National Emergency Training Center
U.S. Department of Homeland Security
16825 S. Seton Avenue
Emmitsburg, MD 21727-8998

FEMA

R225

Dear National Fire Academy Student:

Congratulations on your acceptance into the U.S. Fire Administration's National Fire Academy's *Management of Fire Prevention Programs* course. This is a 2-week course, which examines contemporary issues in the management of fire prevention functions. The major subject areas that this course will cover include: program management issues; the law in fire prevention; structure of the fire prevention organization; and effective management principles.

You are to come to class prepared to give a 10-minute presentation about a current, fire prevention management challenge now being faced by your department. At the beginning of the class, during student introductions, each participant will give a short statement about his/her particular challenge, which will be presented later in greater detail. This challenge will link to a class project. Within 6 months from completion of the class, you will be required to send in a report on your project. The format and additional details will be explained during the class. Your 10-minute presentation, at a minimum, should include:

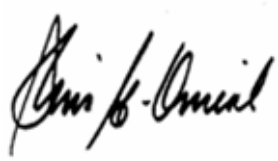
- A description of your challenge
- Obstacles faced or anticipated
- Support required to accomplish

The course **does not** require a technical knowledge of codes, but a basic understanding of the building and fire codes, which have been adopted by your jurisdiction, would be helpful. A basic understanding of your jurisdiction's incident reporting system both input and reports would also be useful.

Increasingly, students and instructors are bringing laptop computers to campus. Although not required, you are encouraged to consider doing so. REMINDER: You alone are responsible for security and maintenance of your equipment. The Academy cannot provide you with computer software, hardware, or technical support to include disks, printers, scanners, etc. There are a limited number of 120 Volt AC outlets in the classrooms. A Student Computer Lab is located in Building D and is available for all students to use. It is open daily with technical support provided in the evenings. This lab uses Windows 2000 and Office XP as the software standard.

Should you need additional information related to course content or requirements, please feel free to contact Frank Richardson, Ph.D., Training Specialist for the Fire Prevention Management Curriculum, at (301) 447-1476 or email at Frank.Richardson@dhs.gov.

Sincerely,



Dr. Denis Onieal, Superintendent
National Fire Academy
U.S. Fire Administration

NFA WELCOME PACKAGE

The following information is provided to help you plan your travel to the National Emergency Training Center (NETC) in order to have a more productive and enjoyable training experience. Even if you've taken classes at NETC previously, please read it carefully--***procedures may have changed since you were here last, and you will be responsible for complying with the current procedures.*** The last page of this package is entitled "CONTACT INFORMATION." We suggest you print it and provide a copy to your family and office staff in case they need to contact you during your stay. Although *friends or family* ***may not*** *stay in Housing*, they are welcome to attend graduation. Please contact Security before their arrival for current security protocol required for their entry to campus.

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 relevant extension:

- **Housing/Transportation---1048/1113**
- **Admissions---1035**
- **Food Service (Guest Services)---1551**
- **Security---1111**

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

- **Housing/Transportation: (301) 447-1324**
- **Admissions: (301) 447-1441**
- **Food Service: (301) 447-6944**

SECURITY

Due to increased security precautions, students should bring two photo ID's to campus. PLEASE HAVE THEM WITH YOU, NOT IN YOUR BAGGAGE! If you do not have the photo ID's, you will not be permitted on campus. Security checks will delay your registration at the NETC.

If you are a student from a foreign country, please be prepared to show your passport or visa at registration.

<u>Firearms:</u> Prohibited on campus!
Due to heightened security requirements, please understand that security and law enforcement personnel may search you, your vehicle or your luggage. Maryland law is very narrow in its definition of Law Enforcement Officers who may carry firearms. For your own protection, and to expedite your processing into the NETC, **do not bring weapons of any kind to campus.** Weapons include knives with blades longer than 3 inches, machete, bow & arrows, ammunition, rifles, shotguns, pistols, etc. Sworn/Commissioned and state POST certified officers and federal officers or local officers with concurrent jurisdiction who require a firearm for the performance of **required official duties** must obtain an exception from the Director of Support Services or the NETC Security Specialist at (301) 447-1000 **prior** to arrival on campus. If you do arrive at NETC with weapons of any kind without prior approval, your entry to campus will be significantly delayed.

TRAVEL

<u>TRAVEL BY AIR:</u>

- You must make your own travel arrangements.
- You need to be sure your flights meet the shuttle pickup/departure times, and the ticket purchase follows the parameters of travel as defined under "REIMBURSEMENT" in this package.

NETC SHUTTLE SERVICE:
Shuttle service is available between NETC and the airport(s) listed on the "COURSE SPECIFIC INFORMATION" sheet – a pink page enclosed with the acceptance letter you received for this class. **Read it carefully before making flight arrangements!**

If you need bus transportation to NETC from the airport, you should plan to arrive at least 1 hour before bus departure time. **You must call the NETC Transportation Office at least 1 week prior to course start date to reserve a seat. IF YOU DO NOT CALL, SEATING MAY NOT BE AVAILABLE AND TRANSPORTATION TO EMMITSBURG WILL BE AT YOUR OWN EXPENSE.**

Our transportation will be either a motor coach/charter bus identified with NETC signage in the front window/door, or a maroon passenger van with the NETC signage in the front window. You may contact the NETC Transportation Office a day before your arrival to inquire as to which vehicle will be used. For airport security reasons, **our drivers cannot leave their vehicles** and must circle the airport pickup area**, SO YOU WILL NEED TO LOOK FOR THE BUS OR VAN.** ***If you do not see the vehicle 5 minutes prior to the pickup time, please call the NETC Transportation Office for guidance.***

SHUTTLE PICKUP POINTS AT EACH AIRPORT: *(check your pink "Course Specific Information" sheet as to which airport you may use.* ***You can ONLY use the airport listed on that sheet!*** *Ground transportation from other airports may be at your own expense. If your* ***scheduled arrival time*** *does not coincide with the shuttle schedule, ground transportation will be at your own expense as well.)*

- **Ronald Reagan National Airport (DCA):** Pickup is near the Travelers' Aid Desk in Terminal 'B' (Lower Level, between gates 5 & 6). Buses depart from the inside lane and vans depart from the outside lane. If you arrive in Terminal 'A' please take the Economy/Rental Car airport bus shuttle to Terminal 'B', lower level, or walk across the terminal connector and go downstairs to exit door number 5, on your left.
- **Baltimore/Washington International Airport (BWI):** Pickup is near the Lower Level Baggage Claim Areas 10 & 11. There is not a Travelers' Aid Desk in this location. Buses and vans depart from the outside lane.
- **Dulles International Airport (IAD):** There is a Traveler's Aid Desk between Baggage Claim Areas 4 & 5 on the baggage level, located at the east end of the terminal. Go up the ramp and out exit-door number 6.

DELAYED FLIGHTS: If you were scheduled to use the NETC transportation and your flight was delayed for other than weather-related reasons, the airline is responsible for your transportation to NETC. If they will not transport you, please call the Transportation Office when you arrive at the airport (it will be approximately 2 hours before we can pick you up). **If you choose not to use NETC transportation and arrange for other transportation, it will be at your own expense.**

IF DRIVING:
- You may arrive on campus any time after 12:30 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.
- Student parking is provided north of the NFA classroom building (J Building).
- Your vehicle must be registered at Housing/Security for stipend/security reasons, even if you do not stay on campus.

DIRECTIONS TO NETC:

* **From Baltimore**: I-695 (Baltimore Beltway) to I-70 West (towards Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. 2nd Right onto campus (tree-lined drive).
* **From Washington**: I-495 (Washington Beltway) to I-270 North (towards Frederick) to Route 15 North to Emmitsburg. Left turn off Route 15 to South Seton Avenue. 2nd 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. 2nd 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. 2nd Right onto campus (tree-lined drive).

REGISTRATION

Where do I register?

- Class, dormitory, and vehicle registration will take place in Building C Lobby.
- You may have to walk some distance to your lodging. We recommend you bring luggage with wheels.

If I am claiming travel reimbursement, what do I need at registration?

- **A copy of a check for an *account that bears your name.* Deposit slips or accounts for an organization or another individual are not acceptable**; a copy of a check is the best source for the correct financial information.
  * We've found it speeds up registration if you fax the information to the Admissions Office (301) 447-1441 **prior** to your course start date. Please include your name, Social Security Number, and course code/title/date on the fax. Please be sure that the copy is legible.
  * If your account is with a credit union, or if the account is payable through another bank, please have the bank provide you with the routing and account numbers for ACH deposit.
  * If you do not have a personal account, please contact the Admissions Office PRIOR to your arrival for further instructions.

- **If traveling by air or train you *will* need a copy of your ticket** that shows an itinerary of your trip, indicates proof that the ticket was purchased at least 21-days in advance, shows a zero balance, and is non-refundable.
  * If you have an electronic ticket, you must submit the itinerary/receipt (with ticket number and actual ticket amount shown as having been paid).
  * If you incurred additional expenses for transportation/lodging/meal 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**.**

- **If driving**, in addition to account information,
  * Automobile registration
  * Odometer readings
  * License tag number
  * If you are driving a state, county or municipal vehicle, you must submit a signed statement from the owning agency on letterhead stationery requesting reimbursement for the student.
  * If you drove to NETC, but you will not be keeping your car on campus, it **must be registered on campus or you *will not*** receive reimbursement.

What if I am here for back-to-back courses?

- You will be housed in the same room for the entire length of the stay.
- **If you stay off campus between the two courses,** you will need to purchase a meal ticket for the weekend between the courses to keep the same room. Otherwise, you must check out of housing after the first course ends (turn in the keycard and remove your belongings), and be assigned a new room upon your return.
- **If you choose to leave campus between courses,** any additional expenses that you may incur shall remain your responsibility.

LODGING

Must I call to make a lodging reservation?

- No, rooms are randomly assigned once you are accepted into a course. Because of the random assignment of rooms, you may or may not be lodged in the same building as your classmates.
- We make every effort to ensure you have a single room. However, if the student count is high, you may be doubled with another student. PLEASE DO NOT CALL TO REQUEST A SINGLE ROOM.
- **IF YOU HAVE A DISABILITY** AND NEED SPECIAL ACCOMMODATIONS, PLEASE CONTACT THE HOUSING OFFICE AT LEAST 1 WEEK PRIOR TO YOUR ARRIVAL ON CAMPUS.
- If you have problems with your room that you've been assigned, please contact the registration desk. ***If you would change rooms with someone else without notifying staff, we would not be able to contact you in case of an emergency.***

Is there a charge for lodging?

- No, not if you are eligible for stipend reimbursement (see "Reimbursement" section).
- If you DO have to pay for lodging, the current charge is $30/day.
- NETC Housing accepts cash, personal check, travelers check, and credit card (American Express, VISA, MasterCard and Discover).

What if I want to stay off campus? If you choose to stay off campus, it will be at your own expense. You will still need to purchase a break ticket from Guest Services for the length of your class.

What amenities are in each room?

- Private bathroom
- TV and clock radio
- Refrigerator
- Linens and towels, with daily housekeeping service.
- Telephone with voice mail
- A telephone jack is located in each room for dial-up Internet access. Check with your Internet Service Provider (ISP) for local calling area access. Out-of-area ISP accessibility will require credit card, third party or collect billing for access from NETC. You should consider bringing a longer cord (10 ft.) if you are bringing your laptop computer. Some NFA 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. NFA can only support zip drives, CD-ROM, and 3-1/2" floppy storage. NFA **cannot** support any devices that use the USB Port. You **may not** connect any key storage devices, pen drives, or external hard drives to Government computers.

Additional costs you could incur during your stay:

- Class shirt
- Class picture
- Laundry machine and dryer vending costs
- Recreation Association pass ($1) allows use of all recreation facilities and Pub
- Class donation
- Class dinner/party

Are there laundry facilities available?

- Yes, there are coin-operated washers and dryers in each lodging building (change available at the convenience store on campus).
- You may purchase laundry supplies at the convenience store.

Are family, friends or pets allowed in the lodging rooms on campus?

- No, **only NETC students** are allowed in the room. Relatives or friends are not allowed in the rooms, and cannot be lodged on campus. Upon request, the NETC Housing Office will provide information regarding local off campus accommodations; however, you are responsible for arranging and paying for those accommodations.
- Animals are not allowed in campus housing, except for seeing-eye and other service dogs. Please notify the housing office at least one (1) week in advance if you will be bringing a guide dog.

What time must I check out of my room? Check out time is **9:00 a.m.** You may leave your luggage in your room until 9:30 a.m., but it must be packed and by the door. When you return for your luggage, please **do not** use the bathroom facilities if the room has already been cleaned for the next occupant. Please return your key card to the front desk by 9:30 a.m.--you will no longer have access to your room after that time.

DRESS CODE

It is each student's responsibility to use good judgment in selecting attire which projects a professional image, and is appropriate for both climate differences and classroom activities. We recommend you check the weather channel so you can plan your attire accordingly. If NFA staff determines that your attire is inappropriate, you will be required to change into more appropriate clothing before continuing class.

- **Acceptable attire for classroom settings**
  MALES: Shirts with collars, slacks, nice jeans, including departmental uniforms (no T-shirts), shoes and socks. Optional items include sweaters, sport coats, ties, etc.
  FEMALES: Dresses, blouses with slacks or nice jeans, skirts, split skirts/skorts, including departmental uniforms (no T-shirts), and shoes. Optional items include sweaters, blazers, etc.
- **Acceptable attire for Graduation:**
  MALES: Class shirts or dress shirts with ties and dress slacks, suits, sport coats, or departmental dress uniforms.
  FEMALES: Class shirts or blouses with dress slacks or skirts, suits or dresses, or departmental dress uniforms.
- **Shorts, sleeveless shirts, ball caps, flip flops, etc., ARE NOT permitted in classrooms, auditorium, or dining hall. Bathing suits/trunks are not permitted outside the pool area. Dresses, skirts, split skirts/skorts should be no higher than 1" above the knee (no mini skirts).**

ADMISSIONS POLICIES

Attendance:

- **You are required to attend all sessions of the course.** If you do not, you will not receive a certificate and your stipend may be denied.
- NFA students are limited to one reimbursable trip per fiscal year (Oct 1-Sep 30). This means that you will not be considered for another course (excluding pilot offerings) during the same fiscal year without notifying us in advance that you will relinquish your stipend reimbursement for that course.

Substitutions:

- **Substitutions for NFA courses are made from waiting lists;** slots do not belong to the departments.
- All requests to consider an equally qualified person must be in writing and be accompanied by a completed General Admissions Application (FEMA Form 75-5) for the substitute.

Cancellations or No-Shows: Please read your acceptance letter for details, as you may be denied admission to future NFA or EMI courses for 2 fiscal years.

NETC POLICIES/INFORMATION

There are no connections for mobile homes or recreational vehicles available at NETC.

Conduct:
- Federal Regulations (available at the LRC).
- FEMA and NETC Instructions (available at C Lobby, dormitory rooms, and on NETC Intranet web site).

Smoking:
- All buildings on campus are **NON-SMOKING**, with the exception of the solarium portion of the Command Post Pub.
- If you smoke in your room, you may be asked to leave campus, relinquish your stipend reimbursement, and be charged to clean the room.

Alcoholic Beverages: Consumption of alcoholic beverages is limited to the Pub & Log Cabin. Alcohol is not allowed in lodging rooms or vehicles, and will be confiscated. If you do arrive at NETC with or are attempting to bring alcohol on campus your entry to campus could be significantly delayed.

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 the hospital or doctor does not accept foreign insurance coverage.

Student Word Processing Center (located in D Basement):
- Provides IBM® compatible Microcomputers with Internet access and printing capabilities.
- Systems utilize Microsoft Windows 2000 with Microsoft's Office Suite 2000.

Learning Resource Center: Located in Building N, the LRC 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 LRC 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 LRC is as follows:

Monday-Thursday	8:30 a.m. – 9:00 p.m.
Friday	8:30 a.m. – 5:00 p.m.
Saturday	4:00 p.m. – 8:00 p.m.
Sunday	12:00 p.m.- 4:00 p.m.

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. Any and all expenses related to phone use shall remain your responsibility.***

Faxes:
- Fax services are available at the convenience store for a fee.
- You may receive fax messages up to 4 pages in the Housing Office at (301) 447-1324.
- Anything over 4 pages will not be forwarded by Housing. Please use the fax service available at the convenience store, or have it sent by overnight mail.

Automatic teller machines (located off campus): Inquire at the registration desk at Building C for directions.

Public Transportation: Limited service. Inquire at the registration desk at Building C.

Car Rentals: You may contact the campus convenience store at (301) 447-1493 to arrange car rentals at your expense.

NETC recreational activities include:
- Gym with running track
- Exercise room
- Swimming pool
- Tennis/basketball/volleyball (sand and inside) courts
- Bicycles and helmets

Nearby points of interest/recreational facilities (in season):
- National/State parks
- Historic Gettysburg (tours available)
- Golf
- Swimming
- Snow skiing

REIMBURSEMENT

Frequently asked questions/answers about reimbursement procedures are enclosed. Please read them carefully. If you have any questions about your eligibility to receive a stipend please contact Admissions either by email at netc-admissions@dhs.gov or by phone at (301) 447-1035.

Any exceptions to travel **must be requested in writing and faxed along with documentation to (301) 447-1441, AND approved in writing prior to your course start date.** Otherwise**,** your stipend may be denied or limited to the state ceiling amount.

Who is eligible for reimbursement?
- State or local government representatives
- Recognized volunteer organization representatives
- Active emergency management organization representatives
- Representatives from State or local fire organizations

Who is NOT eligible for reimbursement?
- Federal government or private industry employees
- Employees who are contracted to Federal, State or local government entities (such as rural metro departments)
- Representatives of a foreign organization

How will I be reimbursed? Reimbursement will be electronically deposited into the checking or savings account that you identify.
- **Reimbursement will only be made to an account that bears your name**. You are responsible for reimbursing your department, if applicable. This is a result of increased restrictions by the receiving financial institutions.
- **If you do not have a personal account, please contact the Admissions office prior to your arrival for further instructions.**

If I fail the course, will I be reimbursed?
- If eligible for a stipend, you may be reimbursed for the course you failed.
- If you reapply to either EMI or NFA and are accepted, no stipend will be paid for that course, and you will be required to pay for lodging. Once you successfully complete a course, you will once again be eligible to receive a stipend for future courses.

<u>If I flew, what will I be reimbursed?</u> You will be reimbursed the cost of a direct (no side-trips or extended stays), **21-day pre-purchase**, **non-refundable** ticket for round/trip transportation by common carrier (economy coach class or less) for each course or back-to-back courses that you attend. Proof of non-refundable fare is required!

- ***If you take sidetrips or travel outside of the defined travel days,*** your reimbursement shall be limited to up to but not to exceed the state ceiling fare as noted on the enclosed Reimbursement Ceiling Chart.
- ***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 your course start date, and have received a written approval. Otherwise, your reimbursement will be limited up to the state ceiling amount as indicated on the enclosed State Reimbursement Ceiling Chart.
- **It is your responsibility to find the cheapest ticket available.** Failure to do so may result in your reimbursement being limited, not to exceed the state ceiling fare as previously noted.
- **Use of frequent flier miles** toward the purchase of a ticket is **NOT** reimbursable.
- If any portion of your airfare is subsidized by another source, that portion is **NOT** reimbursable by FEMA.

<u>If I drove, what will I be reimbursed?</u> You will be reimbursed the current Privately Owned Vehicle (POV) Federal mileage allowance, or the state ceiling, WHICHEVER IS LESS.

- 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, your reimbursement is limited to the POV allowance. Your name must be included on the original receipt as a driver of the vehicle.

<u>If I took a train or bus, what will I be reimbursed?</u>

- Your reimbursement is limited, not to exceed the state ceiling.
- 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.

<u>If I save money on my airfare, will I be reimbursed for extra expenses?</u> Yes, **ONLY if your class is 5 days or less in length with no Saturday stay over**, and you save a **minimum of <u>$250</u>** off the cost of a 21-day pre-purchase non-refundable round trip economy class common carrier ticket. To do this, submit **written** documentation of the savings -- this can consist of itinerary copies of both the original price and the cheaper fare, OR copies of both fares from the Internet. Comparisons should be of like travel. If you do not acquire written approval from Admissions prior to the course date, the extra expenses may not be reimbursed. The following options apply if your request is approved:

a.) You may stay on campus 1 night prior to your regularly scheduled arrival date if lodging is available.

- Call the Housing/Transportation Office to see if housing and/or transportation is available to NETC on your travel day.
- If lodging and transportation are not available, we may reimburse you up to $90 to cover your lodging or transportation expenses. You must provide **original** receipts that indicate your name, dates, amount, and amount as paid.
- If you carpool using a rental car, the rental agency must list (as drivers) all students claiming reimbursement on the rental agreement or only the driver will be reimbursed.

b.) You may stay in the Baltimore/DC metro areas before or after your course.

- If you save at least $250 in airfare as noted in the terms above, you may be reimbursed up to $90/day (2-day limit for savings over $500) for lodging or transportation expenses. **Original** receipts must be provided. If you carpool using a rental car, all students claiming reimbursement must be listed (as drivers) on the rental agreement or only the driver will be reimbursed.

- If you stay after your course ends, ask for a Stipend Agreement Amendment (FEMA Form 75-3a) when you register. When you return home, mail it with **original hotel** receipts to Admissions, Room I-216, 16825 South Seton Avenue, Emmitsburg, MD 21727 within 60 days of the start date of the course, or reimbursement WILL BE DENIED.
- You may not stay on campus after the course ends.

FOOD SERVICE

Must I purchase a meal ticket?

- If you stay on campus, you **must** purchase a meal ticket, currently $18 per day.
- If you stay off campus, you **must** purchase a break ticket, currently $3 per day.
- If you don't purchase the appropriate ticket, you may be asked to leave the campus, you will be responsible for your lodging costs, and we will deny your request for stipend reimbursement.

What is the cost?

- Your meal ticket cost is identified in your acceptance letter.
- The "COURSE SPECIFIC INFORMATION" enclosure identifies what meals are included.
- Meals other than those included in your meal ticket are to be paid for by cash.

What if I'm here for back-to-back courses?

- Your meal ticket includes the time between the two courses.
- **If you stay off campus between the two courses (vacating your room), you must notify the food service contractor before purchasing your meal ticket. If you do not, you will be charged the full amount.** *(Refer to information under "Registration.)*

How do I pay for my meals?

- Cash
- Traveler's checks
- State or Local government checks payable to Guest Services
- Advanced payment by department check. **Please notify your department to include: your name, course code and course date on the check,** and send it to the food service contractor at Building K, 16825 South Seton Avenue, Emmitsburg, MD 21727. Please call the food service if you need their Federal Tax ID#.
- Purchase order payable to Guest Services
- Credit card (MasterCard or VISA) (Minimum charge of $6)
- Guest Services **DOES NOT accept personal checks**.

What if I will not be on campus for the first and last meal identified as part of my meal ticket? You must notify the food service contractor at least 1 week prior to your course start date**.** If you do not, you will be obligated to pay the full amount.

May I get a refund on my meal ticket? There are no refunds except for emergency departures**!**

What if I'm on a special diet? Please call the food service contractor or fax your request to (301) 447-6944 at least 2 weeks prior to arriving at NETC. They will make arrangements to meet your needs. If you don't make arrangements prior to your arrival, you will be responsible for purchasing the normal meal ticket.

What happens if the bus arrives after the dining hall has closed?

- The food service contractor will provide you with a boxed dinner.
- Snack food is available at the Command Post Pub.

CONTACT INFORMATION

How do I get a telephone call?

- 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 non-emergency situations, the caller may dial (301) 447-1048. The Student Coordinator will either transfer the call to your room or take a message and place it on the message board located in 'C' Lobby, which you should check daily.
- ***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.*** To do so may restrict you from attending future EMI or NFA courses.

What if the call is an emergency?

- 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 are leaving campus for a period of time, you should notify security where you can be reached.
- If you must return home due to an emergency, check out with the Housing Office in Building C before you depart the campus!

How do I get mail?

- Mail is delivered to C Lobby Monday through Friday, except Federal holidays.
- All packages are x-rayed and no delivery is provided on weekends or holidays.
- Letters or packages should not be mailed to reach NETC ***before*** you arrive, since mail-holding areas are not available. Mail received when you are not on campus will be automatically returned to the sender.
- Outgoing mail should be deposited in the mailbox located near Building K (Dining Hall). The NETC Mailroom cannot mail outgoing items for students.
- Address:

  (Your name)--Student
  National Emergency Training Center
  Building C, Room (**Room numbers are provided upon arrival)**
  16825 South Seton Avenue
  Emmitsburg, MD 21727-8998

FEMA

National Emergency Training Center
16825 South Seton Avenue
Emmitsburg, Maryland 21727

FREQUENTLY ASKED REIMBURSEMENT QUESTIONS

1. **Why must I be reimbursed electronically?** Public Law 104-134 mandates that after January 1, 1999, all Federal payments shall be made by electronic funds transfer unless a waiver is obtained from the Secretary of the Treasury.

2. **If my organization paid for my ticket, may I request that the reimbursement to go to them?** No. Due to increased restrictions by the receiving financial institutions, we will only deposit money into an account bearing your name. It shall be your responsibility to reimburse your organization. This policy was effective on January 1, 2002.

3. **What if I don't have a checking account?** The money can be deposited into a savings account. You need to call the Admissions Office (301-447-1035) and we will send you a form to complete. If you don't have a checking or savings account, you MUST submit a letter stating that fact, and a check will be sent to your home address. However, your reimbursement will take longer (up to 12 weeks).

4. **How will I know when it's deposited?** The entry in an account may differ from bank to bank, but most likely it will be listed as "FED SALARY, FEM2, or TREAS" and will probably **NOT** have your name next to it.

5. **How long will it take for me to receive reimbursement?** The reimbursement should be made to your account no later than 6-8 weeks from the course start date. If after 8 weeks you still haven't received your reimbursement, please call the Admissions Office at (301) 447-1035 or email us at netc-admissions@dhs.gov to check on the status of your claim.

6. **Do I receive reimbursement for parking, shuttles and travel between my home and my local airport?** No, those expenses are part of the student's share of the stipend program.

7. **Will I be reimbursed for my meals?** No, that expense is also part of the student's share of the stipend program.

8. **What information should I bring when driving my Privately Owned Vehicle (POV)?** You must show a picture ID (we recommend you bring two in case our security level is elevated), registration card, and have your odometer readings and license tag number PRIOR to receiving your room key. Some states do not require the registration to be in the vehicle. However, you must submit a copy of your POV registration to be eligible for a stipend.

9. **What if I'm driving with family, and they will be using the car off campus while I'm at NETC?** You must register your car on campus prior to your family taking the car off campus or you will not be eligible for reimbursement.

10. **What documentation do I need if I am driving my organizational vehicle and they want to be reimbursed for my mileage?** In addition to the information listed in question #8, you also need a statement from your organization, on organization letterhead, stating that they would like you to receive reimbursement. If you carpool with another student, only <u>one</u> driver will be reimbursed. As stated in #2, the reimbursement will be made to your account, and it will be your responsibility to reimburse your organization.

11. **What is the basis for the driving mileage allowance?** Your reimbursement will be limited to the current POV Federal mileage allowance, or the state ceiling, WHICHEVER IS LESS. POV mileage is subject to validation.

12. **What if I am submitting an electronic airline ticket?** You must submit the itinerary receipt (listing the ticket number and showing that payment was made) at registration. If the itinerary does not identify that the ticket is non-refundable, you need to provide us with documentation that the ticket is either non-refundable or the cheapest fare available at the time you purchased your ticket. If you do not provide the documentation to us, we will only reimburse you for the amount shown as your state's ceiling amount on the reverse of this page.

13. **What do I need to provide if I take a side/extended trip?** If the cost is less than your state's ceiling amount, you will be reimbursed for the cost of the ticket. If the cost is higher than your state's ceiling amount, your reimbursement will be limited to your state's ceiling amount.

14. **What would delay my stipend being processed?** Not having any of the following: your airline ticket, itinerary with ticket number and payment made, POV information, request from your organization for reimbursement, or the appropriate direct deposit information. If you bank with a credit union, please have them confirm your routing and account numbers.

15. **What would reduce my stipend claim?** Your stipend might be reduced if you purchased a refundable, first- or business-class ticket; took side trips or had extended stays; or purchased your ticket within 21 days of the course start date.

16. **Will I be reimbursed for the airfare if frequent flyer miles are used?** Frequent flyer miles cannot be reimbursed because you would not be incurring out-of-pocket expenses.

THIS TABLE WILL BE USED TO DETERMINE REIMBURSEMENT FOR THOSE STUDENTS WHO:

- **Drove or traveled by train**
- **Did not purchase their tickets at least 21-days in advance**
- **Did not purchase or show proof of non-refundable fare**
- **Took side-trips or had extended stayovers**

STATE	SAT STAYOVER	NO SAT. STAYOVER
AK – Alaska	$815.00	$955.00
AL – Alabama	$310.00	$435.00
AR – Arkansas	$360.00	$465.00
AZ – Arizona	$450.00	$535.00
CA – California	$490.00	$555.00
CO – Colorado	$490.00	$635.00
CT – Connecticut	$215.00	$300.00
DC – District of Columbia	$75.00	$75.00
DE – Delaware	$120.00	$120.00
FL – Florida	$360.00	$405.00
GA – Georgia	$350.00	$360.00
HI – Hawaii	$915.00	$1000.00
IA – Iowa	$355.00	$480.00
ID – Idaho	$510.00	$560.00
IL – Illinois	$300.00	$375.00
IN – Indiana	$295.00	$380.00
KS – Kansas	$350.00	$490.00
KY – Kentucky	$265.00	$400.00
LA – Louisiana	$345.00	$480.00
MA – Massachusetts	$225.00	$300.00
MD – Maryland	$75.00	$75.00
ME – Maine	$390.00	$510.00
MI – Michigan	$325.00	$500.00
MN – Minnesota	$400.00	$610.00
MO – Missouri	$320.00	$400.00
MS – Mississippi	$350.00	$380.00
MT – Montana	$575.00	$700.00
NC – North Carolina	$365.00	$375.00
ND – North Dakota	$505.00	$650.00
NE – Nebraska	$340.00	$480.00
NH – New Hampshire	$175.00	$290.00
NJ – New Jersey	$150.00	$150.00
NM – New Mexico	$435.00	$435.00
NV – Nevada	$500.00	$515.00
NY – New York	$200.00	$345.00
OH – Ohio	$270.00	$290.00
OK – Oklahoma	$350.00	$520.00
OR – Oregon	$465.00	$480.00

- **If you are from a Trust Territory, please contact the Admissions Office regarding reimbursement restrictions, or your stipend may be limited.**

THIS TABLE WILL BE USED TO DETERMINE REIMBURSEMENT FOR THOSE STUDENTS WHO:

- **Drove or traveled by train**
- **Did not purchase their tickets at least 21-days in advance**
- **Did not purchase or show proof of non-refundable fare**
- **Took side-trips or had extended stayovers**

PA – Pennsylvania	$120.00	$120.00
RI – Rhode Island	$220.00	$330.00
SC – South Carolina	$385.00	$435.00
SD – South Dakota	$505.00	$550.00
TN – Tennessee	$300.00	$375.00
TX – Texas	$365.00	$375.00
UT – Utah	$455.00	$480.00
VA – Virginia	$140.00	$140.00
VT – Vermont	$330.00	$440.00
WA – Washington	$470.00	$500.00
WI – Wisconsin	$340.00	$380.00
WV – West Virginia	$200.00	$200.00
WY – Wyoming	$545.00	$550.00

- **If you are from a Trust Territory, please contact the Admissions Office regarding reimbursement restrictions, or your stipend may be limited.**