

The CERT monthly newsletter is available on our webpage at:
<http://www.nassaucountyny.gov/agencies/OEM/CC/CERT/brief.html>

CERT IS
WHAT
YOU
MAKE IT!

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Superstorm Sandy – Meadowmere

by Arnold Hollander

Meadowmere is an enclave comprising 92 single family homes bounded by water, Jamaica Bay and Hook Creek. It borders Queens County, though it's still part of Nassau County on the land side, and there are always questions as into which jurisdiction it falls. There are only four streets making up the town and the people here are tight-knit, with members of three families that live in several of these dwellings.

As part of CERT, we were deployed to assist FEMA to do a disaster assessment there. This would involve our ascertaining the viability of a home by looking at water damage, wind damage, or both. We were also to speak with the residents as to their needs, electricity, water, heat, food, blankets, and clothes. We were also charged with seeing if they needed medical assistance, access to prescription medicines or other medical supplies.



We drove into its very narrow streets; they are only twenty feet across, parking on one side of the street. The scene here was reminiscent of things we'd seen on the news in other communities, following Sandy. Furnishings, carpets, appliances all displayed on lawns some in neatened

piles but most strewn about, yet leaving a clear path to the front door. Generators were running in the yards of several homes and their hum was joined by the noise of restoration crews doing the removal of wallboard down to studs damaged by the water.



There were twenty of us and we split into teams of two with each team assigned a street. With our notepads we began knocking on doors. We took notepads to describe the condition of each home including names and cell phone numbers of occupants, if renters, the names and phone numbers of the owners, asking as to access to food and water, where they stayed at night, if they were not able to shelter at home, and their need for medical or psychological assistance. We handed out sheets of phone numbers to call for assistance at every house and for the few unattended, left them in doors or mailboxes. One of our first questions was, "Did you register with FEMA?" We found they had, which was good for them as it speeded up the recovery process. We spent as much time as was needed to make sure they understood we were there to see they got the required help and almost everyone had a smile before we left.

Some were dressed in clothes more appropriate

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From the Desk of the Director



Few will look upon the passing of 2012 into history with longing or regret. Let's face it - 2012 was a tough year. Now it's time to look forward and determine what we will accomplish in 2013. New Year's Resolutions aside, we have a lot of work to do to improve our organization and to make the Nassau County CERT the best it can be.

We have five Basic Courses scheduled for the new year from which we can recruit many new members, but we need to continue to provide advanced skills training for our members to grow their knowledge and capabilities. Our most experienced volunteers need to share their experience by instructing others and helping to define broader areas of training.

Additionally, we have the opportunity to review our experiences with the Annual Field Exercise last September, and during the activation for Superstorm Sandy, and to review our procedures and improve them.

For 2013 our objectives must be to:

- Fill the vacant leadership positions in the organization chart
- Develop an active core of dedicated training officers in each Division
- Recruit a cadre of instructors to teach basic and advanced training topics
- Develop exercises and drills that test our organization's activation plans and procedures
- Encourage more of our membership to participate in on-going training during the year

Please review the listing of additional training courses available to CERT members, and presented elsewhere in this issue of the newsletter. If you can take on a leadership role in the organization, or you enjoy teaching others, step up — there are numerous opportunities, and we need you. If you are a talented writer, editor or layout specialist, and would like to take this newsletter to greater heights, volunteer and put together a newsletter staff to keep this publication growing.

There are plenty of opportunities to be more than simply a CERT volunteer, waiting for an activation call. Let's grow Nassau County CERT in 2013.

A Healthy, Prosperous and Safe 2013 to all.

Michael Arcari

Superstorm Sandy — Meadowmere *(Continued from page 1)*

for summer and we had to urge them to cover themselves in warm clothes, assuming some of the clothes put at the roadside weren't the only clothes they had; the temperature was in the forties and we wore warm jackets. One woman we met was trimming shrubs by the fence in front of her home. As we drew close, she rose to greet us, explaining, "it was something to do." Then there was the gentleman who had been flooded out by Irene only to have the expensive repair work destroyed by Sandy. He had asked an agency about having his home raised following Irene, but there was some reason given he couldn't do it. Now his home was revisited with another disaster. We met other residents who were working at emptying their homes of the debris that was their lives days earlier.

A few of the people we met had medical needs that we reported on our sheets. A woman needing a replacement TENS unit, an electrical muscle stimulation device, and an injured man had fallen during Sandy's incursion and broke one of his elbow crutches. Also the woman we met whose husband required seven or eight medications — one for a heart condition — that

his doctor refused to reorder until he appeared for a physical, despite being told the car they owned had been destroyed.

Cars were another problem for the residents, as most vehicles were destroyed by the surge. We saw several on the roadside with water still inside; one had water in the front light assembly along with a cracked windshield.

Meadowmere has a fire department and it was at the firehouse we met following our door-to-doors. The personnel are housing nearly fifty residents and providing meals to ninety. Between the MREs (meals ready to eat) and the food donated from restaurants they seemed to manage. One of the two bathrooms in the building was converted to afford the residents showers. They had sufficient supplies of bottled water and blankets so a supply we brought with us was distributed to other shelters.

There were some things learned. Restoration is expensive, and as one woman put it, "they wanted \$30,000 up front. I maxed

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January 2013 - Upcoming Events

Division 1 Meeting - Wed. January 2nd

OEM Lecture Hall
510 Grumman Rd. West
Bethpage, NY
Time: 6 pm (1800)

RACES/Comms Meeting - Thur. January 3rd

OEM Lecture Hall
510 Grumman Rd. West
Bethpage, NY
Time: 7 pm (1900)

CERT All-County Meeting - Thur. Jan. 17th

OEM Lecture Hall
510 Grumman Rd. West
Bethpage, NY
Time: 7:30 pm (1930)

CERT Basic Course, Class 1 - Wed. Jan. 23rd

St. Aidan's Church, Msgr. Kirwin Hall
505 Willis Avenue (Pembroke St. & Willis Ave.)
Williston Park, NY
Time: 7 pm - 10 pm (1900-2200)
Doors open at 6:30 pm
Classes continue each Wednesday through Feb. 27th

COMING UP

SKYWARN Training

February 23rd

Advanced Training - Compass & Map Reading

February 28th

Advanced Training - ICS-100 Class

March 11th & 12th

Moulage Training

March 20th

January 2013						
Sun	Mon	Tues	Wed	Thur	Fri	Sat
		1 New Year's Day	2 Div 1 Mtg	3 RACES	4	5
6	7	8	9	10	11	12
13	14	15	16	17 All-County Mtg	18	19
20	21	22 Div Ldrs	23 CERT Basic	24	25	26
27	28	29	30 CERT Basic	31		

February 2013						
Sun	Mon	Tues	Wed	Thur	Fri	Sat
					1	2
3	4	5	6 CERT Basic	7 RACES	8	9
10	11	12	13 CERT Basic	14	15	16
17	18 Presidents Day	19	20 CERT Basic	21 Div Ldrs	22	23 SKY-WARN
24	25	26	27 CERT Basic	28 Adv Trng		

March 2013						
Sun	Mon	Tues	Wed	Thur	Fri	Sat
					1	2
3	4 Div 3 Mtg	5	6 Div 1 Mtg	7 RACES	8	9
10	11 ICS100 Pt 1	12 ICS100 Pt 2	13	14 CERT Basic	15	16
17	18	19	20 Moulage Trng	21 CERT Basic	22	23
24	25 Adv Trng	26	27	28	29 Good Friday	30
31						

Division Updates

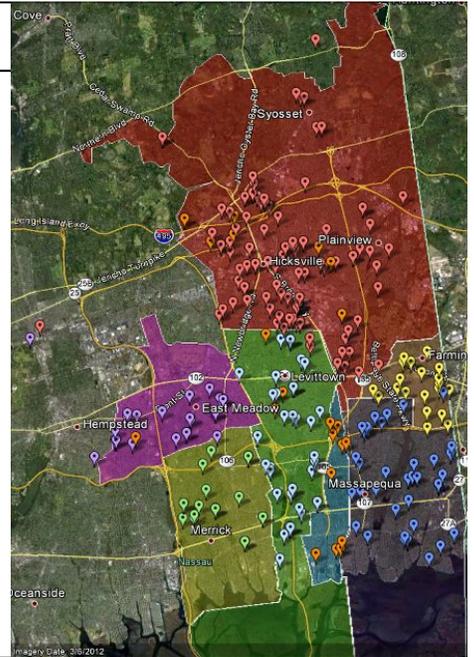
Division 1

Division 1 has reorganized under a new leadership team with Bill Pavone as Division Supervisor and with deputies Randi Chenkin, Lisa Moffa, and Tom Vaughn.

For 2013, meetings are planned to be held whenever possible in the Lecture Hall at the Nassau County Office of Emergency Management location in Bethpage. A new Divisional Map has been created in Google Earth showing the distribution of Division 1 members.

Email correspondence for Division 1 should be directed to:

NassauCertDiv1@yahoo.com



Communications Group

Another year has come and gone and now we start the process of training new CERT Members. With what has transpired recently, I hope those of you who are CERT-trained found the lessons you learned valuable. And those who have not yet taken or completed your training will see the value in doing so. We are all ambassadors for the CERT Program and should explain the value in this training to our family, friends and neighbors so they are properly prepared when and if the need should arise

There are also other types of training that you may find of interest: Skywarn Spotter training is another tool that can aid you while in the field or to help warn the Community. Unfortunately, we had to cancel due to the situations this October and November—but it will be re-scheduled early in 2013. To learn more regarding Skywarn training please visit either www.nassaucountyskywarn.net or www.noaa.gov and search for Skywarn Spotter Training.

HRU is also coming up on January 6th at Briarcliff College! What is HRU? Ham Radio Uni-

versity is a day of learning where Amateur Radio Operators and those interested in becoming "Hams" or are interested in Communications in general come to expand their knowledge. To learn more on HRU visit hamradiouniversity.org

Congratulations to Jim Mezey W2KQV the new ARRL (Amateur Radio Relay League) Section Manager for NLI (New York / Long Island). Jim has served as the NLI ARES (Amateur Radio Emergency Services) Section Emergency Coordinator to name just a few of his many qualifications and leadership

positions in and out of Amateur radio. Prior to that, he was the Nassau County ARES District Emergency Coordinator. Jim has served as a mentor or Elmer to many Hams during his many years of service. He will be a great Section Manager and will continue to be a tremendous asset to the Section. We wish him the best of luck in his new position and hope his duties will not take him too often as we still have much to learn from him!

Bob Long KC2PSN

Nassau County RACES / CERT Chief Radio Officer

Ham Radio University

Our 14th annual event!

Sunday, January 6, 2013

Briarcliff College

1055 Stewart Ave

Bethpage, NY 11714

Spreading Ham Radio Knowledge and Know How

What Comes After Basic CERT?

You've completed 6 evenings of training including fundamentals of first aid, communications, fire suppression, search and rescue, and a host of other topics. What's next?

Well, it's time to expand on those skills. During the year CERT schedules a variety of training classes to cover things you need to know - some of which you had a mere introduction to in the Basic Course - such as ICS, the Incident Command System. **ICS-100** is a national standard course that is scheduled 2 or 3 times annually, and should be taken by every CERT member. **ICS-100** will be taught in 2 evenings at OEM in Bethpage. You may also take the course online at no charge, as well as the follow-on courses, ICS-200, ICS-300, ICS-700 (all recommended, and at no cost). Go online to the Emergency Management Institute's FEMA Independent Study Program:

<http://training.fema.gov/IS/NIMS.asp>

Other training that may be provided is specific to what we as CERT volunteers have to do when activated. Advanced CERT Training includes:



Radio Communications - Communication best practices including in-depth discussion of Prowords, message formats and radio procedures. Learn about Radio Nets, the Phonetic Alphabet, frequency bands of common radios in use for emergency services, and range limitations and factors affecting transmission clarity and reach.

Compass Use & Map Reading - Basics of mapping systems, location grids, units of measure, map scales, symbology, and how maps are oriented directionally. Learn how to use a map and compass together to determine location and route.



How to setup an Incident Command Post - What you need to know if you are the first CERT volunteer to report to a scene or assembly point. Learn the immediate tasks to be undertaken, the need to size-up the situation and to prioritize, how to create and build an organization, and delegate tasks.

Managing a Staging Area - When an activation occurs and large numbers of volunteers are assembled, how is this managed? Learn through a practical exercise how the check-in procedure works, how teams are assembled and briefed, and how volunteers are deployed on missions.



Resource Management - A critical element that combines the operation of the Command Post and the Staging Area, Resource Management involves both planning and operations sections in planning and executing missions. This training will provide some tools and guidance in how to plan the use of, monitor, and control deployed resources in the field.

Point of Distribution (POD) Operations - PODs were set-up during the response to Hurricane Sandy. This overview provides information about the types of distribution centers that are planned and how they are to be implemented during a disaster. Learn what a CERT volunteer's role can be at a Point of Distribution (POD).



Skywarn - NOAA's National Weather Service (NWS) established SKYWARN® with partner organizations in order to obtain critical weather information. SKYWARN® is a volunteer program with nearly 290,000 trained severe weather spotters. These volunteers help keep their local communities safe by providing timely and accurate reports of severe weather to the National Weather Service.

- Basics of thunderstorm development
- Fundamentals of storm structure
- Identifying potential severe weather features
- Information to be reported
- How to report information



Other classes are scheduled from time to time covering topics such as: **Psychological First Aid, Safe Talk, and Animal Sheltering.**

In addition, we are often privileged to be invited to participate in training provided by other agencies such as:

American Red Cross

**Shelter Management
Disaster Damage Assessment**

Amateur Radio Emergency Services (ARES)

Ham Radio License Preparation

NYS Dept. of Environmental Conservation

Wildland Search

Please take advantage of the training offered. It is usually provided at no cost, and ensures that you, as a CERT member, will continue to gain skills and knowledge necessary to perform effectively when activated.

Superstorm Sandy — Meadowmere *(Continued from page 2)*

out several credit cards to get it.” Now she has to wait the results of FEMA and her insurance carrier to be reimbursed. Regarding insurance carriers, we were told they were unable to get the insurance adjuster to answer their calls, running into phone trees and full voice mailboxes. Several insurance companies were named. There was one other thing they all agreed on, “garbage pickup was excellent.”

We returned to the OEM with our data and recommendations for elec-



tricity, heat, clothing, food, alternative housing, improved communication by insurance carriers, and a request to speed the arrival of assistance. The residents who we met had one thing in common: resilience. If attitude counts for anything, these people had it.

Submit Photos of CERT members in action during the Hurricane Sandy response and recovery for publication in future issues of the monthly newsletter.

What Is Transformational Leadership?

by Kendra Cherry, About.com Guide

Have you ever been in a group where someone took control of the situation by conveying a clear vision of the group's goals, a marked passion for the work and an ability to make the rest of the group feel recharged and energized? This person just might be what is called a transformational leader. Transformational leadership is a type of leadership style that leads to positive changes in those who follow. Transformational leaders are generally energetic, enthusiastic and passionate. Not only are these leaders concerned and involved in the process; they are also focused on helping every member of the group succeed as well.

The History of Transformational Leadership

The concept of transformational leadership was initially introduced by leadership expert and presidential biographer James MacGregor Burns. According to Burns, transformational leadership can be seen when "leaders and followers make each other to advance to a higher level of moral and motivation." Through the strength of their vision and personality, transformational leaders are able to inspire followers to change expectations, perceptions and motivations to work towards common goals.

Later, researcher Bernard M. Bass expanded upon Burns original ideas to develop what is today referred to as Bass' Transformational Leadership Theory. According to Bass, transformational leadership can be defined based on the impact that it has on followers. Transformational leaders, Bass suggested, garner trust, respect and admiration from their followers.

The Components of Transformational Leadership

Bass also suggested that there were four different components of transformational leadership.

1. **Intellectual Stimulation** – Transformational leaders not only challenge the status quo; they also encourage creativity among followers. The leader encourages followers to explore new ways of doing things and new opportunities to learn.
2. **Individualized Consideration** – Transformational leadership also involves offering support and encouragement to individual followers. In order to foster supportive relationships, transformational leaders keep lines of communication open so that followers feel free to share ideas and so that leaders can offer direct recognition of each followers unique contributions.
3. **Inspirational Motivation** – Transformational leaders have a clear vision that they are able to articulate to followers. These leaders are also able to help followers experience the same passion and motivation to fulfill these goals.
4. **Idealized Influence** – The transformational leader serves as a role model for followers. Because followers trust and respect the leader, they emulate this individual and internalize his or her ideals.

10
Tips

Get Ahead of the Winter Freeze

It's not too early to begin preparing for the heating season. Check these 10 tips off your list and get ahead of the winter freeze.

- Our **furnace has been inspected and serviced** by a qualified professional during the last 12 months. *(A furnace should be serviced at least once a year.)*
- Our **chimneys and vents have been cleaned and inspected** by a qualified professional. I have checked for creosote build-up. *(Not cleaning your chimney is the leading cause of chimney fires from built up creosote. This service needs to be done at least once a year.)*
- Our wood for our fireplace or wood stove is **dry, seasoned wood**.
- Our **fireplace screen is metal or heat-tempered glass**, in good condition and secure in its position in front of the fireplace.
- We have a **covered metal container** ready to use to dispose cooled ashes. *(The ash container should be kept at least 10 feet from the home and any nearby buildings.)*
- Our children know to stay at least **3 feet away** from the fireplace, wood/pellet stove, oil stove or other space heaters.
- Our portable space heaters have an **automatic shut-off**.
- Our portable space heaters will be **plugged directly into an outlet** *(not an extension cord)* and placed at least three feet from anything that can burn; like bedding, paper, walls, and even people. *(Place notes throughout your home to remind you to turn-off portable heaters when you leave a room or go to bed.)*
- We have **tested our smoke alarms** and made sure they are working. *(You need a smoke alarm on every level of the home, inside each bedroom and outside each sleeping area. For the best protection, the smoke alarms should be interconnected so when one sounds, they all sound.)*
- We have **tested our carbon monoxide alarms** and made sure they are working. *(Carbon monoxide alarms should be located outside each sleeping area and on every level of the home.)*



Your Source for **SAFETY** Information

NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

www.nfpa.org/education