PROGRAM STRUCTURE

CERT Program

The NYC CERT program is managed by the NYC OEM.

Program Staff

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

CERT Board

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

Team Structure

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

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

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

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

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

Borough Structure

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

Borough Management consists of:

- Borough Manager. His/her responsibilities are to:
 - Schedule and conduct quarterly borough meetings.
 - Maintain open communication with NYC OEM CERT Staff.
 - Delegate other responsibilities as appropriate.
- Assistant Manager. His/her responsibilities are to:
 - Assume responsibilities of Borough Manager in his or her absence.
 - Receive and maintain team monthly statistical reports.
- Secretary:
 - Take, distribute, and maintain minutes of borough meetings.
 - Receive and maintain team roster/contact information.
- Outreach Coordinator:
 - Be the primary contact for borough-wide planned event coordination (ex. National Preparedness Month).
 - Receive, distribute, and maintain recruitment information from planned events, NYC OEM, and borough/citywide events.
- Other positions:
 - Treasurer
 - Logistics Coordinator

Chain of Command

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

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

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

NYC OEM

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

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

Borough Manager

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

Team Leadership

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

CERT Team Member

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

CERT Membership

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

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

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

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

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

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

Definition of Terms

Active Members

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

Probationary Member

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

Student Members

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

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

Inactive Members

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

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

Affiliate Members

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

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

SUBSECTION E: TEAM MEMBER RESPONSIBILITIES

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

Team Chief

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

Required Team Chief Tasks:

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

Deputy Team Chief

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

Ready New York Liaison

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

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

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

Secretary/Recorder

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

Team Members

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

Media Requests and Public Speaking

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

- In a non-disaster, contact NYC OEM Press Hotline directly at 718-422-4888 if someone would like to interview a team member or chief about NYC CERT or if a team needs to inform NYC OEM about something media-related.
- During an emergency response, defer all questions from the media to the Public Information Officer for NYC OEM. He/she will either be on the scene, accessed by OEM staff at the scene, or by calling Watch Command at 718-422-8700.
- There may be opportunities when NYC CERT program staff will ask NYC CERT members to speak to the press.

SUBSECTION F: TEAM DEVELOPMENT

This section provides procedure and recommendations for individual team development.

Leadership Terms and Elections

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

Membership and Recruiting

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

New members can come from two sources:

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

Team Chief Responsibilities

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

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

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

Team Growth

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

Outreach and Building Community Disaster Networks

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

Community Disaster Networks

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

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

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

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

Training and Post-Training

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

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

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

Post-training

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

APPENDIX A

GLOSSARY

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