

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!

**INSIDE THIS
NEWSLETTER:**

Leadership	1
From the Director's Desk	2
Calendar	3
Division Updates	4
CERT Database Updates	5
Reporting Your Hours	5
Joseph Massaro - Part II	7
Christmas Tree Safety	8

Leadership: Do You Have What It Takes?

by John C. Maxwell

In the documentary film chronicling her journey to superstardom, performer Katy Perry advises her fans: "Believe in yourself and you can be anything." However, if eleven seasons of American Idol have taught us anything, it's that self-belief is not sufficient for success. At the beginning of each season of Idol, vocalists audition in front of the judges, and some are dreadfully tone-deaf and off-key. Amazingly, despite their obvious lack of talent, these musically-challenged contestants truly believe they are destined for celebrity. In fact, they're genuinely shocked when the judges candidly provide them with negative feedback before dismissing them from the set.

Certainly, at many junctures in the leadership journey, you must be supremely self-assured to press forward through adversity. But while self-confidence factors into a person's success in life, a number of other qualities come into play as well. Here are six questions to ask yourself to gauge whether or not you have what it takes to reach the pinnacle of your profession.

1) Does your dream align with your natural abilities?

Olympic sprinters spend countless hours learning how to accelerate out of the starting blocks and to perfect their stride. With years of practice, they're able to shave off precious fractions of a second off of the time it takes them to complete a race. However, in actuality, every world-class sprinter began his or her athletic career with loads of inborn ability. Absent of God-given talent, the average person, even after years of disciplined training, could not hope to keep pace with these elite runners.

In my experience, a person can only improve about one or two notches above their natural talent in a given area. For example, if on a scale of 1-10 you happen to be a "3" as a singer, then taking voice lessons and music appreciation courses may lift you to a "4." If you're especially diligent in studying how to sing, you may even improve to a "5." Even so, you've only improved from bad to average—and people don't pay to hear an average singer. The formula for success is to



(Continued on page 2)

From the Desk of the Director

The recovery from Superstorm Sandy and the Nor'easter that followed continues to impact a great number of our fellow Long Islanders, including many of our CERT members. November has passed quickly due to the many volunteer hours that our CERT membership has invested in helping their neighbors, including working at shelters and distribution centers, providing additional staff for phone support at the Office of Emergency Management for the FEMA STEP program, and performing preliminary damage assessments in hard-hit Long Beach. Our members worked tirelessly alongside numerous organizations — ARES, RACES, FEMA, American Red Cross, North Shore Animal League, Pet Safe Coalition, and many others — to achieve a common goal.

CERT members performed the planning activities needed to schedule volunteers to support all of the disaster missions and found that this is no easy task. As a result of this experience, a focus of some of the future training envisioned for 2013 will be to address the very tasks that we were handed during this latest activation.

I can only express my sincere thanks to all of our CERT members for their volunteerism and their exceptional performance during this event, and I wish you and your families a joyous Holiday Season and a Healthy and Safe New Year.

Michael Arcari



Leadership: Do You Have What It Takes?

(Continued from page 1)

build your career around skills in which you're already a "7" or an "8" and to spend your time perfecting them.

Food for Thought: In what ways are you naturally gifted? That is, in what areas are you already a "7" or an "8"?

2) Can you handle stress?

A stress fracture occurs in the body, not from a single injury, but from repeatedly putting too much weight on a bone. In a like manner, leaders do not generally break down from an inability to handle a particularly busy stretch on the job. Rather, they crack as a result of taking on the stresses of work, day after day, without finding healthy release valves for the pressure. They let the demands of the office crowd out the joys of relationships with loved ones. Or, they allow the responsibilities of leadership prevent them from experiencing the beauty of nature or the healthfulness of exercise. Eventually, the repeated stress of work be-

comes too much, and they suffer a broken relationship, physical ailment, or mental illness.

Food for Thought: Which person in your life does the most to lift your spirits? How often do you spend time with him or her? Which outdoor recreational activity does the most to replenish your energy? How often do you get to participate in the activity?

3) Are you comfortable with risk?

I think it's unfortunate that risk-taking has taken on the connotation of gambling or recklessness. Many times inaction, rather than action, is the most dangerous path. With a doubt, failure to innovate and adjust spells certain doom in today's fast-paced world of evolving technologies.

Experience has shown me that taking risks has specific advantages. First, you learn things faster than the people who don't take risks. Second, you have a broader range of experiences than those who stay safely within

(Continued on page 6)

December 2012

Calendar of Upcoming Events

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 DIVISION 4 MEETING	4	5 Division Ldr Meeting 7 - 9 pm OEM DIVISION 1 MTG CANCELLED	6 RACES/COMMS Meeting 7 - 9 pm OEM	7	8 Hanukkah Begins 
9	10	11 Planning Meeting 7 - 9 pm OEM	12 DIVISION 3 MEETING 7 - 9 pm	13	14	15
16	17	18	19	20	21	22
23	24	25 	26	27	28	29
30	31 	<p>Division Leaders - do you have an exceptional CERT volunteer on your team?</p> <p>Submit a piece (750 words or less), with photos if you have them, and we'll publish it in a future newsletter issue.</p>				

Division Updates

Division 1 - Change of Command

Bill Pavone will be taking the reins of Division 1 this month, with Randi Chenkin as his Deputy. We want to thank Jim McAllister for his past leadership of the Division.

Due to the need for time to assume the new responsibilities, the Division meeting that had been scheduled for December is cancelled and the next Division Meeting is tentatively scheduled for January 2nd, 2013. The date will be confirmed and the location and time will be announced shortly.

Email correspondence for Division 1 should be directed to:

NassauCertDiv1@yahoo.com



Communications Group

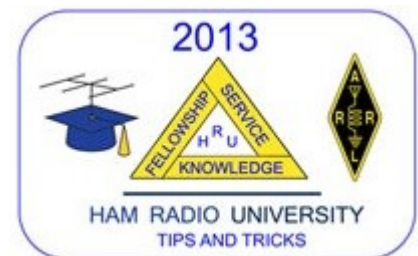
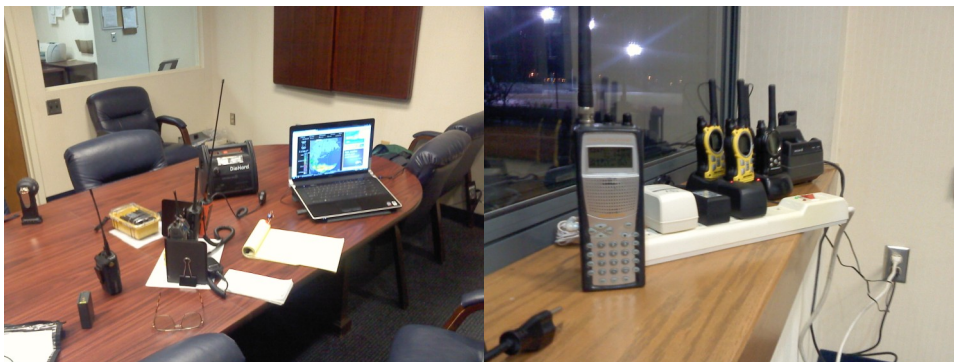


Attention all Nassau County CERT, ARES & RACES Communications Members!

The leadership of Nassau County CERT, ARES and RACES would like to extend a heartfelt *Thank You* to all those members who responded to the communication needs of Nassau County during Super Tropical Storm Sandy (Hurricane Sandy) and its aftermath. Your help during this trying time was indispensable and provided crucial communications in a time of need. Your efforts and commitment, not to mention professional conduct, proved the value of Amateur Radio and communications in general during a disaster! On behalf of the leadership of CERT ARES and RACES, I say Thank You and wish you Happy Holidays and Happy New Year to you and your families!

Also a reminder that the New Year will bring another HRU (Ham Radio University), scheduled for January 6th 2013. I hope to see you all there!

Bob Long KC2PSN
Nassau County RACES / CERT Chief Radio Officer



Our 14th annual event!
Sunday, January 6, 2013
Briarcliffe College
1055 Stewart Ave
Bethpage, NY 11714
*Spreading Ham Radio Knowledge
and Know How*

Nassau County CERT Database Updates

Nassau County CERT is getting better prepared and we need your help. We recently updated our database to include more information about our members and to help identify when to contact you by phone, to provide emergency contact information, and to list other organizations you belong to that may also be activated.

Our database can now display your contact phone preference when we need to call members for a large, urgent activation. The database can list up to four phone numbers in order of preference, e.g., mobile number first, home second, work third, other number.

Please help us create a more useful and accurate member database by sending the following information to your Division Leader or to the CERT Desk:

Gender, Phone 1-4, Emergency Contact, Other Organiza-

tions, Special Skills, Languages, Availability

The above information will help us target the phone calls the Division Leaders and those who start the Division phone tree need to make.

Although Nassau CERT may never be requested to use certain skills that many members have, we would like to be ready to assist within the scope of CERT, if called upon by the Office of Emergency Management. Please contact your Division Leader as soon as possible. The above information will help us target the phone calls the Division Leaders and those who start the Division phone tree need to make. Although Nassau CERT may never be requested to use certain skills that many members have, we would like to be ready to assist within the scope of CERT, if called upon by the Office of Emergency Management. Please contact your Division Leader as soon as possible.



Red Cross POD, Cedar Creek Park



Loading Emergency Pet Shelter Supplies

Reporting Your Hours – Why and How?

Your hours as a CERT volunteer are submitted as part of the grant application process that ultimately provides funds to Nassau County CERT for things like administration, supplies, shirts, training aids, and equipment. Some people believe it is important to have a CERT shirt or jacket, but not important to record and report their hours. Well, one is not possible without the other.

Hours are solicited quarterly and a report is prepared quarterly under the grant. But there continues to be some confusion about how to report hours, and what is to be reported. An Excel spreadsheet has been distributed to keep a record of your hours for the year, by quarters. This timesheet is also available as a Word document that can be filled in on your PC or manually. The quarters are: JAN-MAR, APR-JUN, JUL-SEP, OCT-DEC.

What is recorded?

Hours are divided into 2 categories: *Administrative* and *Activation*. Everything that you do that is not a related to an Activation, should be reported as Administrative. Administrative includes attendance at team or divisional meetings, planning meetings, all-CERT meetings, CERT and ICS training courses, speaking engagements (talking about CERT to organizations and groups), tabling events such as street fairs where a CERT table is set up and brochures and flyers are distributed, time involved with preparing for and writing After Action Reports about such events, and *reading and responding to CERT emails*. And the time it takes you to travel to and travel home from these events – all *Administrative time*.

Activation hours includes both emergency activations (such as for the recent hurricane) and planned activations in support of the Office of Emergency Management (OEM). The latter includes time spent as a CERT in a support role for a

multi-agency drill, any requested phone support at OEM, participation in a large-scale event such as the Presidential debate at Hofstra, support of a medical POD (e.g., H1N1 flu vaccination), and the like. Report your *Activation* hours and include your travel time to and from the reporting location, and any time spent in preparation for the event, and in writing an After Action Report or other follow-up work.

Who to report hours to?

Ultimately, the hours you spend in CERT are forwarded to the administrative staff, but for practical reasons, you should report your hours to your Division Leader or his/her designated representative. Report hours to only one person to avoid duplicate reporting – don't send your timesheets to the OEM-CERT Desk unless you are a Division Leader and are reporting for your Division (including yourself). Make sure your hours are designated properly as *Administrative* or *Activation* hours, and report them on the days they are actually accrued by using the timesheet formats as Excel or Word documents; do not simply report total hours for the quarter.

This documentation is a necessary evil, but with understanding of the purpose and the process, it need not be too burdensome, and will reap the rewards of more grant monies for more CERT 'stuff'.

The following link can access the timesheets at the Nassau County CERT website, where you can download them for your use in recording your hours: <http://www.nassaucountyny.gov/agencies/OEM/CC/CERT/certforms.html>

Leadership: Do You Have What It Takes?

(Continued from page 2)

their comfort zone. Third, you bump into obstacles sooner than the people who play it safe, and fourth, you learn to improvise in order to get around those obstacles. Risk-takers are not smarter than the other guys; they just fail faster and thus get their education more quickly.

Food for Thought: What risks have you taken in your career? What have you learned from taking them?

4) Do you have strong people skills?

Our ability to build and maintain healthy relationships largely determines our enjoyment of life. Indeed, we usually can trace our successes and failures to our relationships. Consequently, getting along with people is virtually a precondition for effective leadership.

Leaders build business relationships in four stages. At the first level, people knowledge, understanding what others need aids a leader in building influence. In the second level, service skills—a leader's ability to attend to people's needs proactively—expand a leader's influence. At the third level of business relationships, a leader's reputation attracts customers. At this stage, a leader's track record for treating others honestly and with respect pays significant dividends. Finally, at the fourth level, personal friendship with fellow influencers paves the way for tremendous synergies and opportunities for partnership.

Food for Thought: What prevents people from being aware of the effect they have on others?

5) Are you creative in problem solving?

A creative leader actually enjoys not knowing it all. Such a person realizes that though we seldom have all the answers; we always have the ability to generate solutions to whatever difficulties we encounter. In leadership, problems are unavoidable. However, the attitude a leader brings to those problems is optional. Creative leaders search for opportunities within the obstacles they face. Instead of complaining about challenges, they welcome them as catalysts for growth.

Food for Thought: Can a person intentionally become

more creative? If so, how? If not, why?

6) Are you competitive?

If you always draw back when presented with a challenge, then you'll never make it to the top. To develop as an influencer, you must revel in the chance to you're your strength as opposed to shrinking from challenges. Ideally, competition isn't about separating winners and losers, but sharpening the skills of all competitors.

I like how Paul Lee Tan's describes the benefits of competition:

"My competitors do more for me than my friends do. My friends are too polite to point out my weaknesses, but my competitors go to great expense to advertise them. My competitors are efficient, diligent and attentive. They force me to search for ways to improve my technique and my service. My competitors would take my customers away from me if they could. This keeps me alert to hold what I have. If I had no competitors, I might become complacent and inattentive. I need the discipline they force upon me."

Food for Thought: At what point does competition become destructive rather than productive?

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

Joseph Massaro - Part 2

(this is the conclusion of an article that first appeared in the October Newsletter)

Joe is a member of the Floral Park Knights of Columbus Council 2345 and served as their Grand Knight in 1980-1981, their District Deputy and is a 4th degree Knight. He has continued to be active with the Knights and volunteers with them frequently.

Joe is also a member of the US Volunteers honor Guard program with the 11th regiment here in NY. They are the only group providing veterans with military honors at funerals. Joe has been with this group since 2006 and served as its Commanding officer until his resignation when he turned 79. He was preceded as commander by Joe Reale, another CERT volunteer. Joe still acts as the officer in charge and presents the flag to the family of the service member. They have attended over 400 services since 2006. Vinnie DeMartino another CERT member serves as a member of this honor guard with Joe. As with most volunteer "JOBS" the uniforms and M1 rifles used for these ceremonies are supplied by the volunteers. The rifles and uniforms run about \$500 dollars each and both need to be kept in top condition to honor the fallen veterans. If you are looking to donate to a

worthy cause, consider this group! They take money out of their own pockets so they can volunteer to honor our fallen veterans.

Locally in the village, he was the president of the North Side Civic Association; he followed his wife Nancy as the previous president. Not to think Nancy is sitting in the rocking chair knitting sweaters, she hosts her own television program on public access TV here in Floral Park at the 4VS television station.

Joe was also known as, "The Singing Dentist", by his patients and was frequently singing musical show tunes as they played on the radio always on in his office. His love for singing not only had him joining the church choir, he joined a Barbershop Chorus group here in Nassau County. They hold a yearly fundraiser at Carle Place HS with all the proceeds going to the Association for the Help of Retarded Children (AHRC). They frequently perform at hospitals and Senior Centers across the Island and can be found practicing every Tuesday evening at their summer home base in Baldwin or starting Sept. 11th at their winter home base in Westbury. Check out their website for a performance schedule and details, you will not be disappointed. <http://www.longislandharmonizers.org/>

In his "spare time", Joe is an avid gardener and if you saw his corner property in Floral Park, you would agree that he has "CERT" green thumbs. He can be found outside almost every weekend working on the flowers and neatly trimmed shrubs. He said he prefers the weekends because there is less noise and traffic on the streets. Joe is very laid back; he does not raise his voice, swear or drink, but



mention the oak trees in front of his house... put on your seat belt. He has been hounding the village of Floral Park to trim these monster trees forever. He has been told, they are on the list, but they are not a high priority. His response is, "My taxes are not a high priority, but I pay them on time!" He has been known at his age to sneak out with a ladder and do some trimming on his own, but don't tell his wife Nancy, he will get in trouble.

His other big hobby is tennis and he can be found on the courts at the Floral Park Rec Center every morning. He participates in tennis tournaments every year and meets new friends every day.

I asked Joe if there was anything people did not know about him, he said most did not know he was a dentist, but other than that, "What you see is what you get."

His advice to others, simple, "Anything you tackle, do the best that you can."

As they said back when he was growing up, Joe is a real stand up guy. If you have a chance to sit with him, be prepared to be entertained and educated at the same time. I do not think he knows a boring story. When Rosemarie and I sat with him for this profile we spent close to 2 hours talking. I looked at my watch and could not believe how long we talked, it seemed like it was only 15 or 20 minutes. And no, not because he put me to sleep.



Christmas Tree Safety



As you deck the halls this holiday season, be fire smart. A small fire that spreads to a Christmas tree can grow large very quickly.



PICKING THE TREE

- » Choose a tree with fresh, green needles that do not fall off when touched.



PLACING THE TREE

- » Before placing the tree in the stand, cut 1–2" from the base of the trunk.
- » Make sure the tree is at least three feet away from any heat source, like fireplaces, radiators, candles, heat vents or lights.
- » Make sure the tree is not blocking an exit.
- » Add water to the tree stand. Be sure to add water daily.

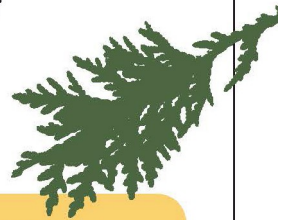


LIGHTING THE TREE

- » Use lights that have the label of an independent testing laboratory. Some lights are only for indoor or outdoor use.
- » Replace any string of lights with worn or broken cords or loose bulb connections. Connect no more than three strands of mini string sets and a maximum of 50 bulbs for screw-in bulbs. Read manufacturer's instructions for number of LED strands to connect.
- » Never use lit candles to decorate the tree.
- » Always turn off Christmas tree lights before leaving home or going to bed.

After Christmas

Get rid of the tree after Christmas or when it is dry. Dried-out trees are a fire danger and should not be left in the home or garage, or placed outside against the home. Check with your local community to find a recycling program. Bring outdoor electrical lights inside after the holidays to prevent hazards and make them last longer.



FACTS

- ! **One** of every three home Christmas tree fires are caused by electrical problems.
- ! Although Christmas tree fires are not common, when they do occur, they have a higher chance to be deadly.
- ! A heat source too close to the tree causes **one in every five** of the fires.



Your Source for SAFETY Information

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

www.nfpa.org/education