

Administrative Information

THE FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

FEMA's Mission and Goals

FEMA, created on April 1, 1979, is the lead Federal government agency responsible for emergency management in the United States. The mission of FEMA is to . . .

provide the leadership and support to reduce the loss of life and property and protect our institutions from all types of hazards through a comprehensive, risk-based, all-hazards emergency management program of mitigation, preparedness, response, and recovery.

The following goals shape FEMA's priorities and policies and support the accomplishment of its mission.

- To create an emergency management partnership with other Federal agencies, State and local governments, volunteer organizations, and the private sector;
- To establish, in concert with FEMA's partners, a national emergency management system that is comprehensive, risk-based, and all-hazards in approach;
- To make hazard mitigation the foundation of the national emergency management system;
- To provide rapid and effective response to any disaster; and

- To strengthen State and local emergency management.

FEMA is dedicated to working closely with all members of the emergency management community to improve the nation's preparedness for disaster and its ability to respond to emergencies of all types.

FEMA's Roles

The law that authorizes FEMA is the Robert T. Stafford Act. The principle roles served by FEMA in emergency management are the following.

1. Coordinate mitigation planning to reduce the consequences of hazards.
2. Develop community hazard awareness plans.
3. Improve State and local fire prevention programs through training and education.
4. Provide information and technical assistance to State and local governments to identify risks and to mitigate damage from natural hazards to new and existing structures.
5. Administer programs to assist individuals and businesses to obtain insurance protection against floods.
6. Assist State and local governments with preparedness planning to develop the capability to respond to all types of localized emergencies and disasters.
7. Serve as the lead Federal coordination agency to ensure a timely and effective response to disasters as necessary.
8. Provide disaster relief assistance to State and local governments and individuals to assist in recovery from the impact of disasters.

Further information on FEMA is available on the Internet at ***www.fema.gov***.

THE EMERGENCY MANAGEMENT INSTITUTE

Overview

FEMA promotes the professional development of the nation's emergency managers through the National Emergency Training Center (NETC) in Emmitsburg, Maryland. The 107-acre campus is shared by the Emergency Management Institute (EMI), the National Fire Academy (NFA), and the United States Fire Administration (USFA).

EMI serves as the national focal point for the development and delivery of emergency management training to enhance the capabilities of Federal, State, and local government officials, voluntary agencies, and the private sector to minimize the impact of disasters on the American public. EMI's curriculum focuses on the four phases of emergency management: mitigation, preparedness, response, and recovery. EMI develops courses and administers resident and non-resident training programs in areas such as natural hazards, technical hazards, instructional methodology, exercise design and evaluation, information technology, public information, integrated emergency management, and train-the-trainer. A significant portion of the training is conducted by State emergency management agencies under cooperative agreements with FEMA.

The Independent Study Program

FEMA's Independent Study Program is one of the delivery channels that EMI uses to deploy emergency management training to the general public and to emergency management audiences. Independent Study courses are extremely useful in disseminating information to a broad audience and in supplementing the ongoing training courses at EMI, as well as field courses conducted through the State emergency management offices. The Independent Study Office has enrolled over 335,000 individuals in its courses to date, an average of approximately 600 student enrollments per week.

FEMA's Independent Study courses are geared toward both the general public and persons who have responsibilities for emergency management. All courses are suitable for either individual or group enrollment and are available at no charge. Each Independent Study course includes practice exercises and a final examination. Average course completion time is 10 to 12 hours. However, this Independent Study course will probably require a shorter amount of time for completion. Persons who score 75 percent or better on the final examination are issued a certificate of completion by EMI.

The current EMI Independent Study curriculum includes the following courses.

General Public Courses:

- Emergency Program Manager: An Orientation to the Position (IS-1)
- Emergency Preparedness, USA (IS-2)
- Radiological Emergency Management (IS-3)
- Hazardous Materials: A Citizen's Orientation (IS-5)
- A Citizen's Guide to Disaster Assistance (IS-7)
- Animals in Disaster: Awareness and Preparedness (IS-10)
- Animals in Disaster: Community Planning (IS-11)
- Basic Incident Command System (ICS) (IS-195)
- The Role of Voluntary Agencies in Emergency Management (IS-288)
- Introduction to Mitigation (IS-393)

Audience-Specific Courses:

- Building for the Earthquakes of Tomorrow: Complying with Executive Order 12699 (IS-8)
- An Orientation to Community Disaster Exercises (IS-120)
- The Emergency Operations Center's (EOC's) Role in Community Preparedness, Response, and Recovery Operations (IS-275)
- Retrofitting Flood-Prone Residential Buildings (IS-279)
- Radiological Emergency Response (IS-301)
- Refresher Course for Radiological Monitors (IS-330)
- Refresher Course for Radiological Response Teams (IS-336)
- Orientation to Hazardous Materials for Medical Personnel (IS-346)

Two State classroom courses that participants may be interested in taking to complement this Independent Study course include:

- G288: Donations Management Workshop, and
- G244: Developing Volunteer Resources.

If you wish to enroll in an Independent Study course, you must submit an application form (FEMA Form L173) to:

FEMA Independent Study Program
Administrative Office
Emergency Management Institute
16825 South Seton Avenue
Emmitsburg, MD 21727

You may also enroll in the EMI Independent Study courses via the Internet at **www.fema.gov/emi/ishome.htm**.

Requests for group enrollments (five or more participants) may be made by letter or on FEMA Form FL-21, Application for Group Enrollment.

One semester hour of college credit may be obtained for each successfully completed course. For information regarding applications for academic credit and fees, contact the Independent Study Office. Army, Air Force, and Coast Guard reserve personnel not on extended duty may earn points for retirement purposes upon satisfactorily completing these courses.

COURSE OVERVIEW

Target Audience

Individuals who complete this Independent Study course should be Federal, State, and local emergency managers, members of voluntary agencies, and the general public who are involved in emergency management activities and require an understanding of the roles of voluntary agencies throughout the disaster cycle.

Course Goal and Objectives

The overall goal of this Independent Study course is to increase awareness of the roles and responsibilities of voluntary agencies in emergency management. Voluntary agencies have helped meet the needs of individuals and communities affected by disasters since the 1800's. Today, they serve a critical role in the emergency management field from helping communities prepare for and mitigate the effects of disasters to providing immediate response and long-term recovery services. Without the support, dedication, and expertise of voluntary agencies, the government would be unable to address all the needs of disaster-affected communities.

At the conclusion of this course, participants should be able to:

1. Describe the unique strengths that voluntary agencies bring to the emergency management community;
2. Identify important historical milestones in the development of voluntary agencies in the U.S.;
3. Describe briefly the history of each National Voluntary Organizations Active in Disaster (NVOAD) member agency;
4. Identify the roles and services that voluntary agencies provide throughout each phase of the emergency management cycle (i.e., mitigation, preparedness, response, and recovery);
5. Explain the importance of collaboration and coordination among voluntary agencies and between voluntary agencies and their emergency management partners; and
6. Describe the entities (e.g., National Voluntary Organization Active in Disaster, the Donations Coordination Team) that foster government/voluntary agency coordination throughout the emergency management cycle.

Course Units

This course is organized into the following units.

Unit One: Introduction to Disaster Relief Voluntary Agencies. Provides an overview of voluntary agencies and describes the unique strengths that voluntary agencies bring to any disaster relief operation.

Unit Two: History of Disaster Relief Voluntary Agencies. Identifies historical milestones that contributed to the development of voluntary agencies in the U.S. This unit also describes the history of the voluntary agencies who are members of NVOAD.

Unit Three: Roles and Services of Disaster Relief Voluntary Agencies. Describes the roles and services that voluntary agencies may provide throughout each phase of the emergency management cycle. This unit also identifies each NVOAD member agency's area of specialization in disaster relief.

Unit Four: Working Together. Explains the importance of coordination between the different voluntary agencies and between voluntary agencies and their emergency management partners. This unit also explains the role and responsibilities of different organizations, committees, and positions that support collaboration among voluntary agencies.

Note: All photographs contained in this course are being used with the explicit permission of the voluntary agencies.

This course also contains several appendices.

Appendix A. Includes a list of acronyms and their definitions that are included throughout the course.

Appendix B. Includes a list of current NVOAD member agencies, including contact persons, addresses, telephone and fax numbers, and e-mail addresses.

Appendix C. Contains detailed steps for developing a state or local Voluntary Organizations Active in Disaster (VOAD).

Appendix D. Includes a list of recommended readings to help you continue learning after completing the course.

Appendix E. Lists the answers to the course pretest and Check Your Memory sections at the end of each unit.

Appendix F. Includes the course final examination.

How To Complete The Course Units

This course is designed to be completed at your own pace. You will remember the material best if you do not rush through it. Take the time to study the material and jot down comments. Take a break after each unit and give yourself time to think about what you have just read. Then take the short quiz at the end of the unit. Check your answers on page E-2. If you have missed any questions, go back and review the material again.

COURSE PRETEST AND FINAL EXAMINATION

How to Complete the Pretest

This course contains a pretest at the end of this section. The purpose of the pretest is to provide an overview of the upcoming course materials and evaluate your current knowledge of the role of voluntary agencies in emergency management. Your score on the pretest should give you a better understanding of what areas of the course you should pay more attention to or spend more time studying. Since this is a pretest, you are **not** expected to know the answer to every question at this point.

There are 25 questions on the pretest. The test should take you approximately 15 minutes. Find a quiet spot where you will not be interrupted during this time. Read each pretest question and all the possible answers carefully before you mark your answer. There is only one correct answer for each test item. Mark the answer by circling the correct response. Complete all the questions without looking at the course materials.

When you have answered all the questions in the pretest, check your answers against the answer key that is provided on page E-1 at the back of the course. Your score will be meaningful only if you have answered all the questions before you begin the course.

After you have checked all your answers, begin reading *Unit 1: Introduction to Disaster Relief Voluntary Agencies*.

How to Complete the Final Examination

The final examination, located on page F-1 at the back of the course, will test the knowledge you have gained from the course. An answer sheet is supplied with the course materials. Mail the completed answer sheet to the address on the form. Your test will be evaluated and results will be mailed to you within a few weeks. If your score is 75 percent or above, a certificate of completion will be mailed to you.

PRETEST

1. Voluntary agencies are usually one of the first responders to arrive on a disaster scene.
 - a. True
 - b. False

2. Voluntary agencies at the national level support their local counterparts in responding to local disasters.
 - a. True
 - b. False

3. Which of the following voluntary agencies were created at the end of the Civil War to address social problems of that time?
 - a. The Salvation Army
 - b. Volunteers of America
 - c. The YMCA
 - d. All of the above

4. Which U.S. President began AmeriCorps, a national service movement that engages Americans in service to address critical social and environmental problems in our country?
 - a. President Clinton
 - b. President Reagan
 - c. President Bush
 - d. President Nixon

5. Which voluntary agency received a Congressional charter in 1905 mandating the organization to relieve persons suffering from disaster?
 - a. The Salvation Army
 - b. The American Red Cross
 - c. Catholic Charities USA Disaster Response
 - d. Volunteers of America

6. What was FEMA's founding date?
 - a. March 1, 1977
 - b. November 15, 1978
 - c. April 1, 1979

d. September 1, 1981

7. Who was the founder of the Salvation Army?
 - a. William Booth
 - b. Maud Booth
 - c. Clara Barton
 - d. None of the above

8. Which of the following disasters led to the formation of National Voluntary Organizations Active in Disaster (NVOAD)?
 - a. Anchorage Alaska Earthquake (1964)
 - b. Hurricane Camille (1969)
 - c. Hurricane Agnes (1972)
 - d. Hurricane Hugo (1989)

9. Which of the following disaster relief problems led to the formation of NVOAD?
 - a. Unnecessary duplication of effort by voluntary agencies
 - b. Limited training for volunteers
 - c. Inadequate communication between voluntary agencies
 - d. All of the above

10. Voluntary agencies are involved throughout the entire emergency management cycle.
 - a. True
 - b. False

11. Which of the following activities would most likely occur during the recovery phase of the emergency management cycle?
 - a. Providing food and water to individuals and families
 - b. Developing community disaster plans
 - c. Repairing roads that were damaged during the disaster
 - d. Setting up shelters at local schools

12. Voluntary agencies leave the disaster scene after the immediate needs of individuals and families have been met.
 - a. True
 - b. False

13. Which of the following accurately lists the four phases of the emergency management cycle?
- Planning, preparedness, response, and recovery
 - Planning, preparedness, relief, and response
 - Mitigation, preparedness, response, and relief
 - Mitigation, preparedness, response, and recovery
14. Mitigation may be described as any activity that . . .
- Expedites response activities.
 - Occurs immediately after an emergency or disaster.
 - Reduces or eliminates the future effects of disaster.
 - Attempts to compensate for damage to a community's infrastructure.
15. Which of the following services may be provided immediately following a disaster?
- Feeding
 - Shelter
 - Search and Rescue
 - All of the above

For questions 16 through 21, match the voluntary agency to the role/service it is most likely to provide during disasters.

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| 16. Christian Reformed World Relief Committee | a. Volunteer management |
| 17. World Vision | b. Communications |
| 18. Friends Disaster Services | c. Mass Care |
| 19. American Radio Relay League | d. Rebuilding |
| 20. Church of the Brethren Disaster Response | e. Childcare |
| 21. The American Red Cross | f. Advocacy |
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22. Mass care typically refers to providing which of the following services?
- Feeding
 - Shelter
 - First aid

d. All of the above

23. NVOAD is responsible for providing disaster relief services.
- True
 - False
24. Which of the following addresses the additional needs of individuals that have not been met by local, State, Federal or voluntary agency assistance?
- The Donations Coordination Team
 - The Resource Coordination Committee
 - The Voluntary Agency Liaison
 - NVOAD
25. Some of the key National Donations Management Strategy points include:
- Donations activities begin before a Federal declaration
 - Cash to voluntary agencies is the preferred donation
 - Only unsolicited goods and unaffiliated volunteers are of concern
 - All of the above