National Fire Academy/Emergency Management Institute

Welcome Package

National Emergency Training Center

January 2017

FEMA

National Emergency Training Center
16825 South Seton Ave.
Emmitsburg, MD 21727

WELCOME PACKAGE

for the

National Fire Academy

and

Emergency Management Institute

Welcome to the National Emergency Training Center (NETC), home of the National Fire Academy (NFA) and Emergency Management Institute (EMI). 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 points of contact and links to additional information. Whether this is your first time or you previously attended courses, we encourage you to review the information as our policies and procedures update periodically.

If you have any questions regarding your visit to NETC, please 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.

FEMA

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SECURITY

Due to increased security precautions, students will be required to show photo ID to access the campus. PLEASE HAVE THEM WITH YOU, NOT IN YOUR LUGGAGE! 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.

FIREARMS: 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, 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 required 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: Alcohol is not allowed on-site and will be confiscated. Consumption of alcoholic beverages is limited to the Command Post Pub and the Log Cabin at NETC.

TRAVEL

If you are eligible for stipend reimbursement, please refer to Page 23 for stipend eligibility information. Please 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 SHUTTLE SERVICE:

- Shuttle service is available between NETC and the airport(s) listed on your email notification for this course.
- If you need bus transportation/shuttle service to NETC from the airport, you should plan to arrive at least one hour before the departure time stated on your email. **You must notify (email, phone or fax) the NETC Transportation Office at least two weeks prior to the course start date to reserve a seat. Please provide the transportation information (boxed area) to ensure a seat on the shuttle bus. If you do not call the NETC Transportation Office or provide the information requested, seating may not be available on the shuttle and transportation to Emmitsburg will be at your own expense.**

!!!TRANSPORTATION/SHUTTLE INFORMATION!!!

If you plan to use the NETC shuttle from the airport to NETC, you must notify the NETC Transportation Office (24/7 operation) **at least two weeks before** your scheduled arrival to reserve a seat. You should provide the information below to the NETC Transportation Office by calling 301-447-1113 or emailing it to fema-netc-housing@fema.dhs.gov. You should plan to arrive at the airport at least one hour before shuttle departure time.

Please have the following REQUIRED information available when contacting the NETC Transportation Office:

Student's Name:	Student ID Number:
Contact Telephone #:	Cellphone #:
Course Code and Name:	Course Date:
Arrival Airport: (refer to email)	Departing Airport: (refer to email)
Arrival Date:	Departing Date:
Arrival Time:	Departing Time:
Airline and Flight #:	Airline and Flight #:

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- **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.** 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, **SO YOU WILL NEED TO LOOK FOR THE BUS OR VAN. If you do not see the vehicle five minutes prior to the pickup time, please call the NETC Transportation Office for guidance.**

- Transportation/Shuttles are not available for NFA State Weekends.

SHUTTLE PICKUP POINTS AT EACH AIRPORT: Please refer to your original acceptance email which will show the airports we will be providing shuttles to and from for your course. The information below is provided to show the airport pickup points where the NETC shuttle will be located. We have listed the three airports that we use; however, based on student demand, airports being used for your course may be limited. Your original acceptance email will specifically state which airport(s) we will be providing shuttle service for. 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. Also, 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.

- **Ronald Reagan Washington National (DCA) Airport:** Terminal B (lower level, near Baggage Area 6). Exit outside Door 5 and take crosswalk to passenger pickup curb.
- **Baltimore/Washington International (BWI) Airport:** Lower level Door 14, outside curb.
- **Washington Dulles International (IAD) Airport:** From the baggage claim level near 4 and 5 (across the escalators) proceed up the passenger pickup ramp to Door 6.

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.

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

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DELAYED FLIGHTS: If you are scheduled to use NETC transportation and your flight is delayed for any reason, please 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, please contact the NETC Transportation Office upon arrival at the airport after speaking with the airline.

IF DRIVING:

- 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 stipend/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 one 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 and overflow parking (grassy area beside Building J) when it is open. The parking space lines have been painted yellow and are easily identifiable.

DIRECTIONS TO NATIONAL EMERGENCY TRAINING CENTER:

Physical Address: 16825 South Seton Ave., Emmitsburg, MD 21727

- **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).

TRAVEL PROCESS FOR FEDERAL EMERGENCY MANAGEMENT AGENCY EMPLOYEES

COURSE ACCEPTANCE

After submitting an application (Federal Emergency Management Agency (FEMA) Form 119-25-1) and being enrolled in a course, you will receive an official acceptance email from the NETC Admissions Office. If you were officially deployed, you should have been provided with Deployment Unit Contact Information via the Deployment Tracking System. You will receive a separate email containing your travel authorization (TA) parent TA number. Remember — self-deployment is NOT allowed. Travelers who self-deploy are NOT entitled to reimbursement for expenses.

TRAVEL INFORMATION (FEDERAL EMERGENCY MANAGEMENT AGENCY DELIVERY)

You should not make any travel arrangements until you have:

1. Received official notification of acceptance from the NETC Admissions Office.
2. Received travel funding information from your home office or cadre (for training).

Travel arrangements are to be made using the CONCUR travel management system, unless otherwise notified by the Workforce Development Division (WDD), course manager or a member of your cadre management team. While you may book your travel prior to receiving the approved TA parent TA number, **no tickets can be issued until the official TA is entered into CONCUR using the parent TA number.**

ALL travelers who have access to CONCUR must use the system to make travel arrangements. Full-time employees (including permanent and temporary full-time employees and Cadre On-Call Response Employees (COREs)) are required to use CONCUR. Reservists (RSVs) who do not have CONCUR profiles should contact the course manager and/or the cadre coordinator for guidance on how to make arrangements through National Travel. It is important to note that ALL TRAVELERS are required to voucher out using CONCUR even if travel was booked through National Travel.

All questions relating to the WDD TA, including alterations in travel dates, should be addressed to the FQS Call Center via email at fema-iwmo-program-travel@fema.dhs.gov or via phone at 855-377-FEMA (3362).

RENTAL CAR (TYPICALLY NOT APPROVED FOR TRAINING HELD AT THE EMERGENCY MANAGEMENT INSTITUTE)

If you are authorized to drive a rental car, be sure you understand the agreement before signing. Do NOT accept upgrades, fuel purchase or insurance. For more information on your rental, you should refer to FEMA Directive 126-9 — Transportation Allowances.

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NATIONAL EMERGENCY TRAINING CENTER SHUTTLE SERVICE

Please refer to Page 5 of this package for information on shuttle services from the airports to NETC and back. Your travel dates and airport pickup/return times will be listed in your acceptance notification.

EXCEPTIONS

Federal Travel Regulations state that common carrier/air is the preferred method of travel. If you are traveling via an alternate method, you must have this preapproved. You should refer to the Travel Policy for additional information.

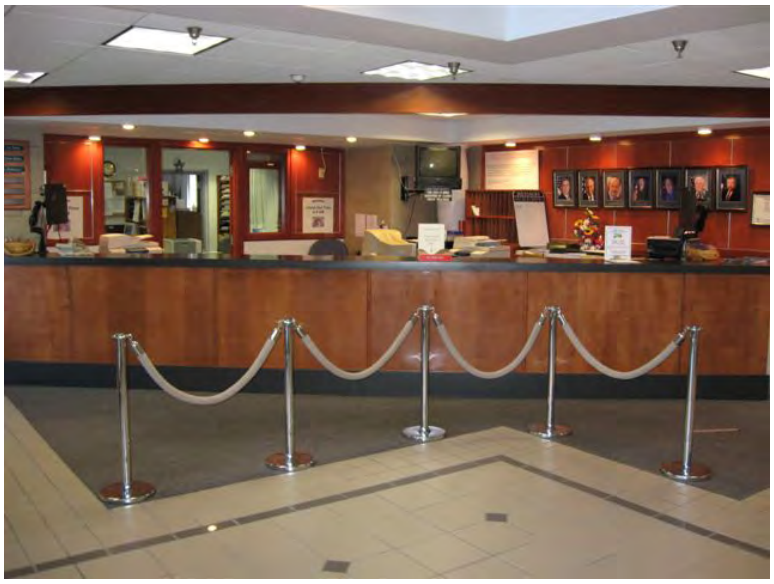
BEFORE YOU HEAD OUT TO THE CLASS

Please be sure you bring the following items with you: (1) your FEMA badge, which you will need to access campus; (2) your FEMA Travel charge card; and (3) your FEMA-issued equipment (laptop, iPad and BlackBerry).

WHEN YOU RETURN

You will need to submit receipts with your travel voucher for reimbursement. Please be sure to obtain and keep all receipts.

CAMPUS REGISTRATION



CHECK-IN TIME: Check-in time is 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 one hour prior to the suggested class time to allow time for registration. Agendas are not available until the Friday before arrival.

CHECKOUT TIME: Checkout time is 9 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. Your dorm room key will be deactivated by 9:30 a.m. on the day of departure.

Class, dormitory and vehicle registration will take place in Building C Lobby.

Since you may have to walk some distance to your room, we recommend you bring luggage with wheels.

DOCUMENTS REQUIRED AT CHECK-IN: At registration, if you are eligible for a stipend reimbursement (see Page 23), you will be provided with a Student Stipend Agreement form that you will need to sign and return to the desk clerk. If you are not seeking reimbursement, please check the box "No stipend." If you are seeking reimbursement, you should provide the following documentation with your signed stipend form:

- A copy of your airline ticket/itinerary or train ticket — however you traveled. You should bring a copy with you as the Housing staff can no longer make copies for you.

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- If driving, you will need to provide:
  - Automobile registration.
  - Odometer readings.
  - License tag number.
  - Signed statement from owning agency on letterhead stating that you are authorized to drive the vehicle.
- A copy of a check for an account that bears your name. This is the account where the stipend reimbursement will be deposited.

The above documentation will be provided 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, please provide it directly to the Admissions Office. All stipends must be processed 60 days from the course start date, so it is imperative that you provide all documentation in a timely manner.

LODGING

DORMITORY BUILDINGS: Dormitory buildings on the NETC campus are A, C, D, F and L. A campus map is attached so you can view the proximity of dormitory buildings to the classroom buildings, dining facility, NETC Library, Student Center, etc. All buildings are within walking distance. There is no shuttle service between the buildings.

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

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 knowledge that you agree to find your own accommodations or that you previously notified us that housing is not needed. If lodging on the NETC campus is not needed, you must notify the Housing Office in writing at fema-netc-housing@fema.dhs.gov.

- Room assignments are random. You may or may not be lodged in the same building as your classmates.
- No special requests will be granted.
- We make every effort to ensure that 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.**

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- Disabilities/Special Accommodations: If an individual marks "yes" in Block 11 of the General Admissions Application "Do you have any disabilities (including special allergies or medical disabilities) which would require special assistance during your 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, and 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, he or she should mark "yes" in Block 11 of the General Admissions Application 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 an NETC admissions staff member to ensure that the previous accommodation is no longer needed.

  Most 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. Please 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, please be sure to annotate that on your application or advise the admissions staff member when you are contacted:

  - Americans with Disabilities Act 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.

  As listed in the "amenities" section of this NETC Welcome Package, a refrigerator and microwave are available in each dormitory room.

  If your special accommodation is strictly food-/dietary-related, you should contact the NETC Food Service Contractor at 301-447-1551.

- Foreign students: You are responsible for your own travel and per diem costs and lodging (currently $40 per night), payable upon arrival to NETC. The U.S. Fire Administration (USFA) accepts credit card payments (Visa, MasterCard, Discover or American Express) for lodging.
- Department of Homeland Security employees and other federal government employees (including RSVs/COREs) should read the FEMA instructions, policies and comptrollergrams dealing with travel to NETC.

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.

STAYING OFF CAMPUS: If you choose to stay off campus, it will be at your own expense. You are required to purchase a break ticket from the food service contractor for the length of your class.

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AMENITIES IN EACH DORMITORY ROOM:

- Private bathroom.
- TV and clock radio.
- Refrigerator.
- Microwave.
- Iron/Ironing board.
- Hair dryer.
- Twin bed, linens and towels. Each room comes furnished with bath and bed linens. Bath linens include washcloth, hand towel, body towel and bathmat. The NETC offers a green program for bath linens as noted on each bathroom mirror. Bed linens include pillowcase, sheets, blanket and bedspread. All mattresses and pillows have encasements to assist with bedbug prevention. Bed linens are only handled and changed by housekeeping after checking out and each Friday when staying over into the following week for a course.
- Telephone with voice mail.
- NETC now has Wi-Fi in all dormitory buildings. User IDs and passwords will be issued when you register in Building C. The user ID and password are also available on NETC Channel 57.
- 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 Universal Serial Bus (USB) devices. USB devices will be scanned before being allowed to connect to government equipment.
- No one may connect personal computer devices to FEMA's computer equipment at any time, including thumb drives, USB peripherals, etc. You must contact the course manager and classroom information technology (IT) technician for guidance and assistance with these issues. No one may connect personal computer equipment, including laptops, to the FEMA network.
- 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.

ADDITIONAL COSTS THAT YOU MAY INCUR DURING YOUR STAY:

- Laundry and vending machines.
- Dry cleaner costs.
- Recreation Association pass ($1) — allows use of all recreation facilities and the Command Post Pub. (See the National Emergency Training Center Recreation Association section under "National Emergency Training Center Policies/Information.")
- Class shirts or group donations.
- Off-campus class dinners.

LAUNDRY FACILITIES:

- 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 on campus.

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VISITORS TO LODGING ROOMS ON CAMPUS:

- Only the assigned NETC student is allowed in the dormitory 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 guide/service dogs. Please notify the Admissions Office at least two weeks in advance if you will be bringing a guide/service dog.

CONTACT INFORMATION

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.
- 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 that is received when you are not on campus will be returned to the sender automatically.
- 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
  Room **(Room numbers are provided upon arrival.)**
  16825 South Seton Ave., Emmitsburg, MD 21727-8998

DRESS CODE FOR STUDENTS

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. EMI and NFA superintendents have the authority to make a determination that a student's attire is inappropriate. Students wearing attire that is determined to be inappropriate will be required to change into more appropriate clothing before being allowed to continue class.

1. **In routine classroom settings:**
   - **Males:** shirts with collars; slacks; departmental uniforms (no T-shirts); and shoes and socks. Optional items include sweaters, sports coats, ties, etc.
   - **Females:** dresses; blouses with slacks or skirts; departmental uniforms (no T-shirts); and shoes. Optional items include sweaters, blazers, etc.
2. **"Fire/Arson Origin-and-Cause Investigations" students will need work clothes (no turnout gear) for the last week of the course.**
3. **Recommended graduation attire (NFA students only):**
   - **Males:** suits; sports coats; class shirts or dress shirts with ties; dress slacks; or departmental dress uniforms.
   - **Females:** suits or dresses; blouses or class shirts with dress slacks or skirts; or departmental dress uniforms.

Shorts, tank tops, ball caps, etc., are not permitted in the classrooms or the auditorium. Bathing suits/trunks are not permitted outside the pool area. Miniskirts and bare midriffs are not acceptable. Jeans and T-shirts are not appropriate classroom attire.

ADMISSIONS 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 or training specialist. The course manager or training specialist, in collaboration with the superintendent, may waive the attendance requirement in order 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.

SUBSTITUTIONS:

- Substitutions for NFA and EMI courses are made from waitlists; **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 119-25-1). Applicants may be placed in the course on a space available basis or may be placed on the waitlist.

CANCELLATION OR NO-SHOWS:

NFA 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 two-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.

BRING YOUR OWN DEVICE — NATIONAL FIRE ACADEMY STUDENTS:

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.

NATIONAL EMERGENCY TRAINING CENTER POLICIES/INFORMATION

CONDUCT:

- Federal regulations (available at the NETC Library).
- FEMA and NETC instructions (available at Building C Lobby, dormitory rooms, and on NETC Intranet website).

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.

D STUDENT LAB (LOCATED IN BUILDING D BASEMENT):

- Provides IBM-compatible microcomputers with Internet access and printing capabilities.
- Systems use Windows 7 with Microsoft Office 2010.
- The center is open from 6 a.m. to 11 p.m. every day. There is a technician available Monday to Friday from 5 to 9 p.m. and from 8 a.m. to 12 p.m. on Saturday.

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.

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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 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 four pages will not be forwarded by Housing. Please use the fax service available at the convenience store or have it sent by overnight mail.

NATIONAL EMERGENCY TRAINING CENTER RECREATION ASSOCIATION: On the NETC campus, the NETC Recreation Association operates the Command Post Pub providing beverage and limited food service each evening. The Pub is a private club under Maryland liquor laws, and membership in the Recreation Association is required for service. The cost is $1 per campus stay, and membership cards can be obtained from the Pub.

NATIONAL EMERGENCY TRAINING CENTER RECREATIONAL ACTIVITIES INCLUDE:

- Gym with running track.
- Exercise room.
- Swimming pool.
- Tennis/Basketball/Volleyball (sand and inside) courts.
- Bicycles (available in Building C for use by Recreation Association members). Please note that bicycles are only available seasonally and may not be borrowed during check-ins or other peak times.

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: x1048/1113
Admissions: NFA x1524/1290; EMI x1021/1525/1505
Food Service (Guest Services): x1551
Security: x1111
Security (TTY/TDD): x1182
You may send an email to:
Housing/Transportation: fema-netc-housing@fema.dhs.gov
Admissions: netcadmissions@fema.dhs.gov
Food Service: netc-cafeteria@fema.dhs.gov
Security: security-netc@fema.dhs.gov

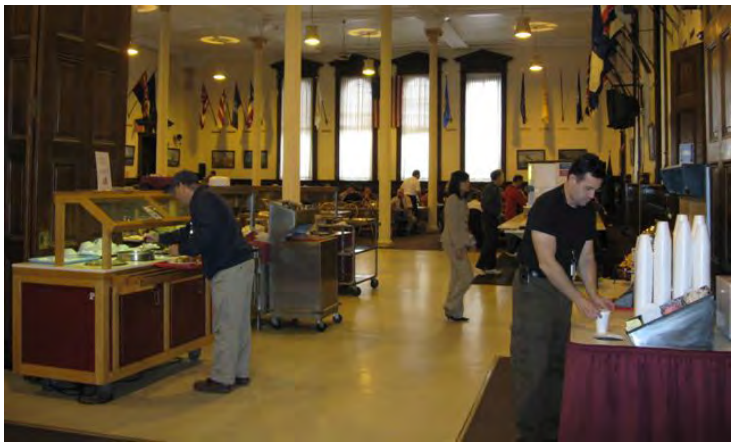
If you need to fax information to any of the following offices, please note the following fax numbers:

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

U.S. FIRE ADMINISTRATION GETS SOCIAL! Follow us on Facebook (http://www.facebook.com/usfire) and Twitter (http://twitter.com/usfire).

FOOD SERVICE

- The NETC food services contractor is Guest Services and may be contacted by phone at 301-447-1551 or email at netc-cafeteria@fema.dhs.gov. If needed, Guest Services' federal tax ID number is 53-0164700.
- If you stay on campus, 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.**
- If you do **NOT** stay in a dorm room on the NETC campus, you must purchase the daily break ticket.
- **Prices effective as of September 1, 2016** (there is no tax on the meal ticket):
  - Breakfast: $4.25; Lunch: $6.50; Dinner: $10.25; and Breaks: $4.00 per day.
  - Four-day course: $121.00 (Sunday dinner through Friday lunch).
  - Six-day course: $164.50 (Saturday dinner through Saturday breakfast).
  - Ten-day course: $296.00 (Sunday dinner through second Friday lunch).
  - Consecutive 6-day courses: $335.50 (Saturday dinner through second Saturday breakfast).
- Meal ticket prices are subject to change and will be updated in this package as the changes are provided.
- **NEW MEAL TICKET PROCEDURES:** Guest Services has a website where NETC students must purchase their meal ticket prior to arriving to campus. Go to www.netcmealtickets.com, no more than two weeks prior to the course start date, to purchase the meal ticket which will cover the entire length of your course. With this new procedure, you will no longer be able to purchase meal tickets at registration upon arrival to the NETC.



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- Meal amounts for focus groups, conferences or any activity other than a resident course are not provided in this package. Please 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.
- 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 one week prior to your arrival to NETC. If you do not, you will be obligated to pay the full amount.
- If you are on a special diet, please email the food service contractor at least two 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.

Dining Hall Hours of Operation:

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

Lunch
Daily ..... 11:30 a.m. - 1 p.m.

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

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 privately owned vehicle (POV) as outlined below; ground transportation between NETC and the designated airports using the campus shuttle service; lodging on campus; and the cost of the first piece of luggage up to 50 pounds, not to exceed $60 roundtrip for EMI students.

Below is information about reimbursement procedures for NFA and EMI courses under the student stipend reimbursement programs. Please read the information carefully. If you have any questions about your eligibility to receive a stipend, please 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 and faxed along with documentation to 301-447-1441 for NFA and 301-447-1658 for EMI. 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 other than those listed in your acceptance notification.

INDIVIDUALS ELIGIBLE FOR REIMBURSEMENT:

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

If you do not apply for a stipend reimbursement within 60 days following the course start date, your stipend reimbursement will be denied.

NFA students are limited to one 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.

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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).
- Representatives of a foreign organization.
- **For EMI only:** students eligible for federally funded grants.
- 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:

- You will be reimbursed the cost of a direct (no side trips or extended stays), **21-day prior to the course travel date prepurchase, nonrefundable** ticket for round trip transportation by common carrier (economy coach class, nonrefundable) for each course or back-to-back courses that you attend. Proof of nonrefundable fare is required!
- **If you take side trips or travel outside of the defined travel days,** your reimbursement shall be limited to no more than the state ceiling amount as noted on the Reimbursement State 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 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.
- **It is your responsibility to find the cheapest ticket available.** Failure to do so may result in your reimbursement being limited to the state ceiling amount.
- **Use of frequent flier 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.

Driving:

- You will be reimbursed the current 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.

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- 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.

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:

National Fire Academy: NFA no longer reimburses students for bag fee costs.

Emergency Management Institute: Students eligible for stipend reimbursement may be reimbursed for their first piece of luggage checked (up to 50 pounds), not to exceed $60 round trip, if they provide the required documentation. Receipts are required for both trips (travel to NETC and return to residence). Luggage receipts must be submitted within two weeks of the course end date in order to be considered for reimbursement. Failure to submit receipts within two weeks will result in nonreimbursement for luggage. Legible receipts for charges for the student's first piece of luggage may be faxed to 301-447-1658 or 301-447-1441 or emailed to netcadmissions@fema.dhs.gov. **Students must provide receipts in order to be reimbursed for the luggage.** Group requests for luggage reimbursement will be denied. Each student must submit his or her own luggage receipts. Convenience charges and service fees are not reimbursable.

Saving money on airfare: If you save money on your airfare, you will be reimbursed for extra expenses if you save a minimum of $250 off the cost of a 21-day ticket prior to the course travel date prepurchase, nonrefundable round trip economy class common carrier ticket traveling on the correct travel dates. Submit written documentation of the savings — this consists of itinerary copies of both the original price and the cheaper fare. If you do not acquire written approval from the Admissions Office prior to making your travel arrangements, the extra expenses will not be reimbursed. The following option applies if your request is approved.

You may stay in the Baltimore/District of Columbia 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 per day (two-day limit for savings over $500) for lodging or transportation expenses. Original receipts must be provided and must contain the student's name. If you carpool from the airport using a rental car, only one individual is eligible for reimbursement.
- If you stay after your course ends, ask for a Stipend Agreement Amendment (FEMA Form 11-25-4) when you register. When you return home, mail it with **original hotel or transportation** receipts containing your name to Admissions, Room I-216, 16825 South Seton Ave., Emmitsburg, MD 21727 within 14 days of the start date of the course or reimbursement **WILL BE DENIED.**

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REIMBURSEMENT PROCESS:

Reimbursement will be deposited electronically into the checking or savings account that you identify. This reimbursement may take six to eight weeks following the course start date. If you haven't received reimbursement by eight 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. This is a result of increased restrictions by the receiving financial institutions. 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, please 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.

3. 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 the Automated Clearing House deposit.

4. 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.

5. Your stipend may not be processed because of not having any of the following: your airline ticket; itinerary with ticket number and payment made (ticket number pending is not acceptable); POV information; request from your organization for reimbursement; or the appropriate direct deposit information.

STATE CEILING CHART

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

- Traveled by bus, train or POV.
- Purchased tickets less than 21 days prior to course travel date.
- Did not purchase or show proof of nonrefundable fare.
- Took side trips or had extended stayovers.

STATE CEILINGS FOR 2017
National Emergency Training Center

	State	Saturday Stayover ($)	No Saturday Stayover ($)
AK	Alaska	1,000.00	1,050.00
AL	Alabama	480.00	490.00
AR	Arkansas	540.00	520.00
AS	American Samoa	2,400.00	2,450.00
AZ	Arizona	520.00	550.00
CA	California	560.00	630.00
CO	Colorado	450.00	550.00
CT	Connecticut	370.00	380.00
DC	District of Columbia	150.00	180.00
DE	Delaware	200.00	200.00
FL	Florida	350.00	400.00
GA	Georgia	410.00	360.00
GU	Guam	2,000.00	2,500.00
HI	Hawaii	1,180.00	1,180.00
IA	Iowa	530.00	550.00
ID	Idaho	600.00	640.00
IL	Illinois	470.00	450.00
IN	Indiana	550.00	520.00
KS	Kansas	450.00	470.00

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	State	Saturday Stayover ($)	No Saturday Stayover ($)
KY	Kentucky	420.00	510.00
LA	Louisiana	470.00	470.00
MA	Massachusetts	330.00	400.00
MD	Maryland	100.00	100.00
ME	Maine	380.00	400.00
MI	Michigan	500.00	500.00
MN	Minnesota	440.00	530.00
MO	Missouri	500.00	600.00
MP	Saipan	2,710.00	2,700.00
MS	Mississippi	530.00	490.00
MT	Montana	750.00	680.00
NC	North Carolina	440.00	410.00
ND	North Dakota	550.00	700.00
NE	Nebraska	540.00	490.00
NH	New Hampshire	300.00	360.00
NJ	New Jersey	260.00	260.00
NM	New Mexico	530.00	590.00
NV	Nevada	590.00	650.00
NY	New York	360.00	330.00
OH	Ohio	430.00	360.00
OK	Oklahoma	530.00	550.00
OR	Oregon	610.00	630.00
PA	Pennsylvania	230.00	170.00
PR	Puerto Rico	380.00	480.00
RI	Rhode Island	400.00	430.00
SC	South Carolina	560.00	500.00
SD	South Dakota	550.00	610.00
TN	Tennessee	480.00	490.00
TX	Texas	450.00	510.00
UT	Utah	570.00	610.00
VA	Virginia	250.00	200.00
VI	Virgin Islands	660.00	850.00

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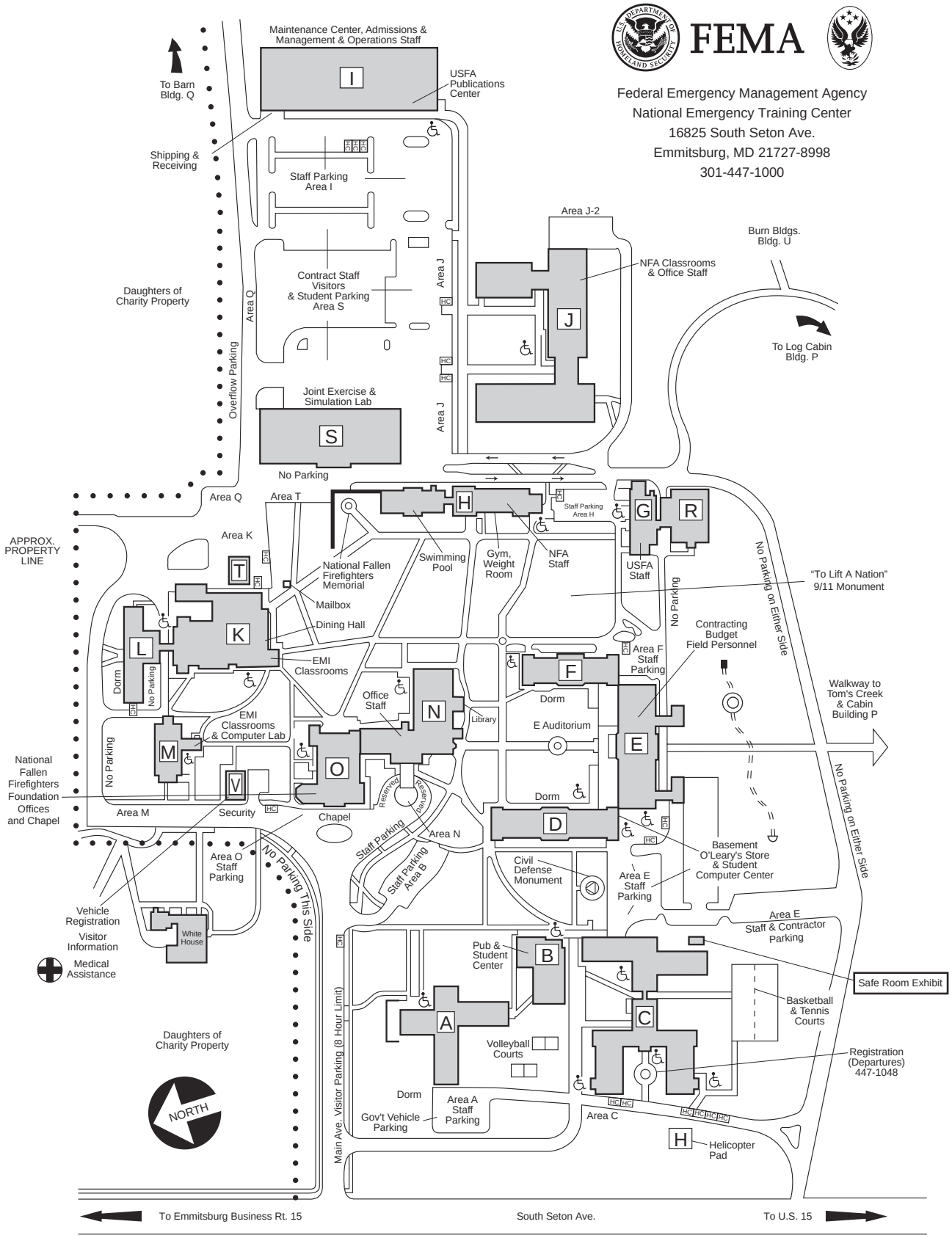
	State	Saturday Stayover ($)	No Saturday Stayover ($)
VT	Vermont	500.00	400.00
WA	Washington	610.00	680.00
WI	Wisconsin	430.00	440.00
WV	West Virginia	300.00	350.00
WY	Wyoming	660.00	700.00



IMPORTANT PHONE NUMBERS

Security:	1111	Transportation Request:	1113	Maintenance:	1500	Computer Help Desk:	1575
Emergency:	911	Dining Hall:	1551	NETC Library:	1030		

Photo ID required at all times.

NATIONAL EMERGENCY TRAINING CENTER

St. Joseph 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 four-year liberal arts college for women. In 1981, the facility was entered into the federal records as the NETC. The NETC houses the USFA (which includes the NFA), the EMI and the Field Acquisitions Section. The following is a brief description of the buildings identified on the map.

- **The Fallen Firefighters Memorial** was dedicated on Oct. 4, 1981, and on October 1990 Congress designated it as the National Fallen Firefighters Memorial. It is a memorial to firefighters who lost their lives in the line of duty.
- **Building A** A three-story residence hall built in 1964 and renovated in 1996. 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 Catoctin Mountain range. (F)
- **Building C** Built in 1956 and renovated in 1995, it has 216 dormitory rooms. (F)
- **Building D** Built in 1926 and renovated in 1965 and 1995, it is a three-story brick structure that has the charm of the old architecture. It consists of 39 dormitory rooms with offices and a convenience shop in the basement. (G)(I)
- **Building E** Built in 1926 and renovated in 1966 and 1993, it is occupied by the EMI, National Fire Programs, NETC Budget offices, and computer support personnel. (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 1984 and 2001 to accommodate USFA Offices and Programs. (G)
- **Building H** Built in 1923 and renovated in 1993, it houses the National Fire Academy 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 and Support Services Division, Admissions Office, and O&M Support Offices. (F)
- **Building J** Built in 1966, renovated in 1993, 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 2015, it houses EMI classrooms. The three-story brick structure also contains a Dining Hall capable of seating 500 people, Independent Study in basement, and EMI classrooms on second and third floors. (F)
- **Building L** Built in 1959, renovated in 1993, it consists of 37 dormitory rooms and a conference room. (I)
- **Building M** Built in 1965, renovated in 1989, it houses two 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 1987, 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, and the EMI administrative offices. (F)

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

- **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 offices are located in the chapel. Support offices are in the basement. (I)
- **Building P** The Log Cabin, which was built in 1935, 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, located behind Building G, it previously served as USFA offices. (F)
- **Building S** Renovated in 2001 to house the NETC Joint Exercise and Simulation Lab by the 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 demonstration. (F)
- **Building V** Built in 1992, it houses the Security Office. (F)

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

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 thousands of 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 crises. 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 three-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 two 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 National Fallen Firefighters Foundation (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.

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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.

TO LIFT A NATION (THE 9/11 NATIONAL MEMORIAL)

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 three-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 three 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 three firefighter statues weighs more than 5,000 pounds and was formed from approximately 160 bronze sections weighing between 60 to 80 pounds each.

NATIONAL FALLEN FIREFIGHTERS FOUNDATION HOURS AND CONTACT INFORMATION

NFFF business hours are from 8 a.m. to 5 p.m., Monday through Friday. Please 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.

National Fallen Firefighters Foundation
P.O. Drawer 498
Emmitsburg, MD 21727
www.firehero.org
Phone: 301-447-1365
Fax: 301-447-1645

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: 1-800-561-3356 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 I, Room 120
  16825 South Seton Ave.
  Emmitsburg, MD 21727

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, please feel free to stop by the Publications Center located in Building I, Room 120.

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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 also offers a variety of services (i.e., rental cars, faxing, UPS and U.S. Postal Service mailing (no FedEx)). O'Leary's hours of operation are as follows:

Monday to Thursday: ..... 10 a.m. to 10 p.m.
Friday: ..... 8:30 a.m. to 6:30 p.m.
Saturday: ..... 9 a.m. to 3 p.m.
Sunday: ..... Noon to 9 p.m.
State Weekends — extended hours. Please check with the store.

- Contact information: O'Leary's Emporium
  P.O. Box 479
  Emmitsburg, MD 21727
- Email: olearysnfa@aol.com
- On-campus extension: 1493
- Phone number: 301-447-2795
- Fax number: 301-447-2799

There is an ATM located across the hallway from O'Leary's.

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 the 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
APPAREL/CLOTHING		
Grannie's Attic Shurt Haus	123 East Main St., Emmitsburg	301-447-3033
AUTOMOBILE REPAIRS AND SERVICES		
Bob's Quality Tire Service	17650 Creamery Road, Emmitsburg	301-447-2909
Fitzgerald's Auto Service	17307 North Seton Ave., Emmitsburg	301-447-6274
East Park Automotive	1 Creamery Way, Emmitsburg	301-447-3560
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		
My Father's Footsteps	121 North Seton Ave., Emmitsburg	301-447-6600
The Total Look	5 East Main St., Emmitsburg	301-447-2541
Emmitsburg Family Barbershop	19 East Main St., Emmitsburg	301-447-3660
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		
E Z Fill Getty	16603 South Seton Ave., Emmitsburg	301-447-6743
Jubilee Foods	515 East Main St., Emmitsburg	301-447-6688
Paul's Pit Stop	150 South Seton Ave., Emmitsburg	301-447-6262
Dollar General	501 East Main St., Emmitsburg	240-428-2433

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Name	Location	Phone
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 & Breakfast	9436 Waynesboro Pike, Emmitsburg	301-447-2880
PHARMACY		
Med One Pharmacy	101 Silo Hill Road, Emmitsburg	301-447-6226
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
Ott House Pub & Restaurant	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
SHIPPING/MAILING		
Blue Post Office drop box	on campus in front of Dining Hall — Building K	
E Plus Copy Center	515 East Main St., Emmitsburg	301-447-2804
Emmitsburg Post Office	305 South Seton Ave., Emmitsburg	301-447-2655
RENTAL CARS		
Gettysburg Enterprise	55 Expedition Trail, Gettysburg, Pennsylvania	717-337-9000
Frederick Enterprise	45 Waverly Dr., Ste. C, Frederick, Maryland NOTE: Exclusive rental agency of NETC at O'Leary's Emporium Building D Basement 301-447-2795 or campus extension 1493. Limited and unlimited mile packages. Free pickup and car rental return facilities at O'Leary's.	301-631-0771
Alamo		800-732-3232
Avis		800-331-2112
Budget Rent A Car		800-222-6772
Dollar Rent A Car		800-223-6769
Enterprise Rent A Car		800-736-8222
National Reservations		800-325-8007
Hertz		800-654-3131
National Car Rental		800-227-7368

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Name	Location	Phone
Thrifty Car Rental		800-367-2277
TAXI/SHUTTLE SERVICES		
The Academy Shuttle LLC	Will transport to Gettysburg and local area and airports, call for rates	240-626-9995
Airport Express	BWI/Dulles/National/Metro and train stations www.xpressride.com	800-876-2690
Frederick Cab Service	$110 to the three major D.C. airports; accepts Discover, MasterCard and Visa	301-696-0077
LL Transit Express	Airport shuttles — shopping trips; Discover, MasterCard and Visa; www.lltransitexpress.com	717-762-8697
Maria's Transport Services	$95 to the three major D.C. airports; will transport to Gettysburg and local area, call for rates; various payment options	877-762-7427