



## **NYC CERT POST GRADUATION BOOKLET**

A step by step guide for team development following  
the 10-week NYC OEM CERT Basic Training

- 1. Goals and Objectives for New Teams**
- 2. First Meeting**
- 3. Second Meeting**
- 4. Third Meeting**
- 5. Team Activities for Meeting Agendas**
- 6. Ready NY Presentation in Community Steps**
- 7. NYC CERT Team Goals and Objectives**

## **Initial goals and objectives for team**

### **Goal #1: Overall Team Development**

- A. Begin to build efficient communication between team members by getting to know one another.
- B. Begin building relationships with nearby and surrounding NYC CERTs.
- C. Read NYC OEM CERT Standard Operating Procedures (SOPs) and make sure team members know deployment protocol. Review a different section each meeting or ask members to review and report back to the group.

### **Goal #2: Meeting Logistics**

- A. Create meeting calendar with agenda items.
- B. Secure regular meeting location within the community.

### **Goal #3: Community Disaster Network Development**

- A. Begin to build contact base of personal and professional contacts throughout community.
- B. Work with Ready NY Program to provide community with preparedness education.

## **Team Chief Responsibilities:**

1. Secure location for first meeting. Make sure it is accessible for all members (special needs, parking, close to bus or subway). Make sure building will be open or make arrangements with security, if necessary.
2. Contact each team member with first meeting date, time, and location.
3. Put together cache of administrative materials (2009 calendar, paper, pens, participant manual, etc.)
4. Touch base or meet formally with Deputy Chief and Recorder prior to first meeting to go over agenda and meeting responsibilities (minutes, agenda items, etc.)
5. Complete Team Member Responsibilities for self (MODEL for all team members).

## **Team Member Responsibilities:**

1. Begin list of professional and personal contacts in community to build Community Disaster Network (CDN). Think of people or organizations that may have resources for team, would benefit from preparedness education, or may have recruits for team.
2. Make sure all contact information given to Team Chief is updated and correct.

### **First Team Meeting**

1. Gather all updated contact information from all members.
2. Begin to collect contact information for Community Disaster Network. Use to assist with deciding on first Ready NY presentation.
3. Discuss formal meeting day and time (example- 3<sup>rd</sup> Monday of each month at 6:30pm).
4. Begin discussion on activities and trainings that team members would like to accomplish over the next year.

### **Team Chief Responsibilities:**

1. Assign someone to take minutes, if there is no Secretary or Recorder.
2. Assign someone to collect and keep team member roster information (can be self, can be Deputy Team Chief, can be Secretary/Recorder, can be designated Roster Coordinator).
3. Assign someone to collect, keep, and update Community Disaster Network.
4. Run meeting according to agenda. **\*MEETINGS SHOULD BE APPROXIMATELY ONE HOUR LONG.**
5. Encourage team discussion from ALL members. Your job is to facilitate the discussion and meeting. Don't let the meeting be a lecture from you.
6. Remind everyone of the next meeting date, time, and location.

### **Team Member Responsibilities:**

1. Come prepared with contact information and Community Disaster Network.
2. Share any ideas you have about where you could outreach and set-up a Ready NY presentation.
3. Come ready to share ideas for team activities and trainings you would like to accomplish as a team over the next year.

## **Second Team Meeting**

1. Continue to build Community Disaster Network.
2. Begin discussion on Ready NY presentation in community. What organization should we reach out to? Are they a vulnerable population? Would emergency preparedness education help them?
3. Decide on Ready NY Liaison from team. This member will be the primary contact for all communication between OEM Ready NY Program and your team. This communication includes: setting up presentations in community, volunteering for Ready NY presentations from OEM, requesting Ready NY materials.
4. Begin discussion on recruiting new members. Where, when, how many?

## **Team Chief Responsibilities:**

1. Make sure minutes from last meeting are reviewed by all attending members. Make sure minutes from each meeting are collected and kept by one member.
2. Facilitate discussion on Ready NY presentation. By the end of the meeting, one or two organizations should be identified for outreach for Ready NY presentation. Outreach should be done by Team Chief and Ready NY Liaison. There should be two or three dates agreed upon to offer the organization for the Ready NY presentation that most of the team can attend.

## **Team Member Responsibilities:**

1. Come prepared to meeting with Ready NY presentation ideas, new contacts for Community Disaster Network, and any changes to contact information for self. Make sure you also keep your emergency contact information correct and updated.
2. Think about volunteering for ICS positions in team- operations, logistics, planning, and recorder. Be prepared to explain why you would be a good candidate for these positions.

### **Third Team Meeting**

1. Follow up on Ready NY presentation information. Was the organization contacted? Is the date finalized? Has the liaison contacted OEM and let them know?
2. Decide when a formal recruiting event will take place. At the Ready NY presentation? Going to another organization in the community and introducing team?
3. Review yearly calendar and agenda items. Make changes if necessary.
4. Continue to build Community Disaster Network.

### **Team Chief Responsibilities:**

1. Provide all members with the updated yearly calendar, with meeting dates and general agenda items for each meeting.
2. Explain purpose of Team Chief and Deputy Chief meetings that are held at OEM twice a year and Borough meetings that are held quarterly. Let all team members know that notes and minutes from these meetings will be shared with them. Let them know that if they have questions or concerns, you will bring those up to other team leadership at these meetings.

### **Team Member Responsibilities:**

1. Ask questions or raise concerns if you have them. All successful teams have shared and open communication.
2. Attend team meetings as regularly as possible. If you miss too many without letting the Team Chief know, you may be placed on Inactive status (and will not be able to attend trainings or be active in a deployment).

## Team Activities for the First Three- Six Months

**Know what your team is about and what you plan on doing for your community.**

### **NYPD**

- **Outreach to your local police precincts and introduce your team to the Community Affairs Officers.**
- **Ask to introduce your team at the next precinct council meeting.**

### **FDNY**

- **Outreach to your local engine and ladder companies.**

### **Community**

- **Ask to be put on the next Community Board agenda to introduce your team. Tell them what CERT is about and how to contact someone on your team if someone would like to join.**
- **Reach out and introduce your team to the Block associations, Business Improvement Districts (BIDs), and Civic associations.**
- **Reach out and introduce your team to your neighborhood faith organizations.**

### **Nearby CERTs**

- **Hold a joint meeting with a nearby CERT so members can meet one another.**

### **CERT Standard Operating Procedures**

- **Have members become familiar with CERT SOPs.**
- **Have members become familiar with CERT deployment procedures.**

### **Post-training Opportunities**

- **Attend post-training opportunities as it relates to emergency preparedness. Sign up with [certraining@oem.nyc.gov](mailto:certraining@oem.nyc.gov) or keep track of other trainings you are planning on attending that are not affiliated with NYC OEM for re-credentialing documentation.**

## Team Activities for Yearly Meeting Agendas

**Community Disaster Network Building:** Community relationships need to be built before an emergency happens-

- Contact updates
  - Have members bring new contacts
  - Contact people on current list to make sure numbers and e-mails are current
- Mapping
  - Plot Ready NY presentations, new contacts, deployments onto community district map

**Preparedness:** Keep your team refreshed and ready

- Update team call down list
  - Have members update phone numbers, addresses, emergency contact information, e-mail information
- Response bags
  - Have members bring response bags to rotate expired gear
  - Add new gear
- 10-week Class Refreshers
  - Split members into two teams and practice triaging with patient cards
  - Practice light search and rescue techniques
  - Write up emergency plan for meeting location (exits, meeting place, secondary meeting place)
- Exercises/Drills
  - Plan a call out to a meeting place on a weekend morning
  - Run through a table top drill
  - Involve nearby teams
  - Use OEM for logistics and planning support

**Planned Events:** Have an event instead of a monthly meeting

- National Night Out- August 4
- National Preparedness Month- September
- Hurricane Awareness Month-May

**Team Building:** Strengthen your team and other borough and city teams

- Hold a meeting in conjunction with a nearby team
- Invite a guest speaker on emergency preparedness
- Set goals for planned events, Ready NY presentations, training, recruitment on a semi-annual or annual basis
- Hold annual or biennial elections for leadership positions on your team

## **Ready New York (RNY) in your Community**

### **Why Disaster Preparedness?**

- Any volunteer or agency working in the field of emergency management understands preparedness is a critical task. Preparedness includes training your own team as well as preparing the community in which you serve; the better you and your community are prepared, the better the outcome of a disaster will be.
- Ready New York is the City's emergency preparedness campaign designed to help New Yorkers better prepare for emergencies. The premise is that everyone can take even a small step to improve his/her own readiness in the event of a disaster.

### **How does NYC CERT fit in to this picture?**

- As part of the emergency management community, CERT members are a resource for preparing your community. Your unique knowledge and relationships in your individual community make you a perfect ambassador for the Ready New York program.
- To date, all OEM staff members are trained to provide Ready New York preparedness presentations and do so every day throughout the five boroughs. As part of OEM, we want to extend preparedness opportunities to you all as well!
- For the newly graduating teams the first opportunity will be to set up a RNY presentation in your community, which will be hosted by your team. OEM staff will make themselves available to provide a presentation and this will be an important opportunity to introduce your new team to the community.
- Bringing RNY to various groups, houses of worship and community organizations will provide your team with opportunities to build relationships, recruit new members, network with other disaster groups and become a familiar face so if emergencies occur in your neighborhood, people will know and trust who you are and what your team has to offer.
- In addition, these are opportunities to strengthen team building and communication (which is key in disaster work!!).

## **How do we set up a RNY event in our community?**

### **Step 1:**

Discuss within your team three to five ideas of groups who would benefit and possibly have interest in a Ready New York emergency preparedness presentation. Consider existing relationships you have. For example: (Houses of worship, libraries, community-based organizations, senior centers, etc).

### **Step 2:**

Reach out to the groups and secure one potential group. There will need to be a minimum of 25 people in attendance and two potential dates three (3) weeks in advance, minimum. It takes some work to get it organized!

### **Step 3:**

Email Keisha Husbands at OEM at [khusbands@oem.nyc.gov](mailto:khusbands@oem.nyc.gov). with the location and potential dates.

## **Ready NY Presenter Training**

As part of the NYC CERT Post-training Program, a NYC CERT member is eligible to take the Ready NY Presenter training. Trainings are held quarterly at OEM headquarters. Information about the trainings are sent out via e-mail to all members. If a member does not have an e-mail address, the team chief is responsible to forward all information about NYC CERT Post-training opportunities to them.

## NYC CERT TEAM GOALS & OBJECTIVES

### NYC CERT MISSION:

The mission of the New York City Community Emergency Response Team (NYC CERT) program is to train neighborhood and 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 & request.

### **Team Goals in Preparedness & Response**

- I. Developing Relationships**
  - A. Within your community
  - B. Within your team
  - C. Within NYC CERT
  - D. Within NYC
- II. Community Knowledge**
  - A. Hazard Risks
  - B. Demographics
  - C. Vulnerable Populations
  - D. Private and Public Resources
- III. Outreach & Education**
  - A. Ready NY
  - B. Public Events
  - C. Recruitment of New Members
- IV. Team Development**
  - A. Team Goals
  - B. Team Chief Goals
  - C. Individual Member Goals

### **Things to remember when setting goals:**

1. Does the goal meet the NYC CERT mission?
2. Does the goal meet team and individual expectations about NYC CERT?
3. Is the goal achievable?
4. Is the goal measurable?

## **DEFINITIONS**

### **Developing Relationships**

- A.** Within your community-creating new or strengthening existing relationships with other organizations/agencies/committees/businesses that reside in your community board.
- B.** Within your team-creating relationships between team members to promote trust, to achieve goals, and
- C.** Within NYC CERT-keeping communication open between NYC OEM and your team, between NYC CERT teams in nearby communities, and among all other NYC CERT teams.
- D.** Within NY-becoming a source of reliable and vital information for family and friends, neighbors, and community regarding emergency preparedness and safety.

### **Community Knowledge**

- A.** Hazard Risks-being aware of what types of hazards are present in your community or what could be a hazard in your community and then appropriately preparing your team and community.
- B.** Demographics-learning who lives where in your community and assessing risks based on locations of populations.
- C.** Vulnerable Populations-knowing where vulnerable populations in your neighborhood and community live, work or attend school; language barriers, physical disabilities, the young and the old, etc.
- D.** Private and Public Resources-learning and having access to different types of resources in your community.

### **Outreach & Education**

- A.** Ready NY-becoming trained in Ready NY and providing Ready NY services in your community and/or throughout the city.
- B.** Public Events-becoming involved throughout your community by sponsoring or participating in events throughout the year.
- C.** Recruitment of New Members-sharing Ready NY and emergency preparedness information with others in your community and providing information about joining your NYC CERT team.

### **Team Development**

- A.** Team Goals-things the entire team would like to achieve as an organization, as a NYC CERT Team
- B.** Team Chief Goals-things the team chief would like the team to achieve from the perspective as the NYC CERT Team leader.
- C.** Individual Member Goals-things an individual member would like to achieve in their role as a member of NYC CERT.