



National Emergency Training Center Welcome Package

May 2022



FEMA

Welcome Message

Welcome to the National Emergency Training Center (NETC), home of the National Fire Academy (NFA), Emergency Management Institute (EMI) and Federal Emergency Management Agency (FEMA) Incident Workforce Academy (FIWA). Your decision to continue your education is a positive step toward increasing your skills and knowledge, gaining recognition in the industry, and enhancing your career.

This package contains important campus information including travel guidance, points of contact and links to additional information. Whether this is your first time or you have previously attended courses at NETC, we encourage you to review the information as our policies and procedures update periodically. Once you have looked over the general information and policies, proceed to the section on your respective academy/institute for more specific information pertaining to your stay.

If you have any questions regarding your visit to NETC, contact our Admissions Office and the staff will be glad to assist you. Our Admissions Office may be reached at 301-447-1035 or at netcadmissions@fema.dhs.gov, Monday to Friday between 8 a.m. and 4 p.m. ET.

We commend you for your commitment to enhancing your education and wish you great success in your professional endeavors.





Important Information Prior to Travel to the National Emergency Training Center

The health and safety of students is a top priority for the NETC. The NETC wants to be proactive in sharing information and mitigating effects of any communicable disease, including the coronavirus (COVID-19) and its variances. To ensure accurate information is shared with our students, stakeholders and campus users, the following information is **an important read**:

1. **Effective March 7, 2022, NETC masking will be optional.** This in no way should prohibit anyone from wearing a mask should they feel more comfortable doing so. Be considerate of individual needs and desires.
2. All NETC students accepted into class are directed to **discontinue** their class attendance if they are experiencing flu-like symptoms including fever, sneezing, coughing, congestion or muscle aches that are not caused by another, preexisting condition. If you have these symptoms, notify NETC Admissions and do not attend the training. Bottom line: Do not travel to NETC if you are sick or within 10 days post infection!

While attending training at NETC, you should practice good hygiene such as washing hands (minimum of 20 seconds) or using hand sanitizer after using the restroom. Cough and sneeze etiquette (coughing or sneezing into your elbow) is always the correct thing to do and helps prevent the spread of germs through the air or contaminated hands.

Effective Nov. 27, 2021, all students participating in resident training at the NETC for the NFA, EMI or FIWA **must be fully vaccinated***. This additional mitigation measure is to provide a safe learning and working environment for all students, instructors and staff on the NETC campus.

3. Upon arrival on the NETC campus, students must **provide visual proof of their vaccination status** to authorized NETC personnel (Security).

Acceptable documentation includes a physical or electronic copy of:

- The record of immunization from a health care provider or pharmacy.
 - A COVID-19 Vaccination Record Card (Centers for Disease Control and Prevention Form MLS-319813_r, published on 9/3/2020).
 - Medical records documenting the vaccination.
 - Immunization records from a public health or state immunization system.
 - Any other official documentation containing:
 - ▶ Type of vaccine administered.
 - ▶ Numbers of doses received.
 - ▶ Date(s) of administration.
 - ▶ Name of the health care professional(s) or clinic site(s) administering the vaccine(s).
4. Additionally, if while attending training at NETC an individual has been in close contact with a confirmed COVID-19-positive person, or tested positive themselves for COVID-19, the following would apply:
 - If primary transportation to campus was driving (personal vehicle, government vehicle or rental vehicle), the individual **will be sent home**.

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- If arrived on campus via NETC transportation, the individual will be isolated for a period of 5 days. The individual should not travel during the first 5 days of their quarantine period. If travel is required, they should get tested at least 5 days after their last close contact and travel only if they are asymptomatic AND after receiving a negative result. Should the person decide to leave campus to return to their home location, the NETC will not be able to provide transportation for departure without a negative test.

The NETC may recommend the person remain on campus during the isolation period. During this period, the NETC will accommodate isolation to the best of their ability. This can include cafeteria meals and classroom participation.

The NETC appreciates your commitment to the health and safety of all individuals participating in training and education at the NETC. Should you have questions, contact the Admissions Office at 301-447-1035.

***Definition of “fully vaccinated”:**

A person is considered fully vaccinated 2 weeks after they receive the requisite number of doses of an approved COVID-19 vaccine including those authorized for emergency use by the U.S. Food and Drug Administration or that has been listed for emergency use by the World Health Organization.

- Pfizer, Moderna or AstraZeneca: require a 2-dose series.
- Johnson & Johnson: requires a single dose.
- Clinical trial participants from a U.S. site who are documented to have received the full series of an “active” (not placebo) COVID-19 vaccine candidate, for which vaccine efficacy has been independently confirmed, are considered fully vaccinated 2 weeks after they complete the vaccine series. Currently the Novavax COVID-19 vaccine meets these criteria.

Table of Contents

Welcome Message.....	i
Important Information Prior to Travel to the National Emergency Training Center...	iii
National Emergency Training Center General Information and Policies	3
Conduct.....	3
Smoking.....	3
Medical services.....	3
Security	3
Dress code	4
Costs you may incur during stay	4
National Fire Academy/Emergency Management Institute.....	5
General information and policies.....	5
Attendance.....	5
Cancellations or no-shows	5
Substitutions.....	5
National Fire Academy students — Bring your own device	5
Travel	5
Travel by air	5
National Emergency Training Center airport shuttle service	6
National Emergency Training Center airport shuttle pickup points	6
Departures from National Emergency Training Center.....	6
Delayed flights	7
Driving to National Emergency Training Center	7
Directions to National Emergency Training Center	7
Campus registration.....	7
Check-in time	7
Checkout time	8
Lodging.....	8
Dormitory buildings	8
Lodging reservation.....	9
Back-to-back courses	9
Lodging amenities.....	9
Dormitory phones	10
Emergency calls.....	10
Mail.....	10
Computer connections	11
Disabilities/special accommodations.....	11
Food services	12
Cafeteria/dining hall hours of operation	13

FEMA Incident Workforce Academy.....	14
General information and policies.....	14
Point of contact.....	14
Attendance.....	14
Cancellations and no-shows	14
Travel	14
Travel by air.....	14
National Emergency Training Center airport shuttle service	15
National Emergency Training Center airport shuttle pickup points	15
Delayed flights	15
Travel by personally owned vehicle.....	15
Campus registration.....	16
Check-in time.....	16
Checkout time	16
Lodging.....	16
Dormitory buildings	16
Lodging reservation.....	17
Back-to-back courses	17
Lodging amenities	17
Disabilities/reasonable accommodations	18
Food services.....	18
Cafeteria/dining hall hours of operation	19
Appendix A: Dress Code	20
Appendix B: NFA/EMI Stipend Reimbursement Program	21
Individuals eligible for reimbursement	21
Individuals not eligible for stipend reimbursement.....	21
Reimbursement for airfare	22
Reimbursement for driving.....	22
Reimbursement for train or bus.....	23
Luggage reimbursement	23
Reimbursement process.....	23
Appendix C: State Ceiling Chart.....	25
Appendix D: Campus Map.....	27
National Emergency Training Center	28
Appendix E: Memorials/Monuments on Campus.....	30
The National Civil Defense/Emergency Management Monument	30

National Fallen Firefighters Memorial/National Fallen Firefighters Foundation	31
National Fallen Firefighters Foundation hours and contact information.....	31
To Lift a Nation (The 9/11 Monument).....	31
Appendix F: On-Campus Services	32
The Publications Center	32
National Emergency Training Center Library.....	32
Telephones	33
Faxes.....	33
Important numbers.....	33
U.S. Fire Administration gets social!.....	34
O’Leary’s Emporium	34
Appendix G: About Emmitsburg.....	35
Acronyms.....	37



National Emergency Training Center

General Information and Policies

Conduct

- ✦ [FEMA Educational and Training Participant Standards of Conduct](#) (available at the NETC Learning Resource Center).
- ✦ [FEMA Directive 123-0-2-1: Personnel Standards of Conduct](#) (available in Building C Lobby and the dormitory rooms).

Smoking

- ✦ All buildings on campus are **nonsmoking** to include smokeless tobacco and smokeless electronic vaporizers (e-cigarettes).
- ✦ If you smoke in your room, you will be asked to leave campus, relinquish your stipend reimbursement and be charged to clean the room.

Medical services

- ✦ All medical expenses are your responsibility.
- ✦ Local hospitals accept medical insurance identification, cash, check or major credit card.
- ✦ If you do not have proof of insurance, expect that payment may be a prerequisite to possible treatment.
- ✦ International students should be prepared to pay for medical services in the event that the hospital or provider does not accept foreign insurance coverage.

Security

- ✦ **Students will be required to show photo ID to enter campus. Have them with you, not in your luggage!** Security checks will delay your registration at NETC.
- ✦ **If you are a student from a foreign country**, be prepared to show your passport or visa at registration.
- ✦ **Firearms and weapons are prohibited on campus!**
 - ▶ **Weapons include** knives with blades longer than 3 inches, machetes, bow and arrows, ammunition, rifles, shotguns, pistols, etc.
 - ▶ Sworn/Commissioned and State Peace Officer Standards, and Training-Certified Officers, Federal Officers, or local officers with concurrent jurisdiction who require a firearm for the performance of official duties **must obtain an exception** from the director of Management, Operations and Support Services **prior** to arrival on campus.
 - ▶ If you arrive at NETC with weapons of any kind without prior approval, your entry to campus will be delayed significantly.
- ✦ **Alcoholic beverages** are not allowed on site and will be confiscated.

Dress code

- ✦ The dress code at NETC is business casual.
- ✦ It is each student's responsibility to use good judgment in selecting attire that projects a professional image and is appropriate for both climate differences and classroom activities.
- ✦ Students wearing attire that is determined to be inappropriate will be required to change into more appropriate clothing before being allowed to continue class. For more information on what is deemed appropriate, refer to Appendix A.

Costs you may incur during stay

- ✦ Laundry and vending machines.
- ✦ Dry cleaner costs.
- ✦ Recreation Association pass (\$2): allows use of all recreation facilities and the Command Post Pub.
- ✦ Class shirts or group donations.
- ✦ Off-campus class dinners.

National Fire Academy/Emergency Management Institute

General information and policies

Attendance

You are required to attend all sessions of the course. If you do not, you may not receive a certificate and your stipend may be denied.

- ✦ Any student needing to depart campus early and miss any portion of the course and/or graduation must make the request in writing to the course manager.
- ✦ The course manager, in collaboration with the superintendent, may waive the attendance requirement to accommodate the student with extraordinary circumstances as long as the student completes all course requirements.
- ✦ If you receive approval for departing early, you must forward the approval to the Admissions Office so your stipend reimbursement is not limited.

Cancellations or no-shows

NFA's and EMI's mission for delivery of courses is impaired significantly by cancellations and no-shows. It is very difficult and costly to recruit students at the last minute. Currently there is a 2-year ban on student attendance for students who are no-shows or cancel within 30 days of the course start date without a valid reason.

Substitutions

Substitutions for NFA and EMI courses are made from waitlists; **slots do not belong to the departments.**

National Fire Academy students — Bring your own device

Be sure to read the Student Pre-Course Materials for your course. There may be work required prior to your arrival for class. Additionally, the course materials for your course MAY be available in a downloadable bring-your-own-device format. This information will be provided in your Student Pre-Course Materials, if applicable. Visit <http://apps.usfa.fema.gov/nfacourses/> and search for your course by code.

Travel

If you are eligible for stipend reimbursement, refer to Appendix B: NFA/EMI Stipend Reimbursement Program for stipend eligibility information. Note that if you are attending a conference, workshop or symposium, you should refer to the original announcement to see if stipends are available for that activity.

Travel by air

- ✦ You **must** make your own travel arrangements. Available airports were listed in your acceptance email/letter.
- ✦ You **must** be sure that your flights meet the shuttle pickup/departure times.

National Emergency Training Center airport shuttle service

- Shuttle service is available between NETC and the airport(s) listed on your email notification for this course.
- If you plan to use the bus transportation/shuttle service from the airport to NETC and back to the airport at the conclusion of your class, use the link in your acceptance email to reserve your shuttle seat(s). **The shuttle reservation must be made no later than 2 weeks prior to the course start date.**
- If you do not provide the information required, seating may not be available on the shuttle, and transportation to Emmitsburg will be at your own expense. **Remember**, on your arrival date, plan to arrive at least 1 hour before the shuttle departure time listed in your acceptance email.
- Our transportation will be either a motor coach/charter bus identified with NETC signage in the front window/door or a white passenger van with the Department of Homeland Security (DHS) logo on the side doors.
- For airport security reasons, our drivers cannot leave their vehicles. **You will need to look for the bus or van.** If you do not see the vehicle 5 minutes prior to the pickup time, call the NETC Transportation Office at 301-447-1113 for guidance.
- Transportation/shuttles are not available for NFA State Weekends.



National Emergency Training Center airport shuttle pickup points

- Refer to your original acceptance email which will specifically state from which airport(s) we will be providing shuttle service for your class. We have listed the 2 airports that we use. However, based on student demand, airports being used for your course may be limited.
- If your scheduled arrival time does not coincide with the shuttle service provided by NETC, ground transportation to NETC will be at your own expense.
- If you choose to use a different airport (other than those listed in your acceptance email), your reimbursement could be limited, and the ground transportation from other airports will be at your own expense.
- We cannot guarantee that the shuttle will be at the exact door as stated. Therefore, we do our best to stage shuttles within a 50-foot vicinity of the door specified.
 - ▶ (DCA) Ronald Reagan Washington National Airport:
 - > Pick up location: Terminal B and C lower level (Level 1/Arrivals level), outside of Door 3 (shared Ride Van and National Institutes of Health Bus).
 - ▶ (BWI) Baltimore/Washington International Airport:
 - > Pick up location: Lower-level Door 16, outside curb.

Departures from National Emergency Training Center

Transportation departs NETC at the time designated in your email notification. On your return, you should make your flight 4 hours from the NETC departure time. This will allow 2 hours for transportation to the airport and 2 hours for airport security.

Delayed flights

- ✦ If you are scheduled to use NETC transportation and your flight is delayed for any reason, call the NETC Transportation Office at 301-447-1113 immediately.
- ✦ The airline may be responsible for your transportation to NETC for unrelated weather delays. If they will not transport you, contact the NETC Transportation Office upon arrival at the airport after speaking with the airline.

Driving to National Emergency Training Center

- ✦ **Physical address:** 16825 South Seton Ave., Emmitsburg, MD 21727.
- ✦ You may arrive on campus any time after 2 p.m. the day before your course begins.
- ✦ You must depart campus after the end of your course, except for courses with a next-day departure date.
- ✦ Your vehicle must be registered at Housing/Security for security reasons, even if you do not stay on campus.
- ✦ If you do not stay on campus and you commute daily, you will be reimbursed mileage (government mileage rate) for 1 round trip — not mileage daily.
- ✦ There are no connections for mobile homes or recreational vehicles available at NETC, and we ask that you refrain from using these vehicles at our facility.
- ✦ Student and visitor parking is only available in “J” and “S” lots.

Directions to National Emergency Training Center

From Baltimore: I-695 (Baltimore Beltway) to I-70 West (toward Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).

From Washington: I-495 (Washington Beltway) to I-270 North (toward Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).

From Philadelphia and East: Pennsylvania Turnpike West to Harrisburg, Exit 236 (Route 15). Go South on Route 15 to Emmitsburg. Right turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).

From Pittsburgh and West: Pennsylvania Turnpike East to Harrisburg, Exit 236 (Route 15). Go South on Route 15 to Emmitsburg. Right turn off Route 15 to South Seton Avenue. Second right onto campus (tree-lined drive).

Campus registration

Check-in time

Check-in time is any time after 2 p.m. on the day of travel. The front desk is available 24/7. If you will be arriving the day the course begins, it is recommended that you arrive no later than 1 hour prior to the suggested class time to allow time for registration.

You may have to walk some distance to your room. We recommend you bring luggage with wheels.



To minimize the COVID-19 risk at check-in, students will receive the following information in a packet form:

- ❖ Classroom location and start time with campus map on reverse.
- ❖ Student badge.
- ❖ Stipend handout with sample stipend completion directions on the reverse side of the page.
- ❖ Official blank stipend form.
- ❖ Parking permit (if students drove to campus).
- ❖ NETC Facility Information Sheet.

It is preferred that you provide complete documentation (i.e., social security number, banking information, and airline ticket or odometer reading) while you are on campus by placing the materials in the envelope provided at registration and putting it in the “drop box” in the Housing Office. **Or** if you do not have the documentation with you, you must submit it no later than 30 days from the course end date. Make sure that your airline ticket clearly states the date of purchase, and that it is a nonrefundable, economy/ coach-class ticket. If the ticket does not clearly state the aforementioned requirements, your stipend reimbursement may be limited to the state ceiling amount. Failure to provide all the required documentation within 30 days may result in your stipend being denied.

Checkout time

Checkout time is 8 a.m. return your key card to the front desk. Your dorm room key will be deactivated by 8 a.m. on the day of departure.

Lodging

Dormitory buildings

- ❖ Dormitory buildings on the NETC campus are A, C, D, F and L. See the campus map (Appendix D: Campus Map) so you can view the proximity of dormitory buildings to the classroom buildings, dining facility, etc. All buildings are within walking distance. There is no shuttle service between the buildings.

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- ✦ Only NETC instructors/students are allowed in the dormitory room. Relatives or friends are not allowed in the rooms and cannot be lodged on campus.
 - ✦ All students, except non-U.S. citizens, are provided campus lodging at no cost.
 - ✦ **International students:** You are responsible for your own travel and per diem costs and lodging (currently \$40 per night), payable upon arrival to NETC.
 - ✦ Animals are not allowed in campus housing, except for guide/service animals.

Lodging reservation

- ✦ Once you are accepted into a course, a room on the NETC campus will be reserved for you unless you receive an email indicating that you have been accepted with the understanding that you agree to find your own accommodations.
- ✦ If lodging on the NETC campus is not needed, you must notify the Housing Office in writing at fema-netc-housing@fema.dhs.gov.
- ✦ If you choose to stay off campus at any time, it will be at your own expense. You will, however, be required to purchase the daily break ticket from the on-site food services contractor.
- ✦ Room assignments are random. You may or may not be lodged in the same building as your classmates.

Back-to-back courses

- ✦ You will be housed in the same room for the entire length of the stay (start of first course through the end of the last course).
- ✦ You will be required to purchase a meal ticket for the entire stay (start of first course through the end of the last course).
- ✦ If you choose to leave campus between courses, any additional expenses that you incur are your responsibility.

Lodging amenities

- ✦ Wi-Fi is available in all dorms. The password is provided upon check-in.
- ✦ Coin-operated laundry facilities are located in each lodging building. Laundry supplies can be purchased at the convenience store on campus.
- ✦ Rooms come equipped with the following:
 - ▶ Private bathroom.
 - ▶ TV and clock radio.
 - ▶ Refrigerator and microwave.
 - ▶ Iron/ironing board.
 - ▶ Hair dryer.
 - ▶ Twin bed, linens and towels.
 - ▶ Telephone with voicemail.
- ✦ Rooms are not equipped with any types of toiletries. You should bring toiletries with you. There is a small convenience store on campus with such items.



Dormitory phones

- ◆ You may receive phone calls in your dormitory room. The caller may dial your direct extension 301-447-xxxx. If requested, you will be provided with your extension at check-in. Numbers are not given to anyone else.
- ◆ For nonemergency situations, the caller may dial 301-447-1048. The student services coordinator will transfer the call to your room.
- ◆ NETC will **not** accept personal telephone calls to students from the 800 number. Family members should dial 301-447-1000 to contact a student.
- ◆ You may **not** accept collect calls. Accepting collect calls may restrict you from attending future EMI or NFA courses.

Emergency calls

- ◆ The caller should state that the call is an emergency.
- ◆ The message will be delivered to you immediately unless you are not on campus.
- ◆ If you must return home due to an emergency, check out with the Housing Office in Building C before you depart the campus!

Mail

- ◆ Mail is delivered to Building C Lobby Monday to Friday, except federal holidays.

Address: (Your name) — Student
National Emergency Training Center
Room # (Room numbers are provided upon arrival.)
16825 South Seton Ave.
Emmitsburg, MD 21727

- ◆ All packages are X-rayed, and no delivery is provided on weekends or holidays.

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- ✦ Letters or packages should not be mailed to reach NETC before you arrive, since mail-holding areas are not available. Mail that is received when you are not on campus will be returned to the sender automatically.
 - ✦ Outgoing mail should be dropped off at the Housing Desk in Building C.

Computer connections

- ✦ Some courses require students to bring reports or projects to be shared with the class. It is convenient to bring that information in an electronic format. NETC can support CD-ROM and USB devices. USB devices will be scanned before being allowed to connect to government equipment.
- ✦ Personal computer devices cannot be connected to FEMA's computer equipment at any time, including thumb drives, USB peripherals, etc. You must contact the course manager and classroom information technology technician for guidance and assistance with these issues. No one may connect personal computer equipment, including laptops, to the FEMA network.

Disabilities/special accommodations

If an individual marks “yes” for disabilities/special accommodations on their application which would require special assistance during their attendance in training, the student will be contacted by the NETC admissions specialist.

Depending on the accommodation requested, the applicant may have to provide written documentation on a physician's letterhead stating the accommodation. The accommodation requested will be reviewed. If it includes a classroom accommodation, the course manager will be notified. NETC will try to accommodate special requests, however, there are some limitations.

Each time an applicant applies for a course at NETC, they should mark “yes” in the disabilities/special accommodations question if the special accommodation is needed. If the accommodation(s) is no longer needed, the applicant should mark “no.” If this is the case, the applicant would be contacted by a NETC admissions staff member to ensure that the previous accommodation is no longer needed.

All buildings on the NETC campus have elevators and access ramps for wheelchair/powerchair access. NETC does have a limited number of handicap-accessible dormitory rooms equipped with handrails in the shower. Be specific if you require a roll-in shower in your dormitory room.

NETC has the following items available for individuals who may need assistance. If you require either of the following, be sure to annotate that on your application or advise the admissions staff member when you are contacted:

- ✦ Americans with Disabilities Act (ADA) kits for the hearing impaired. Kits include alarm clock, door knock signaling device, telephone signaling device, text telephone, telephone amplifier and bed shaker.
- ✦ Job Access with Speech (JAWS) for Windows software for the vision impaired.

Notify the Admissions Office at least 2 weeks in advance if you will be bringing a guide/service animal. The service animal must be in the student's presence at all times. The animal cannot be left in the dormitory room unattended.

If your special accommodation is strictly food/dietary-related, you can email the NETC food service contractor at FEMA-netcafeteria@fema.dhs.gov.



Food services

The NETC food services contractor is Guest Services and may be contacted by phone at 301-447-1551 or email at FEMA-netccafeteria@fema.dhs.gov. If needed, Guest Services' federal tax ID number is 53-0164700.

If you stay on campus for more than 1 night, you must purchase a meal ticket. **If you do not purchase a meal ticket, you will be asked to vacate your room on campus.** You will then be responsible for your off-campus lodging costs, and your request for stipend reimbursement will be denied.

The requirement for purchasing a meal ticket is tied to the student stipend program (see Appendix B).

Meal ticket procedures: Go to www.netcmealtickets.com no more than 2 weeks prior to the course start date and no later than 2 days prior to your arrival date to purchase the meal ticket. The meal ticket will cover your evening meal on the arrival date through breakfast on your departure date based on your acceptance email. With this new procedure, **you will no longer be able to purchase meal tickets at registration** upon arrival to the NETC.

- ✦ If you will be attending back-to-back courses, you will be required to purchase a meal ticket for the entire stay (start of first course through the end of the last course).
- ✦ If you do **not** stay in a dorm room on the NETC campus, you must purchase the daily break ticket.
- ✦ Meal ticket prices are subject to change.
- ✦ Meal amounts for focus groups, conferences or any activity other than a resident course are not provided in this package. Contact the food service provider directly for meal ticket amounts.
- ✦ Meal ticket costs are the student's financial responsibility. The meal ticket is not a reimbursable expense.

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- ❖ If you will not be on campus for the first or last meals identified as part of your meal ticket, you must notify the food service contractor at least 1 week prior to your arrival to NETC. If you do not, you will be obligated to pay the full amount.
 - ❖ **If you have any special dietary needs**, email the food service contractor at least 2 weeks prior to your arrival at NETC. The food service contractor will make arrangements to meet your dietary needs. If you don't make arrangements prior to your arrival, you will be responsible for purchasing the normal meal ticket.
 - ❖ If the buses arrive at NETC after the dining hall has closed, the food service contractor will provide you with a boxed dinner. Snack food is also available at the Command Post Pub.

Cafeteria/dining hall hours of operation

Breakfast: Monday-Friday 6:30–8:30 a.m.
Saturday and Sunday 6:30–9:30 a.m.
Lunch: Monday-Sunday 11:30 a.m.-1:00 p.m.
Dinner: Monday-Saturday 5:00-7:30 p.m.
Sunday 5:30-9:30 p.m.

FEMA Incident Workforce Academy

General information and policies

Point of contact

- ✦ Training questions (during business hours): FEMA-FIWA-NETCLiaison@fema.dhs.gov.
- ✦ Deployment questions: FEMA-WDD-program-travel@fema.dhs.gov.
- ✦ Transportation/shuttle questions: NETC Transportation Office, 301-447-1113 or fema-netc-housing@fema.dhs.gov.
- ✦ Travel authorization questions: FEMA Travel Helpline, 866-333-1898.
- ✦ Meal questions: NETC Guest Services Office, 301-447-1551.

Attendance

- ✦ **You are required to attend all sessions of the course.** If you do not, you will not receive credit.
- ✦ Students must bring their FEMA badge (PIV card) and FEMA-issued laptop (if applicable) to training.
- ✦ Any student needing to depart campus early or miss any portion of the course must notify the FIWA/NETC Liaison (FEMA-FIWA-NETCLiaison@fema.dhs.gov).

Cancellations and no-shows

- ✦ If you are unable to attend for any reason, log into Deployment Tracking System (DTS) and cancel your registration via the training tile.
- ✦ If you do not notify us of your cancellation prior to the start of class, you will be marked as a no-show in DTS.

Travel

Travel guidance with deployment language will be sent to you via DTS approximately **2 weeks** prior to your class. You will not be able to book transportation until you receive that message.

A FEMA travel card is required for travel. If you do not have one, you cannot attend training.

If you are a FEMA employee attending an EMI course, you will need to work with your program office to secure funding and deployment orders. Then refer to the NFA/EMI section of this welcome packet.

Travel by air

- ✦ You **must** fly into Baltimore/Washington International Airport (BWI).
- ✦ You **must** be sure that your flights meet the shuttle pickup/departure times as indicated in your NETC acceptance email.
- ✦ On the day of departure from Emmitsburg, Maryland: **do not** make your flight arrangements any earlier than **12:00 p.m.** (EST). This allows for travel time to Baltimore/Washington International Airport (BWI). Any earlier departures could result in a missed flight.

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- ✦ If you are traveling from outside the continental U.S., contact the Workforce Coordination Branch (FEMA-WDD-program-travel@fema.dhs.gov) as you may be authorized to depart your duty station early to arrive on time.
 - ✦ If you will be traveling by an alternate mode of transportation, contact the Workforce Coordination Branch (FEMA-WDD-program-travel@fema.dhs.gov) to approve your cost comparison.

National Emergency Training Center airport shuttle service

Shuttle service will be provided to and from NETC.

- ✦ If you plan to use the bus transportation/shuttle service, use the link in your NETC acceptance email to reserve your shuttle seat(s). **The shuttle reservation must be made no later than 10 days prior to the course start date.**
- ✦ Our transportation will be either a motor coach/charter bus identified with NETC signage in the front window/door or a white passenger van with the DHS logo on the side doors.
- ✦ For airport security reasons, our drivers cannot leave their vehicles. **You will need to look for the bus or van.** If you do not see the vehicle 5 minutes prior to the pickup time, call the NETC Transportation Office (301-447-1113) for guidance.

National Emergency Training Center airport shuttle pickup points

- ✦ If your scheduled arrival time does not coincide with the shuttle service provided by NETC, ground transportation to NETC will be at your own expense.
- ✦ We cannot guarantee that the shuttle will be at the exact door as stated. Therefore, we do our best to stage shuttles within a 50-foot vicinity of the door specified.
 - ▶ (BWI) Baltimore/Washington International Airport:
 - > Pick up location: Lower-level Door 16, outside curb.

Delayed flights

- ✦ If you are scheduled to use NETC transportation and your flight is delayed for any reason, call the NETC Transportation Office (301-447-1113) immediately.
- ✦ Email the FIWA/NETC liaison for their situational awareness (FEMA-FIWA-NETCLiaison@fema.dhs.gov).

Travel by personally owned vehicle

- ✦ **Physical address:** 16825 South Seton Ave., Emmitsburg, MD 21727.
- ✦ Notify the FIWA/NETC liaison you will be traveling by personally owned vehicle (POV) (FEMA-FIWA-NETCLiaison@fema.dhs.gov) and provide the following:
 - ▶ Course code.
 - ▶ Date of arrival by POV.
 - ▶ If you will be commuting daily.
- ✦ You may arrive on campus any time **after 2 p.m.** the day before your course begins.
- ✦ Student and visitor parking is only available in “J” and “S” lots and overflow parking (grassy area beside Building J) when it is open.



Campus registration

Check-in time

Check-in time is any time after 2 p.m. on the day of travel. The front desk is available 24/7. If you will be arriving the day the course begins, it is recommended that you arrive no later than 7:00 a.m.

You may have to walk some distance to your room. We recommend you bring luggage with wheels.

Students will receive the following information in a packet form at check-in:

- ✦ Classroom location and start time with campus map.
- ✦ Student badge.
- ✦ Parking permit paper clipped to parking permit handout (if students drove to campus).
- ✦ NETC Facility Information Sheet.

Checkout time

Checkout time is 8 a.m. return your key card to the front desk. Your dorm room key will be deactivated by 8 a.m. on the day of departure.

Lodging

Dormitory buildings

- ✦ Dormitory buildings on the NETC campus are A, C, D, F and L. See the campus map (Appendix D) so you can view the proximity of dormitory buildings to the classroom buildings, dining facility, etc. All buildings are within walking distance. There is no shuttle service between the buildings.
- ✦ Only NETC instructors/students are allowed in the dormitory room. Relatives or friends are not allowed in the rooms and cannot be lodged on campus.
- ✦ Animals are not allowed in campus housing, except for guide/service animals.



Lodging reservation

- ◆ Once you are accepted into a course, a room on the NETC campus will be reserved for you.
- ◆ If commuting daily, and lodging on the NETC campus is not needed, you must notify the Housing Office in writing at fema-netc-housing@fema.dhs.gov. You will be required to purchase the daily break ticket from the on-site food services contractor.
- ◆ If you will be attending back-to-back courses, you will be housed in the same room for the entire length of the stay (start of first course through the end of the last course).

Back-to-back courses

- ◆ You will be housed in the same room for the entire length of the stay (start of first course through the end of the last course).
- ◆ You will be required to purchase a meal ticket for the entire stay (start of first course through the end of the last course).
- ◆ If you choose to leave campus between courses, any additional expenses that you incur are your responsibility.

Lodging amenities

- ◆ Wi-Fi is available in all dorms. The password is provided upon check-in.
- ◆ Coin-operated laundry facilities are located in each lodging building. Laundry supplies can be purchased at the convenience store on campus.
- ◆ Rooms come equipped with the following:
 - ▶ Private bathroom.
 - ▶ TV and clock radio.
 - ▶ Refrigerator and microwave.
 - ▶ Iron/ironing board.
 - ▶ Hair dryer.
 - ▶ Twin bed, linens and towels.
 - ▶ Telephone with voicemail.

Disabilities/reasonable accommodations

If an individual marks “yes” for disabilities/reasonable accommodations in DTS requiring special assistance during their attendance at training, the student will be contacted by the NETC admissions specialist.

The accommodation requested will be reviewed. If it includes a classroom accommodation, the instructor will be notified. NETC will try to accommodate special requests, however, there are some limitations.

Each time an applicant registers for a course via DTS, they should mark “yes” for the disabilities/reasonable accommodations question and request what is needed to fulfill the accommodation for as long as the special accommodation is needed.

All buildings on the NETC campus have elevators and access ramps for wheelchair/powerchair access. NETC does have a limited number of handicap-accessible dormitory rooms equipped with handrails in the shower. Be specific if you require a roll-in shower in your dormitory room.

NETC has the following items available for individuals who may need assistance. If you require either of the following, be sure to annotate that on your application or advise the admissions staff member when you are contacted:

- ADA kits for the hearing impaired. Kits include alarm clock, door knock signaling device, telephone signaling device, text telephone, telephone amplifier and bed shaker.
- JAWS for Windows software for the vision impaired.

Notify the Admissions Office at least 2 weeks in advance if you will be bringing a guide/service animal. The service animal must be in the student’s presence at all times. The animal cannot be left in the dormitory room unattended.

If your special accommodation is strictly food/dietary-related, you can email the NETC food service contractor at FEMA-netccafeteria@fema.dhs.gov.

Food services

The NETC food services contractor is Guest Services and may be contacted by phone at 301-447-1551 or email at FEMA-netccafeteria@fema.dhs.gov.

If you stay on campus for more than 1 night, you must purchase a meal ticket. **If you do not purchase a meal ticket, you will be asked to vacate your room on campus.**

Meal ticket procedures: Go to www.netcmealtickets.com no more than 2 weeks prior to the course start date to purchase the meal ticket. The meal ticket will cover your evening meal on the arrival date through breakfast on your departure date. With this new procedure, **you will no longer be able to purchase meal tickets at registration** upon arrival to the NETC.

- If you will be attending back-to-back courses, you will be required to purchase a meal ticket for the entire stay (start of first course through the end of the last course).
- If you do **not** stay in a dorm room on the NETC campus, you must purchase the daily break ticket.

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- ❖ **If you have any dietary needs**, email the food service contractor at least 2 weeks prior to your arrival at NETC. The food service contractor will make arrangements to meet your dietary needs. If you don't make arrangements prior to your arrival, you will be responsible for purchasing the normal meal ticket.
 - ❖ If the buses arrive at NETC after the dining hall has closed, the food service contractor will provide you with a boxed dinner. Snack food is also available at the Command Post Pub.

Cafeteria/dining hall hours of operation

Breakfast: Monday-Friday 6:30–8:30 a.m.
Saturday and Sunday 6:30–9:30 a.m.

Lunch: Monday-Sunday 11:30 a.m.-1:00 p.m.

Dinner: Monday-Saturday 5:00-7:30 p.m.
Sunday 5:30-9:30 p.m.

Appendix A: Dress Code

Refer to FD 123-0-2-1, section A.3. All personnel must be dressed appropriately to present a professional and positive image to the public and/or colleagues while on duty. Supervisors, instructors or Senior Facility Officials have the authority to decide if a person's attire is inappropriate and may request that personnel change their attire. Examples of inappropriate dress include, but are not limited to, shorts, flip flops, clothing that shows offensive images or texts, clothing that exposes one's midsection, and clothing that is ripped.

- For classroom activities, appropriate casual business attire may be worn. Examples of appropriate business attire include, but are not limited to, slacks, khakis, suits, sport coats, blazers, skirts/dresses, shirts with collars, capri pants, sweaters and dress or casual shoes.
- Religious accommodation: Federal law requires agencies to accommodate all personnel to exercise their religion regarding their attire when it does not impose an undue hardship on FEMA's operations.
- Reasonable accommodation: Federal law requires agencies to accommodate all personnel with disabilities regarding their attire when it does not impose an undue hardship on FEMA's operations.

"Fire Investigation: Essentials" students will need work clothes (no turnout gear) and boots for the last week of the course.

Recommended graduation attire (fourth year legacy Executive Fire Officer (EFO) and second year EFO and Managing Officer Program students only): suits, sport coats, class shirts or dress shirts with ties, dress slacks/trousers, dresses, skirts, blouses or departmental dress uniforms.

All other NFA attendees will receive their completion certificates in the individual classrooms.

Appendix B: NFA/EMI Stipend Reimbursement Program

The NFA and EMI stipend reimbursement programs are cost-sharing programs. The student's or sponsoring organization's share of the program is the cost of meals/participation in the NETC meal program, the cost of ground transportation from the point of departure to the local airports and back, parking, tolls, and the salary and benefit costs to the sponsoring organization of the student or any replacement personnel necessitated by the student's absence from duty during the term of participation in a course. The government's share includes reimbursement for common-carrier transportation or POV as outlined below, ground transportation between NETC and the designated airports using the campus shuttle service, and lodging on campus.

Below is information about reimbursement procedures for NFA and EMI courses under the student stipend reimbursement programs. Read the information carefully. If you have any questions about your eligibility to receive a stipend, contact Admissions either by email at netcadmissions@fema.dhs.gov or by phone at 301-447-1035.

Any exceptions to travel must be requested in writing. All exceptions must be approved prior to making your travel arrangements. Otherwise, your stipend may be denied or limited to the state ceiling amount. Exceptions to travel include side trips or traveling days

Individuals eligible for reimbursement

- ◆ State, local, tribal or territorial government representatives.
- ◆ Recognized volunteer organization representatives.
- ◆ Active emergency management organization representatives.
- ◆ Representatives from state, local, tribal or territorial fire organizations.

NFA students are limited to 1 reimbursable trip per fiscal year (Oct. 1-Sept. 30). If you wish to attend a second NFA class (at your own expense), a letter to that effect must accompany the second application stating that you are waiving your stipend reimbursement.

Individuals not eligible for stipend reimbursement

- ◆ Federal government employees.
- ◆ Private industry employees.
- ◆ Employees who are contracted to federal, state or local government entities (such as rural-metro departments).
- ◆ NFA State Weekend Program (On-campus 2-day Program) attendees (to include the National Training Weekend).
- ◆ Representatives of a foreign organization.
- ◆ **For EMI only:** students eligible for federally funded grants.

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- ✦ Students enrolled in the E0705 course offered at EMI. There is no stipend reimbursement for the “Fundamentals of Grants Management.” Students enrolled in this course should contact the grant program analyst/manager to identify travel funding for this training as part of the grant management and administration cost.

Reimbursement for airfare

- ✦ In order to receive full reimbursement for airfare, you must purchase a 21-day advance, economy coach-class, nonrefundable ticket and travel on the days listed in your acceptance email. Proof of nonrefundable fare is required! Failure to follow all 4 guidelines listed above may result in your reimbursement being limited to the state ceiling amount.
- ✦ **If you take side trips or travel outside of the defined travel days in your acceptance email**, your reimbursement shall be limited to no more than the state ceiling amount as noted on the Reimbursement State Ceiling Chart.
- ✦ If you are requesting a deviation in travel (to include side trips, flying into a different airport, etc.), you must submit this request (in writing) to the admissions specialist **prior** to traveling. Failure to obtain prior written approval from the Admissions Office may result in your reimbursement being limited to the state ceiling.
- ✦ To eliminate the perception of misuse of government funds, **first class, business class and refundable airline tickets will not be reimbursed at full fare**, unless you request, in writing, an exception prior to making your travel arrangements and have received written approval from the NETC Admissions Office. Otherwise, your reimbursement will be limited up to the state ceiling amount.
- ✦ **Use of frequent flyer miles** toward the purchase of a ticket is **not** reimbursable.
- ✦ Fees associated with seat upgrades or early bird check-ins are not reimbursable.
- ✦ Flight or ticket insurance is not reimbursable.
- ✦ If any portion of your airfare is subsidized by another source, that portion is **not** reimbursable under the stipend program.

Reimbursement for driving

- ✦ You will be reimbursed the current POV federal mileage allowance or the state ceiling, whichever is less. Reimbursement is for mileage only; we do not reimburse for tolls, parking, gas, etc.
- ✦ POV mileage is subject to validation.
- ✦ **If you do not register your vehicle with the Housing Office**, reimbursement for POV mileage may be denied.
- ✦ **If someone is dropping you off**, you **must** have the vehicle verified by the Housing Office prior to the vehicle departing campus, or your stipend will be denied.
- ✦ If you carpool with another student, only the driver will be reimbursed.
- ✦ If you drove a rental car instead of your POV, your reimbursement is limited to the POV allowance. Reimbursement will be made to the individual who rented the vehicle. The name of the individual requesting reimbursement must appear on the rental car agreement. Otherwise, the request may be denied.

-
- ✦ If you are requesting mileage reimbursement and you are not the owner of the vehicle, you need to provide a letter from the owner stating that you have permission to drive the vehicle.
 - ✦ Registration of the POV must be presented at the time of registration to validate ownership.

Reimbursement for train or bus

- ✦ Your reimbursement is limited to the cost of the ticket, not to exceed the state ceiling amount.
- ✦ You must provide copies of the tickets actually used.
- ✦ Reimbursement shall not include costs for sleep accommodations or for transport of vehicles on the train.

Luggage reimbursement

NFA and EMI no longer reimburse students for bag fee costs.

Reimbursement process

Reimbursement will be deposited electronically into the checking or savings account that you identify. This reimbursement may take 6 to 8 weeks following the course start date. If you haven't received reimbursement by 8 weeks, call the NETC Admissions Office at 301-447-1035.

1. **Reimbursement will only be made to an account that bears your name.** You are responsible for reimbursing your department, if applicable. When the reimbursement is deposited, the entry in an account may differ from bank to bank, but mostly it will be listed as "FED SALARY, FEM2 or TREAS" and it will probably not have your name next to it.

If you do not have a personal account, contact the Admissions Office prior to your arrival for further instructions.

2. You must provide your personal banking information. A blank, voided check is preferred. You must provide the following:
 - ✦ Banking institution.
 - ✦ Name on account.
 - ✦ Routing number.
 - ✦ Account number.
 - ✦ Checking or savings account. At this time, we do not process reimbursement payments to reloadable debit cards.
3. If you anticipate incurring additional expenses for transportation/lodging costs, **you must receive prior written approval** to be eligible for reimbursement of these expenses. If approved, **original receipts must** be presented at the time of your arrival. Your name must appear on receipts provided for reimbursement.

-
4. Your stipend may not be processed because you failed to provide: your airline ticket, itinerary with ticket number and payment made (ticket number pending is not acceptable), POV information, or the appropriate direct deposit information. Your ticket must show "nonrefundable."

The student will provide the documentation to the Admissions Office for processing. Failure to provide all required documents may delay or result in denial of your stipend request. If you obtain additional information for your stipend request, provide it directly to the Admissions Office. All stipends must be processed 30 days from the course start date, so it is imperative that you provide all documentation in a timely manner.

Appendix C: State Ceiling Chart

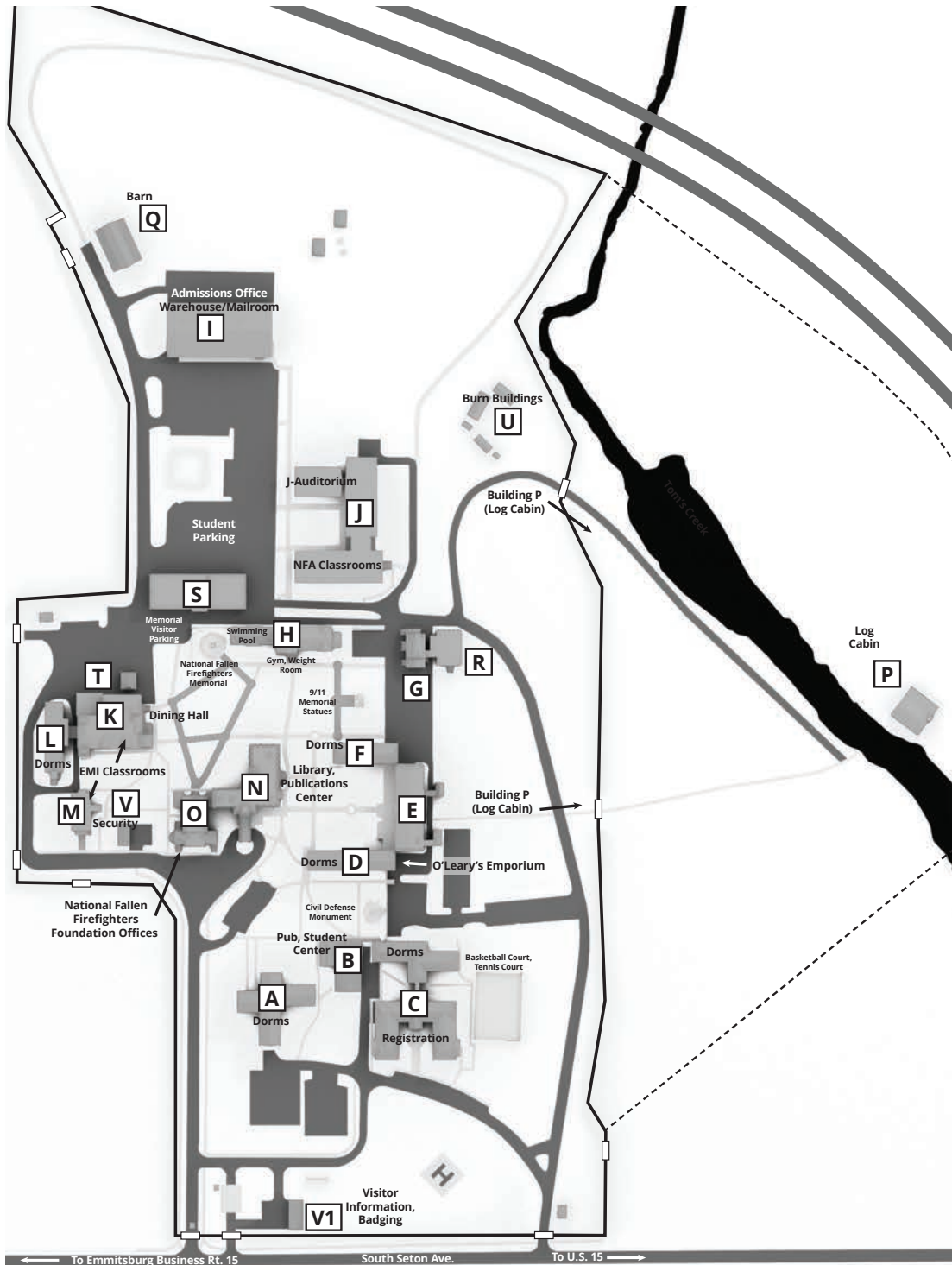
This table will be used to determine reimbursement for NETC students who:

- Traveled by bus, train or POV.
- Did not purchase or show proof of nonrefundable fare.
- Took side trips or had extended stayovers.

State ceilings for 2022 — National Emergency Training Center			
State		Saturday stayover (\$)	No Saturday stayover (\$)
AK	Alaska	1,000.00	1,050.00
AL	Alabama	520.00	570.00
AR	Arkansas	500.00	600.00
AS	American Samoa	2,400.00	2,450.00
AZ	Arizona	580.00	620.00
CA	California	610.00	650.00
CO	Colorado	500.00	550.00
CT	Connecticut	250.00	350.00
DC	District of Columbia	150.00	150.00
DE	Delaware	200.00	200.00
FL	Florida	400.00	440.00
GA	Georgia	390.00	460.00
GU	Guam	2,000.00	2,500.00
HI	Hawaii	1,150.00	1,350.00
IA	Iowa	520.00	550.00
ID	Idaho	700.00	730.00
IL	Illinois	420.00	450.00
IN	Indiana	440.00	540.00
KS	Kansas	470.00	550.00
KY	Kentucky	380.00	500.00
LA	Louisiana	500.00	570.00
MA	Massachusetts	360.00	390.00
MD	Maryland	100.00	100.00
ME	Maine	400.00	450.00
MI	Michigan	460.00	500.00
MN	Minnesota	440.00	460.00
MO	Missouri	470.00	550.00
MP	Saipan	2,700.00	2,700.00
MS	Mississippi	580.00	630.00
MT	Montana	720.00	760.00
NC	North Carolina	340.00	370.00
ND	North Dakota	640.00	680.00

State		Saturday stayover (\$)	No Saturday stayover (\$)
NE	Nebraska	530.00	550.00
NH	New Hampshire	350.00	390.00
NJ	New Jersey	290.00	320.00
NM	New Mexico	560.00	620.00
NV	Nevada	570.00	650.00
NY	New York	340.00	400.00
OH	Ohio	320.00	380.00
OK	Oklahoma	510.00	550.00
OR	Oregon	660.00	700.00
PA	Pennsylvania	230.00	230.00
PR	Puerto Rico	560.00	600.00
RI	Rhode Island	350.00	430.00
SC	South Carolina	440.00	480.00
SD	South Dakota	650.00	800.00
TN	Tennessee	450.00	470.00
TX	Texas	480.00	540.00
UT	Utah	650.00	750.00
VA	Virginia	250.00	250.00
VI	Virgin Islands	700.00	740.00
VT	Vermont	520.00	550.00
WA	Washington	650.00	690.00
WI	Wisconsin	470.00	480.00
WV	West Virginia	300.00	350.00
WY	Wyoming	660.00	730.00

Appendix D: Campus Map



Important Phone Numbers		
Security:.....	1111	Transportation Request:... 1113
Maintenance:	1500	
Emergency:.....	9-911	Dining Hall: 1551
		NETC Library: 1030

Photo ID required at all times.

National Emergency Training Center

St. Joseph's College was purchased by FEMA in 1979 to serve as a training facility. Prior to its official closing in 1973, the college served as a 4-year liberal arts college for women. In 1981, the facility was entered into the federal records as the NETC. The NETC houses the U.S. Fire Administration (USFA) (which includes the NFA), the EMI and the Field Acquisitions Section. The following is a brief description of the buildings identified on the reverse side.

The Fallen Firefighter's Memorial was dedicated on Oct. 4, 1981, and in October 1990, Congress designated it as the National Fallen Firefighter's Memorial. It is a memorial to firefighters who lost their lives in the line of duty.

Building A: A 3-story residence hall built in 1964 and renovated in 1996 and 2012. It has 96 dormitory rooms. (I)

Building B: The Student Center, built in 1956, is the location of a game room, pub and recreational activities. A large picture window overlooks the scenic Catoclin Mountain range. (F)

Building C East: Built in 1956 and renovated in 1995, it has 217 dormitory rooms. (F)

Building C West: Built in 1995 it has 138 dormitory rooms. (F)

Building D: Built in 1926 and renovated in 1965, 1995 and 2011, it is a 3-story brick structure that has the charm of the old architecture. It consists of 65 dormitory rooms and a convenience shop in the basement. (G)(I)

Building E: Built in 1926 and renovated in 1966 and 1993, it is occupied by Budget Office; Media Center and Technology Services and Field Office (F)

Building F: Built in 1925 and renovated in 1965 and 1995, it has 45 dormitory rooms. (G)(I)

Building G: Built in 1948 and renovated in 2000-2001 to accommodate USFA Offices and program offices. (G)

Building H: Built in 1923 and renovated in 1993, it houses NFA offices, a fully-equipped gymnasium, weight room and an indoor pool. (F)

Building I: Built in 1996, it serves as the Material Receipt and Distribution Center, Maintenance Facility, Management Operations & Support Services Division, Admissions Office, and O&M Support Offices. (F)

Building J: Built in 1966, renovated in 1993, 2011 and 2021, it is the NFA classroom facility and houses the NFA staff. It includes a lobby and a tiered 249-seat auditorium. (F)

Building K: Built circa 1870, renovated in 1982, 1993 and 2013, it houses EMI classrooms. The 3-story brick structure also contains a dining hall capable of seating 500 people, Independent Study in the basement, and EMI classrooms on the second and third floors. (F)

Building L: Built in 1959, renovated in 1993 and 2021, it consists of 42 dormitory rooms, classrooms and open office space room. (I)

Handicapped Access: F — Fully Accessible; I — Accessible 1st Floor Only;
N — Not Accessible; G — Ground Floor Accessible Only; R — Restrooms Not Accessible

Building M: Built in 1965, renovated in 1989 and 2015, it houses 2 EMI classrooms and the EMI Computer Lab. (F)

Building N: Designed by the English born architect, E.G. Lind (1829-1909), it was built in 1870 and renovated in 1992 and 2001. The building is an example of Second Empire Style that was popular in the second half of the 19th century. As such, it is listed on the National Register of Historic Buildings. It houses the USFA, the NETC Library, the USFA Publications Center, and EMI administrative offices. (F)

Building O: Erected in 1839 as a Chapel. The marble, alabaster altars and stained glass windows were retained when it was renovated in 1965. It was renovated again in 2006. The National Fallen Firefighters Foundation (NFFF) offices are located in the chapel. Open office space is in the basement. (I)

Building P: The Log Cabin, renovated in 2015, serves as a recreational facility overlooking peaceful Tom's Creek. (F)

Building Q: The Brick Barn is a service building. The ornamental brick grill windows are characteristic of the early 19th century Western Maryland construction. (F)

Building R: Built in 1948, renovated in 1993 and 2013, located behind Building G, it serves as USFA offices and includes the Media Production Center. (F)

Building S: Renovated in 2000-2001 and 2021 to house the NETC Joint Exercise and Simulation Lab used by NFA and EMI. (F)

Building T: The old Milk House of the original St. Joseph's campus, it houses administrative support offices.

Building U: A burn building complex used by the NFA for arson investigation and demonstrations. (F)

Building V: Built in 1992, it houses the Security Office. (F)

Building V1: Built in 2020, it houses security offices, badging office and visitor center. (F)

Handicapped Access: F — Fully Accessible; I — Accessible 1st Floor Only;
N — Not Accessible; G — Ground Floor Accessible Only; R — Restrooms Not Accessible



Appendix E: Memorials/Monuments on Campus

The National Civil Defense/Emergency Management Monument

On Nov. 13, 1999, President Clinton signed a bill (HR 348/PL 106-103) that granted authority to the National Civil Defense Monument Commission to construct a monument at the NETC in Emmitsburg, Maryland.

The purpose of the monument is to honor the many civil defense and emergency management professionals and volunteers who have worked hard and faithfully to protect the public from both man-made and natural hazards. This monument particularly recognizes the numerous military and civilian volunteers and professionals who have gone beyond the normal call of duty to save lives and alleviate suffering in times of crisis. The monument serves as an enduring reminder of the heartfelt thanks that a multitude of people feel whenever they remember those who have selflessly served them or their loved ones in times of great need.

The centerpiece of the monument is a 15-ton block of polished white Vermont granite, shaped as a 3-sided pyramid, representative of the federal, state and local governments and their efforts in working together to accomplish a joint mission. The triangular base is 5 feet on each side, rising to 15 feet in height. The pinnacle of the monument is capped with a large, bronze American eagle, sculpted by the world-renowned sculptor Lorenzo Ghiglieri. The base is encircled by a stone and concrete plaza with appropriately inscribed bronze state plaques embedded in concrete, surrounded by a circle of state flags. A brick wall rises approximately 3 feet in height on the back or south side of the plaza. Near the edge of the plaza are 2 bronze plaques bearing the names of advocates and members of the Monument Commission.

The monument was dedicated on April 6, 2002. The Monument Commission plans to hold an annual memorial service to pay tribute to those who have given to their fellow citizens by mitigating the potential losses from emergency situations, for those who have responded to emergencies, and to the professionals and our elected officials who strive to improve the methods of handling emergencies.

National Fallen Firefighters Memorial/National Fallen Firefighters Foundation

Since 1981, the National Fallen Firefighters Memorial, located on the campus of the NFA, has stood as the national symbol of honor to America's firefighters. In 1990, the U.S. Congress designated the monument as the "official national memorial to volunteer and career firefighters who die in the line of duty."

The NFFF was created by Congress to lead a nationwide effort to honor America's fallen firefighters. Since 1992, the nonprofit NFFF has developed and expanded programs that fulfill that mandate. The mission is to honor and remember America's fallen fire heroes and to provide resources to assist their survivors in rebuilding their lives.

Each October, the NFFF sponsors the official national tribute to all firefighters who died in the line of duty during the previous year. Thousands attend the weekend activities held at the NFA. The weekend features special programs for survivors and co-workers along with moving public ceremonies.

National Fallen Firefighters Foundation hours and contact information

NFFF business hours are from 8 a.m. to 5 p.m., Monday through Friday. Take time to visit the recently renovated Memorial Chapel. Learn about the programs regarding the NFFF and the National Fallen Firefighters Memorial Weekend by tuning to Channel 23 on the campus television system.

- ✦ Mail: National Fallen Firefighters Foundation
P.O. Drawer 498
Emmitsburg, MD 21727
- ✦ Telephone: 301-447-1365
- ✦ Fax: 301-447-1645

To Lift a Nation (The 9/11 Monument)

In 2007, the "To Lift a Nation" statue created by sculptor Stan Watts was added to the National Memorial Park. This 40-foot-tall bronze monument was created to honor the heroes of Sept. 11, 2001. The 3-times life-size statue recreates the now-famous photo taken by Thomas E. Franklin, a photographer for the Bergen Record, who captured the image of 3 firefighters raising the American flag at Ground Zero. "The monument and its flag are symbols of hope and courage for a nation deeply impacted by this tragedy," Watts said. "It honors a moment in the history of our country and reminds us of the bravery and sacrifice made by our firefighters and by thousands of citizens, from all walks of life, who selflessly serve humankind in times of need." The monument stands 40 feet high, 6 feet deep and 8 feet wide. Each of the 3 firefighter statues weighs more than 5,000 pounds and was formed from approximately 160 bronze sections weighing between 60 to 80 pounds each.

Appendix F: On-Campus Services

The Publications Center

Firefighters and other first responders face a continually growing number of job responsibilities and hazards. In an effort to assist fire and emergency services departments in meeting these responsibilities and protecting personnel, the USFA's Publications Center provides information resources in many formats, including books, technical reports, kits and DVDs, free of charge (quantity restrictions apply).

USFA also provides fire safety education program materials for fire departments, addressing such subjects as smoke alarm maintenance, residential fire sprinklers, home fire prevention, and the increased risk of deaths and injuries to children, senior citizens and people with disabilities.

You may order publications in the following ways:

- ◆ Web: <https://apps.usfa.fema.gov/publications/>
- ◆ Telephone: 800-561-3356 or 301-447-1189
(7:30 a.m. to 5 p.m. EST/EDT)
- ◆ Fax: 301-447-1213
- ◆ Mail: U.S. Fire Administration Publications Center
Building N, Room 216
16825 South Seton Ave.
Emmitsburg, MD 21727
- ◆ Email: usfa-publications@fema.dhs.gov

The majority of our publications may be downloaded from our website and reproduced locally if additional copies are required. Digital artwork to facilitate reproduction of public education materials at the local level is available upon request at the Publications Center.

While on campus, feel free to stop by the Publications Center located in Building N, Room 216.

National Emergency Training Center Library

Located in Building N, the NETC Library provides current information and resources on fire and emergency management subjects. With its collection of more than 100,000 books, reports, periodicals and audiovisual materials, the NETC Library facilitates and supports student and faculty research and supplements classroom lectures and course materials. While classes are in session, the schedule of hours for the NETC Library is as follows:

Monday to Thursday 8:30 a.m. to 9 p.m.
Friday 8:30 a.m. to 5 p.m.
Saturday 4 to 8 p.m.
Sunday Noon to 4 p.m.

The library staff may be contacted at 301-447-1046 or fema-netclibrary@fema.dhs.gov.

Telephones

Outgoing calls can be placed from your lodging room via calling card, collect or third-party billing.

You are not allowed to accept collect calls on campus phones. All expenses related to phone use shall remain your responsibility.

Faxes

Fax services are available at the O'Leary's Emporium convenience store for a fee.

You may receive course-related fax messages in the Housing Office at 301-447-1324. All other fax messages (personal or work-related) over 4 pages will not be forwarded by Housing. Use the fax service available at the convenience store or have it sent by overnight mail.

If you need to fax information to any of the following offices, note the following fax numbers:

- ◆ Housing/Transportation: 301-447-1324.
- ◆ Admissions: 301-447-1570.
- ◆ Food Service: 301-447-6944.

Important numbers

If you have any questions, you may call us at either 800-238-3358 or 301-447-1000. When you reach the operator, ask for the appropriate extension.

- ◆ Housing/Transportation: 301-447-1048/301-447-1113
- ◆ Admissions: NFA 301-447-1524/301-447-1290/301-447-7209
- ◆ Admissions: EMI 301-447-1021/301-447-1525/301-447-1505
- ◆ Food Service (Guest Services): 301-447-1551
- ◆ Security: 301-447-1111
- ◆ Security (TTY/TDD): 301-447-1182

You may send an email to:

- ◆ Housing/Transportation: fema-netc-housing@fema.dhs.gov.
- ◆ Admissions: netcadmissions@fema.dhs.gov.
- ◆ Food Service: FEMA-netccafeteria@fema.dhs.gov.
- ◆ Security: security-netc@fema.dhs.gov.

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O'Leary's Emporium

Forget to bring something along with you? O'Leary's Emporium is located in Building D Basement and has a variety of toiletries, souvenirs, etc., available for purchase. You'll find firefighter memorabilia, gifts, patches, pins, and embroidered and printed authentic apparel. O'Leary's hours of operation are as follows:

Monday to Thursday Noon to 7 p.m.
Friday Noon to 4:30 p.m.
State Weekends only:
 Friday and Saturday Noon to 7 p.m.
Sunday Closed

Hours are subject to change. Call for availability. The phone number is 301-447-1493 or email olearysnfa@aol.com.

There are 2 ATMs on campus. One is located across from O'Leary's in Building D; the other is located in the Student Center, Building B.

Appendix G: About Emmitsburg

Emmitsburg, Maryland, was founded in 1785, is located in Frederick County and is a relatively small community. Emmitsburg is home to the National Shrine of Saint Elizabeth Ann Seton, Mount Saint Mary's University and NETC. The NETC campus, which was the former St. Joseph College, is home to the USFA's NFA and the EMI. You will also find the National Fallen Firefighters Memorial and the National Civil Defense Monument on the NETC campus.

The following businesses are located in the Emmitsburg area, and most are within walking distance:

Name	Location	Phone
Automobile repairs and services		
East Park Automotive	1 Creamery Way, Emmitsburg	301-447-3560
Quality Tire and Auto	17650 Creamery Road, Emmitsburg	301-447-2909
Spike's Auto Care and Tire	17307 North Seton Ave., Emmitsburg	301-447-4734
Banks		
ATM	on campus in Building D across from O'Leary's Emporium	
PNC Bank	8 East Main St., Emmitsburg	301-447-6134
Barber/beauty shops		
Emmitsburg Family Barbershop	19 East Main St., Emmitsburg	301-447-3660
My Father's Footsteps	121 North Seton Ave., Emmitsburg	301-447-6600
The Total Look	5 East Main St., Emmitsburg	301-447-2541
Dentist		
Bringardner, Timothy	101 South Seton Ave., Emmitsburg	301-447-6662
Dry cleaning		
Top Cleaners	101 Silo Hill Road, Emmitsburg	301-447-3262
Groceries/markets		
Dollar General	501 East Main St., Emmitsburg	240-428-2433
Jubilee Foods	515 East Main St., Emmitsburg	301-447-6688
Valero	16603 South Seton Ave., Emmitsburg	301-447-6743
Library		
Emmitsburg Public Library	300 South Seton Ave., Emmitsburg	301-600-6329
Lodging		
Sleep Inn	501 Silo Hill Road, Emmitsburg	301-447-0044
Stonehurst Bed and Breakfast	9436 Waynesboro Pike, Emmitsburg	301-447-2880
Pharmacy		
Med One Pharmacy	101 Silo Hill Road, Emmitsburg	301-447-6226

Name	Location	Phone
Physicians		
Anderson-Thomas, Christine	302 West Main St., Emmitsburg	301-447-3369
Portier, Bonita	121 West Main St., Emmitsburg	301-447-3310
Restaurants/coffee shops		
Carleo Italian Pizza	101 Silo Hill Road, Emmitsburg	301-447-1999
Carriage House Inn	200 South Seton Ave., Emmitsburg	301-447-2366
China Wok	101 Silo Hill Road, Emmitsburg	301-447-1889
Chubby's BBQ	16430A Old Frederick Road, Emmitsburg	301-447-3322
Dunkin'	103 Silo Hill Pkwy., Emmitsburg	301-458-7261
Mason Dixon Mixin	101 Silo Hill Rd., Emmitsburg	301-800-2125
Ott House	5 West Main St., Emmitsburg	301-447-2625
Palm's Restaurant	16 West Main St., Emmitsburg	301-447-3689
Pizza Hut	210 South Seton Ave., Emmitsburg	301-447-6672
Rube's Crab Shack	17308 North Seton Ave., Emmitsburg	301-447-4116
Subway	101 Silo Hill Road, Emmitsburg	301-447-2059
Tuscany's Pizzeria	2 East Main St., Emmitsburg	301-447-6435
Shipping/mailing		
E Plus Copy Center	1 East Main St., Emmitsburg	301-447-2804
Emmitsburg Post Office	305 South Seton Ave., Emmitsburg	301-447-2655
Shuttle/taxi/Uber services		
The Academy Shuttle LLC	Gettysburg, local shopping or the 3 major D.C. airports.	240-626-9995
Airport Express	Transports to the 3 major D.C. airports, metro or train stations. www.xpressride.com	800-876-2690
Frederick Cab Service	Transfers to the 3 major D.C. airports. Accepts Discover, MasterCard and Visa.	301-696-0077
LL Transit Express	Airport shuttles or shopping trips. Accepts Discover, MasterCard and Visa. www.lltransitexpress.com	717-762-8697
Uber or Lyft Service	There are very few of these services available in the Emmitsburg area.	
Local car rental agencies		
Enterprise Rent-A-Car	Gettysburg Frederick	717-337-9000 301-631-6884
Nationwide rental agencies		
Alamo		844-357-6962
Avis		800-230-4898
Budget		800-214-6094
Hertz		800-704-4473
National		844-382-6875

Acronyms

ADA	Americans with Disabilities Act
DTS	Deployment Tracking System
EFO	Executive Fire Officer
EMI	Emergency Management Institute
FEMA	Federal Emergency Management Agency
FIWA	FEMA Incident Workforce Academy
JAWS	Job Access with Speech
NETC	National Emergency Training Center
NFA	National Fire Academy
NFFF	National Fallen Firefighters Foundation
POV	personally owned vehicle
USFA	U.S. Fire Administration



FEMA

16825 South Seton Avenue
Emmitsburg, MD 21727