EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC) OPERATIONS

Pre-Course Assignment
May 2005

FEMA
EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC) OPERATIONS

Final Pre-Course Reading Assignment

Federal Emergency Management Administration (FEMA) Emergency Management Institute
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DHS/FEMA EMAC
Field Course

Pre-Course Assignment
Introduction
Pre-Course Assignment Introduction

Pre-Course Assignment Overview

About the Pre-Course Assignment

Congratulations! You have been registered for the EMAC Field Course.

This pre-course assignment, which is to be completed prior to your attending the Field Course, will acquaint you with some basic information about EMAC.

The goal is to allow you to gain an understanding of some foundational information, which is better learned at one’s own pace, and allow more time in the class to address how to implement the EMAC process.

You will use the information you learn in this pre-course assignment in a review activity on the first day of the Field Course, so please take the time to complete the lessons.

Structure of the Pre-Course Assignment

There are three lessons in the pre-course assignment:

- Lesson 1: Overview of EMAC;
- Lesson 2: Understanding the EMAC Process; and
- Lesson 3: EMAC Tools.

Each lesson has an overview, the lesson content, and a learning check with solution. The learning check will help you to determine if you have retained the information presented.
Completing the Pre-Course Assignment

How Much Time Will You Need?

The pre-course assignment was designed to be completed in one-and-a-half to two hours.

We realize that this requires a significant effort on your part, but we believe that what you learn will make your experience in the Field Course more meaningful.

Helpful Hints

Although everyone’s learning style is a little bit different, you may find the following suggestions helpful in maximizing your learning in this pre-course assignment:

- Because each lesson builds on the information presented in the previous lesson, complete the lessons sequentially.
- When starting a lesson, read the Lesson Overview section and the Objectives. This will help you to focus on what you are to learn in the lesson.
- Read through each section carefully. Highlight key information presented.
- Complete the Learning Check without looking at the solution. If you are unsure of an answer or don’t know an answer, look back at the lesson content. Check your answers with the Learning Check Solution that follows each Learning Check. If you answered a question incorrectly, go back to the lesson content and re-read that section to resolve the confusion.
- Jot down questions that the pre-course does not answer and bring them with you to the Field Course. The Instructor will do his or her best to answer your questions or put you in touch with someone who can.

Above all, keep in mind that what you learn in this pre-course assignment will prepare you to participate in the Field Course. And the more you are prepared, the more you will take away from the experience.
DHS/FEMA EMAC
Field Course

Lesson 1

Overview of EMAC
Lesson 1: Overview of EMAC

Lesson Overview

Overview of the Lesson

This lesson helps you to understand what EMAC is, why EMAC was formed, and how EMAC operates. The 13 Articles that form the EMAC Agreement are also addressed. In addition, you begin to develop familiarity with the unique terminology used within the EMAC process.

Objectives

When you have completed this lesson, you will be able to:

- Explain what EMAC is
- Explain the purpose of EMAC
- Describe the EMAC Concept of Operations
- Recognize and adhere to the 13 Articles of the EMAC Agreement.
What Is EMAC?

The Emergency Management Assistance Compact

The Emergency Management Assistance Compact (EMAC) is an interstate mutual aid agreement that was developed out of the need to assist and coordinate resources across states in the event of a disaster situation.

EMAC:

- Helps states in need maximize the use of all resources available to assist in emergency relief efforts
- Coordinates the deployment of resources accepted under EMAC in conjunction with the National Response Plan
- Expedites and streamlines the delivery of assistance between member states.

EMAC does not:

- Replace federal support
- Permit the use of National Guard resources for military or posse comitatus purposes—the use of National Guard resources is permitted for humanitarian purposes only
- Alter the affected state’s operational direction and control organizational structure.

EMAC does not “take over” a state’s emergency response, but instead lends support, manpower, and expertise where and when it is most needed.

Why EMAC Was Formed

In a disaster situation, an affected state often has the immediate or near-immediate need for many resources that it may not be able to access in-state because of the disaster situation, or resources that it cannot provide at the level required.

In a disaster situation, a state often looks to other states for assistance in dealing with the needs of its people and infrastructure. But a disaster situation calls for swift, sure action. If procedures for securing assistance are not in place before a disaster occurs, vital response time is lost, which could lead to greater, more disastrous outcomes—greater loss of life, more damage to the infrastructure, longer recovery times, and ultimately, greater cost to the public. The time to plan and create agreed-upon procedures is before the need arises.

EMAC was formed to fulfill the need for preplanning—to put a response structure into place before a disaster occurs; and to allow the member states to more easily request, provide, and receive assistance from other member states during times of need.
What Is EMAC? (continued)

A Little History

The history of disaster mutual aid probably started with the creation of the Civil Defense and Disaster Compact adopted by many states in 1949 and approved by Congress in 1950.

Over time, a variety of agreements and compacts have attempted to fulfill the serendipitous needs that arise in disaster situations, including:

- The National Guard Mutual Assistance Compact
- The Interstate Earthquake Emergency Compact
- Various Interstate Nuclear Compacts.

However, many of the agreements and compacts were restrictive in their coverage, had no activating procedures, or were not approved by Congress—a necessary step under the Constitution. Consequently, many of the compacts were not useful or effective under many wider-reaching circumstances.

The compact that was to become EMAC was initiated at the suggestion of Florida Governor Lawton Chiles after the devastation of Hurricane Andrew in 1992. The Southern Governors’ Association (SGA) coordinated with Virginia’s Department of Emergency Services (DES) to draft the text of the compact. The SGA signed the first version of the compact—named the Southern Regional Emergency Management Assistance Compact (SREMAC)—in August 1993.

The original SREMAC was restricted to SGA member jurisdictions. In January 1995, the southern governors voted to open membership to any state or territory in the Union. The broadened agreement was called the Emergency Management Assistance Compact, or EMAC.

In 1996, the U.S. Congress approved EMAC as Public Law 104-321, making EMAC the first national disaster-relief compact since the Civil Defense and Disaster Compact of 1950 to be ratified by Congress.
What Is EMAC? (continued)

EMAC’s Mission, Vision, and Goals

EMAC’s mission is to maintain a system to facilitate the efficient and effective sharing of resources among member states during times of disasters or emergencies.

Specifically, EMAC’s mission is to:

- Provide national leadership and expertise in mutual aid agreements and support
- Serve as a vital emergency management information and assistance resource
- Advance continuous improvement in emergency management through strategic partnerships.

The vision is for EMAC to be the nation’s mutual aid system and for the use of EMAC to become institutionalized and automatic within the emergency management community and emergency support functions.

The goals of EMAC are to:

- Provide policy leadership on mutual aid issues
- Strengthen ties between member states
- Promote training in the use of EMAC
- Promote the use of EMAC procedures during disasters and exercises
- Promote resource typing and national standards for resources
- Educate emergency support functions about EMAC and its uses.
What EMAC Does

EMAC’s Concept of Operations

EMAC seeks to ensure that states have the emergency relief resources they need to protect the public’s safety and quickly restore the state’s infrastructure in a time of emergency or disaster. The resources needed by a state may include expertise, services, or goods.

EMAC resources are deployed only when a member state in need formally requests and accepts assistance. Member states willing and able to provide the requested assistance then work with the Requesting State to agree on the costs and terms to provide the emergency resources. Once they agree, the paperwork to formally request assistance—called a REQ-A—is completed and exchanged, and the Assisting State provides the emergency resources as agreed. Later, the Requesting State reimburses the Assisting State for the costs of the assistance provided, as agreed upon in the REQ-A.

Many times, a Requesting State needs additional people to help coordinate the assistance effort. EMAC helps the Requesting State in this case, as well. If needed and requested by a member state, an EMAC A-Team is deployed to the Requesting State’s Emergency Operations Center (EOC) or to a central command and control area, called a Joint Field Office (JFO). The EMAC A-Team assists the Requesting State by coordinating the emergency assistance provided through EMAC. From there (EOC and/or JFO), the EMAC A-Team:

- Assists the Requesting State in identifying sources of the needed assistance
- Manages the process and logistics of delivering resources where they are needed
- Monitors and documents the EMAC resources used
- Produces and posts status reports
- Coordinates the demobilization of personnel and return of equipment to the appropriate Assisting State.

Potential Applications for EMAC

Through EMAC, member states can offer any kind of services or resources needed in an emergency or disaster scenario.

EMAC has been and can be used to assist in many kinds of emergencies, including:

- Hurricanes
- Tornados
- Floods
What EMAC Does (continued)

- Earthquakes
- Avalanches
- Mud slides
- Wild fires
- A bridge collapse
- Ferry boat accidents
- Blackouts
- The space shuttle disaster
- Terrorist attacks.

Through EMAC, member states may provide any emergency services needed, such as:

- Emergency operations management expertise
- State/local EOC support
- Damage/impact assessment
- Disaster recovery programs administration
- Mitigation team support
- Community outreach
- Search and rescue
- Debris clearance
- Resource/donations management
- Security
- Aviation support
- Communications support
- Information and planning
- Mass care
- Emergency medical services
- Firefighting
- Hazardous materials containment and clean-up
- Emergency Public Information.
What EMAC Does (continued)

Member states may provide goods of all kinds, such as:

- Generators
- Portable water treatment facilities
- Temporary shelters
- Vaccines
- Sandbags
- Portable pumps
- Heavy equipment
- Portable decontamination facilities
- Firefighting apparatus
- Fans
- Portable toilets
- First aid kits
- Portable heaters
- Rain slickers
- Life jackets
- Packaged meals

The purpose of EMAC is to expedite the process of requesting, mobilizing and deploying, receiving, and compensating for all mutual aid obtained through EMAC.

EMAC’s Relationship with DHS/FEMA

A common misconception is that all or most of the aid provided in an emergency or disaster is provided through the U.S. Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA). In fact, it is member states working through EMAC that provide mutual aid assistance, especially human resources, to states affected by an emergency or disaster.

Although an entity separate from the non-federal EMAC, DHS/FEMA traditionally has been supportive of the development of interstate compacts pertaining to emergency management. Under section 611(h) of the Stafford Act (42 USC 5196[h]), the director of FEMA may:

- “Assist and encourage the states to negotiate and enter into” interstate agreements
What EMAC Does (continued)

- “Review the terms and conditions of such proposed compacts”
- “Assist and coordinate the activities under such compacts”
- Aid and assist in encouraging reciprocal emergency preparedness legislation by the states to permit providing mutual aid for emergency preparedness purposes when a state or political subdivision cannot control a hazard.

Former FEMA Director James Lee Witt wrote that “mutual aid agreements, whether formal compacts or informal arrangements between states, will have no impact on the consideration of requests for presidential disaster declarations. In making an assessment of whether or not state and local capabilities have been exceeded, the review by FEMA will be made of the Requesting State’s capabilities. The Requesting State’s ability to secure resources from other states will not be a factor in the review of disaster declaration requests. FEMA will not calculate the capabilities of other states in our reviews.”

Working with FEMA

Whenever disaster strikes, DHS/FEMA may activate the Federal Interagency Emergency Support Team (EST) from the DHS/FEMA National Emergency Operations Center (NEOC) in Washington, D.C., to coordinate the federal relief effort. When the EST is activated, DHS/FEMA may request an EMAC National Coordinating Team (NCT) be sent to the EST to coordinate the interstate mutual aid relief efforts with the federal relief efforts to avoid duplicating the assistance. In some cases, regional EMAC/DHS/FEMA coordination is considered essential, and DHS/FEMA may request that an EMAC Regional Coordinating Team (RCT) be deployed to the relevant DHS/FEMA Regional Operations Center (ROC) in addition to the EST.

The objective when either type of EMAC coordinating team is deployed is to coordinate the interstate mutual aid efforts with DHS/FEMA to prevent duplication of effort and deployment of assistance.

While deployed to the EST or ROC, an EMAC coordinating team:

- Monitors and reports on EMAC activities in the impacted states
- Monitors the availability of the needed resources being offered by potential Assisting States
- Assists the A-Teams in the Requesting State EOCs with EMAC activities when requested and approved by the NCG
- Provides guidance and assistance to potential EMAC Assisting States
What EMAC Does (continued)

- Serves as a liaison between EMAC and DHS/FEMA for sharing information and facilitating emergency response and recovery activities.

When an EMAC coordinating team is requested at the EST or ROC, DHS/FEMA reimburses the responding state through the National Emergency Management Association (NEMA) for the EMAC coordinating team’s expenses.

Like an A-Team working in the Requesting State’s EOC, an EMAC NCT deployed to an EST or an EMAC RCT deployed to a ROC does not have the authority to allocate or prioritize resource utilization. The EMAC coordinating teams do not have the authority to create a pool of resources to be distributed to Requesting States on the basis of need. Instead, the coordinating teams work with the A-Team(s) deployed in the state EOC(s) and coordinate the interstate mutual aid assistance being provided across the emergency or disaster area.
Understanding the EMAC Agreement

EMAC Is an Agreement

EMAC is a compact—an agreement among member states that outlines the legal agreements and procedures for providing assistance to other member states in the event of an emergency or disaster.

EMAC is defined by its Articles, which constitutes the agreement on how emergency assistance will be exchanged among the member states. Each state’s legislature must enact EMAC legislation and the governor must sign articles into law to become a member state.

What Is an “Article”?

An Article defines a binding agreement among parties that is enforceable by law—the terms and conditions of a contract or law.

The 13 Articles of the EMAC Agreement

The EMAC agreement consists of 13 Articles. All members of EMAC, by adopting the language of the compact into law, agree to abide by and fulfill the Articles of the compact.

The Articles define, among other things:

- EMAC’s purpose
- Member state responsibilities
- Limitations of the agreement
- License and permit recognition across member states
- Liability arrangements
- Compensation and reimbursement
- Implementation requirements

A summary of the 13 Articles is shown in Figure 1-1: Summary of the EMAC Articles. The full text of the agreement is found in Section V, Appendix B, of the EMAC Operations Manual & Standard Operating Procedures, which is posted on the EMAC Website at www.emacweb.org.
**Figure 1-1: Summary of the EMAC Articles**

<table>
<thead>
<tr>
<th>ARTICLE</th>
<th>DESCRIPTION</th>
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| **Article I: Purpose and Authorities** | • Defines a “state”  
• Identifies the purpose of the compact—to provide mutual assistance between compact members in managing a declared emergency or disaster  
• Provides for mutual cooperation in emergency exercises, testing, and training  
• Provides for use of the National Guard for humanitarian purposes |
| **Article II: General Implementation** | • Acknowledges the potential need to use outside jurisdictional resources to respond to emergencies  
• Identifies as essential the prompt, full, and effective use of the participating states’ resources for the safety, care, and welfare of the people affected by an emergency or disaster  
• Stipulates that the legally designated state official assigned responsibility for emergency management is responsible for formulating the necessary mutual aid plans and procedures |
| **Article III: Party State Responsibilities** | • Outlines the responsibilities of the states as members of the compact:  
  ▪ Become familiar with possible joint emergency situations  
  ▪ Become familiar with other states’ emergency plans  
  ▪ Develop an emergency plan and procedures for managing and provisioning assistance  
  ▪ Assist in warnings  
  ▪ Protect and ensure uninterrupted delivery of services; medicines; water; food; energy and fuel; search and rescue; and critical lifeline equipment, services, and resources  
  ▪ Inventory and set procedures for interstate loan and delivery of human and material resources, including procedures for reimbursement or forgiveness  
  ▪ Provide for the temporary suspension of any statutes or ordinances that restrict implementation  
• Stipulates that only the authorized representative of a member state may request assistance, and a verbal request must be confirmed by a written request  
• Identifies the information required in a request for assistance, including:  
  ▪ A description of the emergency service(s) needed  
  ▪ The amount and type of personnel, equipment, materials, and supplies needed, including an estimate of the length of time they will be needed  
  ▪ The specific place and time for staging, and a point of contact at that location  
• Stipulates frequent consultation among emergency management officials at all levels and the free exchange of information, plans, and resource capabilities |
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<th>ARTICLE</th>
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| Article IV: Limitations | Outlines the limitations of the compact, including:  
  - Resources necessary to protect the Assisting State should be withheld  
  - Assisting emergency forces operating within a Requesting State should be afforded the same powers (except arrest, unless specifically authorized), duties, rights, and privileges as afforded the Requesting State’s forces  
  - Assisting emergency forces are under the command and control of their regular leaders  
  - Assisting emergency forces are under the operational control of the receiving state’s emergency services authorities  
  - The compact is activated only subsequent to the declaration of a state of emergency by the governor of the Requesting State or the commencement of exercises or training, and are in effect as long as the state of emergency, disaster, exercises, or training is in effect. |
| Article V: Licenses and Permits | Stipulates that licenses, certifications, and permits recognized by the Assisting State will be recognized by the receiving state, subject to limitations and conditions prescribed by the governor’s executive order. |
| Article VI: Liability | Stipulates that those rendering aid and assistance under the compact are considered agents of the Requesting State for tort liability and immunity purposes. No Assisting State or its officers or employees rendering aid are liable on account of any act or omission in good faith. (Good faith does not include willful misconduct, gross negligence, or recklessness.) |
| Article VII: Supplementary Agreements | The compact does not preclude any state from entering into supplementary agreements with another state, nor does it affect other agreements already in force between states. Supplementary agreements may include but are not limited to provisions for:  
  - The evacuation and reception of injured and other persons  
  - The exchange of medical, fire, police, public utility, reconnaissance, welfare, transportation, and communications personnel  
  - The exchange of equipment and supplies. |
| Article VIII: Compensation | Stipulates that each member state is responsible for the payment of compensation and death benefits of their own members of emergency forces in the same manner and terms as if the injury or death were sustained in their own state. In essence, all party states will take care of their “own” in terms of Worker’s Compensation benefits. |
Figure 1-1: Summary of the EMAC Articles (continued)

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<tr>
<th>ARTICLE</th>
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<tr>
<td>Article IX: Reimbursement</td>
<td>Stipulates that an Assisting State is entitled to be reimbursed by the receiving state for any loss of or damage to or expense incurred in the operation of any equipment, as well as expenses incurred in the provisioning of any services at the request of a state. An Assisting State may opt to donate any portion of its expenses to the receiving state. Article VIII (Compensation) expenses are not reimbursable.</td>
</tr>
<tr>
<td>Article X: Evacuation</td>
<td>Directs member states and the emergency management/services directors of the various jurisdictions to develop comprehensive plans for the orderly evacuation of and interstate reception and maintenance of portions of the civilian population, prior to the need for an evacuation. The “sending” state and the “receiving” state should develop a mutual agreement for reimbursement of the out-of-pocket expenses incurred in receiving and caring for the evacuees. The “sending” state assumes the responsibility for the ultimate support of repatriation of the evacuees.</td>
</tr>
<tr>
<td>Article XI: Implementation</td>
<td>Stipulates that the compact becomes operative as soon as it is enacted into law. Any state may withdraw from the compact with 30 days’ notice from the state’s governor to all other states participating in the compact. Copies of the compact and supplementary agreements are to be provided to each member state, FEMA, and other appropriate government agencies.</td>
</tr>
<tr>
<td>Article XII: Validity</td>
<td>Stipulates that if any part of the compact is ruled unconstitutional or determined to be invalid, the remaining part of the compact remains intact.</td>
</tr>
<tr>
<td>Article XIII: Additional Provisions</td>
<td>Stipulates that the compact does not authorize or permit the use of military force by the National Guard of any state outside of that state in any emergency for which the President is authorized by law to call the militia into federal service.</td>
</tr>
</tbody>
</table>

Member States

Currently all U.S. states, except California and Hawaii, the U.S. Virgin Islands, Puerto Rico, and the District of Columbia, participate in EMAC. A lead state is designated for each DHS/FEMA Region.
Understanding the EMAC Agreement (continued)

Governance of EMAC

The strength of EMAC and the quality that distinguishes it from other plans and compacts lies in its governance structure.

The **EMAC Operations Subcommittee of the NEMA Response and Recovery Committee**, led by its chairperson, is the managing body of the compact and provides overall policy direction for EMAC operations. The subcommittee is made up of representatives from each member state, either the state director or his or her appointed representative. The subcommittee formally meets twice a year, usually concurrently with the NEMA annual and mid-year conferences, to review and sanction the work accomplished on its behalf by the EMAC Executive Task Force.

The **Chair and the EMAC Executive Task Force** manage the day-to-day governance of the compact. In general, it is the Chair and the Executive Task Force that ensure that EMAC is in a constant state of readiness and that improvements to the processes are ongoing to meet the needs of member states. The Executive Task Force comprises the Chair, the Chair-elect, the Past Chair, Lead State Representatives (LSRs) from each of the 10 FEMA regions, and three at-large members. The Executive Task Force meets (telephonically) at least bimonthly to conduct the business of the compact.

The **NEMA EMAC Coordinator** and the **NEMA Senior EMAC Advisor** serve *ex officio* on both the Operations Subcommittee and the Executive Task Force. They do not vote and their positions do not count against the authorized representation of either group. The NEMA EMAC Coordinator is the national point of contact for EMAC and coordinates EMAC activities with support from the Senior EMAC Advisor. The Senior EMAC advisor maintains the EMAC Operations Manual, the Field Guide, and the Subcommittee Operating Protocols.

The **NEMA Legal Committee Chair** serves in an advisory capacity.

The Chair of the Subcommittee/Executive Task Force can also appoint **Special Assignment Task Forces** to conduct specific assignments and projects to enhance the implementation and maintenance of the compact. Typically, Special Assignment Task Forces are involved in updating procedures and developing training courses.

The **Lead State Representatives** (LSRs) serve as information conduits between the Operations Subcommittee and the member states. LSRs represent the viewpoints of the member states by actively participating and voting on official ETF matters. LSRs facilitate training courses and mentor states within their regions.
Lesson 1: Overview of EMAC

Lesson Summary

Lesson Recap

In this lesson, we have focused on what EMAC is and the purpose it fulfills.

EMAC is a mutual aid system that allows member states to quickly and efficiently provide the emergency services and resources needed by a state responding to an emergency or disaster.

In an emergency, a member state requests assistance using the procedures established by EMAC. As needed and requested, EMAC teams are deployed to various locations, including a Requesting State’s EOC, a JFO, the NEOC, or ROC, to coordinate the aid provided through EMAC and to serve as the point of contact for Assisting State personnel deployed to a Requesting State.

There are 13 Articles constituting the EMAC agreement. Each state has enacted the Articles of EMAC into law.
Lesson Summary (continued)

Learning Check

Answer the following questions to verify that you have mastered these important concepts.

1. EMAC is:
   a. An interstate mutual aid agreement developed to assist and coordinate resources across states in the event of an emergency or disaster.
   b. A series of suggested policies from the federal government to help states deal with a disaster event.
   c. A federal mutual aid agreement developed to assist and coordinate federal disaster relief resources.
   d. A federal mutual aid agreement developed to assist and coordinate state disaster relief resources.

2. The purpose of EMAC is to:
   a. Require states to submit disaster response plans for approval.
   b. Register the resources and services to be provided by each state in the event of a disaster or emergency.
   c. Take control of a state’s EOC in the event of a disaster or emergency.
   d. Facilitate the efficient and effective sharing of resources between member states during times of an emergency or disaster.

3. True or false. In the event of an emergency or disaster situation, member states automatically send whatever assistance they think the state in need will require.
   a. True
   b. False
Lesson Summary (continued)

Learning Check (continued)

4. When a major disaster occurs:
   a. EMAC replaces the federal support usually provided through DHS/FEMA.
   b. EMAC operates independently of DHS/FEMA so that the state must coordinate the assistance it is to receive from EMAC member states and the assistance it is to receive through DHS/FEMA.
   c. An EMAC National Coordinating Team may be called into action to coordinate with DHS/FEMA at a ROC or at the EST in Washington, D.C.
   d. An EMAC Coordinating Team is deployed to an EST or ROC where it allocates and prioritizes resource utilization.

5. By becoming a member of EMAC, each member state agrees to:
   a. Abide by and fulfill the terms of the 13 Articles of the EMAC Agreement.
   b. Implement any of the EMAC Articles of Agreement that are consistent with its existing emergency management procedures.
   c. Allow EMAC to run its emergency management operations until the emergency situation is over.
   d. Turn its emergency management operations over to federal control in the event of an emergency.
Lesson Summary (continued)

Learning Check Solution

1. EMAC is:
   a. An interstate mutual aid agreement developed to assist and coordinate resources across states in the event of an emergency or disaster.

      EMAC is an agreement among the member states, developed by and maintained by the states and not by the federal government.

   b. A series of suggested policies from the federal government to help states deal with a disaster event.

   c. A federal mutual aid agreement developed to assist and coordinate federal disaster relief resources.

   d. A federal mutual aid agreement developed to assist and coordinate state disaster relief resources.

2. The purpose of EMAC is to:
   a. Require states to submit disaster response plans for approval.

   b. Register the resources and services to be provided by each state in the event of a disaster or emergency.

   c. Take control of a state’s EOC in the event of a disaster or emergency.

   d. Facilitate the efficient and effective sharing of resources between member states during times of an emergency or disaster.

      EMAC’s mission is to facilitate the sharing of resources between member states. Each member state will determine at the time of a disaster or emergency what it can and will offer the state in need.

3. True or false. In the event of an emergency or disaster situation, member states automatically send whatever assistance they think the state in need will require.
   a. True

   b. False

      Absolutely false! A member state in need must request and accept the assistance offered it by other member states. (You will learn specifically how the EMAC process works in the next lesson.)
Lesson Summary (continued)

Learning Check Solution (continued)

4. When a major disaster occurs:
   a. EMAC replaces the federal support usually provided through DHS/FEMA.
   b. EMAC operates independently of DHS/FEMA so that the state must coordinate the assistance it is to receive from EMAC member states and the assistance it is to receive through DHS/FEMA.
   c. An EMAC National Coordinating Team may be called into action to coordinate with DHS/FEMA at a ROC or at the EST in Washington, D.C.

   In the event of a multistate, multiregion catastrophic event, DHS/FEMA may request that EMAC deploy a Coordinating Team to the DHS/FEMA EST or ROC to coordinate resource requests with FEMA to prevent duplication of effort and deployment assistance. Remember. A Coordinating Team cannot allocate or prioritize resources.
   d. An EMAC Coordinating Team is deployed to an EST or ROC, where it allocates and prioritizes resource utilization.

5. By becoming a member of EMAC, each member state agrees to:
   a. Abide by and fulfill the terms of the 13 Articles of the EMAC Agreement.

   By enacting EMAC into law, a state agrees to abide by and fulfill the terms of the EMAC Agreement. This does not mean that it surrenders any of its sovereignty or control in the event of an emergency or disaster event. It simply means that the methods and procedures to speed assistance to the member state are in place before they are needed, and that the state is put in the best position possible to respond should an emergency or disaster situation occur.

   b. Implement any of the EMAC Articles of Agreement that are consistent with its existing emergency management procedures.

   c. Allow EMAC to run its emergency management operations until the emergency situation is over.

   d. Turn its emergency management operations over to federal control in the event of an emergency.
Lesson Summary (continued)

Final Words

The purpose of EMAC is to assist states in receiving the assistance and resources they need in an emergency or disaster. Member states can take advantage of the expertise and assistance offered through EMAC if and when they need it—and provide expertise and assistance as quickly as possible should some other member state need it.
Lesson 2

Understanding the EMAC Process
Lesson 2: Understanding the EMAC Process

Lesson Overview

Overview of the Lesson
This lesson introduces you to the EMAC process, step by step. You will learn what happens when EMAC is invoked. You will meet the key players in the process and see how each player contributes to the process. Because no process would be complete without paperwork, you will learn about the key documents used in the EMAC process and how each document is used.

Objectives
When you have completed this lesson, you will be able to:

- Recognize the steps in the EMAC process
- Recognize key roles and responsibilities in the EMAC process
- Recognize key documents used in the EMAC process and describe how each is used.
Lesson 2: Understanding the EMAC Process

Introduction to the EMAC Process

About the EMAC Process

The EMAC process describes how to request, provide, receive, and compensate/be compensated for assistance from other member states in an emergency or disaster. It was developed from experience and continues to evolve as more experience is gained and additional lessons are learned.

The purpose of having a predefined and agreed-upon process with supporting procedures in place before they are needed is twofold: to ensure that member states can secure the assistance they need quickly and efficiently; and to enable member states to attend to the legal issues and establish the audit trails vital to the reconciliation and reimbursement for the assistance provided. Because all member states operating under EMAC follow the same process and procedures, the people involved know what to do and what to expect others to do. This means that there is less confusion and less time used determining how to do what needs to be done, resulting in a faster response time.

The EMAC process described here is outlined in Section II of the *EMAC Operations Manual & Standard Operating Procedures*, which is posted on the EMAC Web site at [www.emacweb.org](http://www.emacweb.org).
Key Players in the EMAC Process

Key Players
Before you learn about the EMAC process, it is important that you understand who the key players are in the process and, in general terms, what each does.

- Requesting State
- Assisting State
- Authorized Representative
- Designated Contact
- EMAC National Coordination Group
- EMAC National Coordinating Team
- EMAC Regional Coordinating Team
- EMAC A-Team

Requesting State
A Requesting State is any EMAC member state that is asking for interstate assistance through EMAC. The governor must declare a state of emergency before the EMAC process can be initiated.

Assisting State
An Assisting State is any EMAC member state responding to a request for assistance from and providing resources to another EMAC member state through EMAC.

Authorized Representative
An Authorized Representative (AR) is the person within a member state empowered to obligate state resources (provide assistance) and expend state funds (request assistance) under EMAC. In a Requesting State, the AR is the person who can legally initiate a request for assistance under EMAC. In an Assisting State, the AR is the person who can legally approve the response to a request for assistance.

The state Emergency Management Directors are automatically ARs. The director may delegate this authority to other emergency management officials within the organization, as long as they...
Key Players in the EMAC Process (continued)

possess the same obligating authority as the director. A list of the EMAC ARs is found in Appendix E in Section V of the EMAC Operations Manual.

Designated Contact

A Designated Contact (DC) is a person within a member state who is very familiar with the EMAC process. The DC serves as the point of contact for EMAC in his or her state and can discuss the details of a request for assistance. This person is not usually legally empowered to initiate an EMAC request or authorize EMAC assistance without direction from the AR. A list of DCs is found in Appendix E in Section V of the EMAC Operations Manual.

EMAC National Coordination Group (EMAC NCG)

The EMAC National Coordination Group (NCG) is the nationwide EMAC point of contact during normal day-to-day, nonevent periods. The NCG is prepared to activate EMAC on short notice by coordinating with the ARs and DCs of the EMAC member states when an emergency or disaster is anticipated or occurs.

The NCG is collocated with the current Chair of the EMAC Operations Subcommittee and Executive Task Force. Because the Chair of the EMAC Operations Subcommittee changes every year, the NCG changes every year as well. The names and contact information of the current NCG are found on the EMAC Web site at www.emacweb.org.

EMAC National Coordinating Team (EMAC NCT)

If DHS/FEMA activates the Emergency Support Team (EST) to coordinate the federal response and recovery operations during an emergency or disaster, DHS/FEMA may request support from EMAC. The EMAC NCT is the EMAC team that is deployed to support the EST, located in the National Emergency Operations Center (NEOC) in Washington, D.C. From the NEOC, the EMAC NCT coordinates the deployed EMAC components responding to the emergency or disaster and is the liaison between the EMAC assistance efforts and the federally provided assistance efforts.

The costs for deploying and maintaining an EMAC NCT at the NEOC are reimbursed by DHS/FEMA through NEMA/CSG.
Key Players in the EMAC Process (continued)

EMAC Regional Coordinating Team (EMAC RCT)

If DHS/FEMA activates the EST, DHS/FEMA may request that the NCG deploy an EMAC RCT to the DHS/FEMA Regional Operations Center (ROC) to coordinate with the EMAC A-Teams deployed to the Requesting States within that region. The EMAC RCT supports the A-Teams within their Area of Operations (AO) but does not directly acquire resources from member states unless specifically directed to do so by the NCG. The EMAC RCT prepares regional Situation Reports (SITREPS) and channels information up to the EMAC NCT.

The costs for deploying and maintaining an EMAC RCT at the ROC are reimbursed by DHS/FEMA through NEMA/CSG.

EMAC A-Teams

An A-Team is an EMAC coordinating team deployed to a Requesting State. The purpose of the A-Team is to assist the Requesting State by coordinating the provision of assistance from one member state to another under EMAC. A-Teams consist of one or more persons from a member state who are knowledgeable about and prepared to implement EMAC procedures in their own state or any other member state.

At the request of a member state, an A-Team is deployed to the Requesting State’s Emergency Operations Center (EOC) to facilitate requests and offers of assistance under EMAC. The A-Team assists the Requesting State in preparing and transmitting REQ-As and documents and tracks the assistance requested by and provided by member states. The A-Team also monitors the status of deployed personnel and can provide logistical and technical support to the deployed personnel if needed. When a mission under EMAC has been completed, the A-Team ensures that personnel being released follow the demobilization procedures outlined in the Operations Manual.

The A-Team leader can recommend that the NCG expand the size of an A-Team to meet the required or increasing needs.
The EMAC Process

The EMAC Process—Step by Step

The EMAC process, when activated, is highly complex, multi-organizational, and multistage. Parts of the process are iterative, repeated as needed within a state or in multiple states if more geographical areas are affected by an emergency or disaster. The somewhat simplified EMAC process presented here will help you understand the general flow of events and the main decision points in the process.

The EMAC process begins when a member state’s governor declares a state of emergency in response to an emergency, and continues through requesting, receiving, and demobilization of the assistance. But it does not stop there. The EMAC process continues to define how Assisting States are reimbursed by the Requesting State for the assistance provided through EMAC.

In general, the EMAC process flows as follows:

- An emergency or disaster occurs or is imminent, triggering local and state activities to protect citizens and to restore services and infrastructure.
- A member state’s governor declares a disaster or state of emergency—this is the trigger that allows EMAC to be used.
- The affected member state contacts the current EMAC NCG to advise that assistance may be needed to respond to the event. The affected member state may also directly contact other member states, alerting them that assistance may be needed. The affected member state keeps the EMAC NCG apprised of these direct interactions.
- Either the affected member state or the EMAC NCG alerts other member states and opens an event record on the EMAC Web site. The EMAC NCG initiates and mediates the dialog among the affected member state and other member states to begin preparation for the EMAC response. (*Note:* The EMAC Web site is where SITREPS, updates on requests for and offers of assistance, the status of assistance, and other additional information are posted to keep all member states and federal response agencies informed.)
- The affected member state works closely with the EMAC NCG to assess the nature and scope of the event. The EMAC NCG assists the affected member state in determining the assistance that might be needed.
The EMAC Process (continued)

- The EMAC NCG begins to identify experienced A-Team personnel to assist in the response, based on the nature and scope of the emergency or disaster, by sending inquiries to member states. Member states respond with the names of trained, available personnel.

  Note: The nature and scope of the event and the number of states affected may dictate the need for more than one A-Team to be deployed to support the EMAC efforts in the affected state(s). If more than one A-Team is deployed, the EMAC NCG coordinates the recruitment and deployment of the A-Teams and their activities while deployed. The emergency or disaster may require the deployment of an EMAC NCT to the DHS/FEMA NEOC and/or EMAC RCTs to the DHS/FEMA ROCs. The EMAC NCG coordinates and oversees the deployment of all A-Teams, the NCT, and all RCTs under EMAC.

- Once the need has been identified and the A-Team has been recruited, the affected member state, now the Requesting State, completes Part I of the REQ-A Form, formally requesting deployment of an A-Team. The member state providing the A-Team, now the Assisting State, responds by completing Part II of the REQ-A form. The ARs in both the Requesting State and the Assisting State must sign the REQ-A form.

  Note: A-Teams may be predeployed in anticipation of an emergency or disaster, such as a hurricane, only after the governor of the potentially affected state has declared an emergency and EMAC assistance has been requested. If requested by DHS/FEMA and approved by the EMAC NCG, the EMAC NCT and EMAC RCTs may also predeploy prior to an emergency or disaster.

- Once the REQ-A form has been fully executed, the A-Team is deployed to the Requesting State’s EOC or Joint Field Office (JFO). The A-Team is the primary point of contact and liaison between the EMAC NCG, the Requesting State, and the Assisting or member States. If there is more than one A-Team and no RCT has been deployed, the EMAC NCG determines the appropriate means of coordination.

- The A-Team works with the Requesting State to evaluate the scope of the emergency or disaster, anticipate the Requesting State’s needs, and identify the existing needs. The A-Team assists the Requesting State with requests for assistance, responses to requests for assistance, and the locations of needed assistance. The A-Team posts SITREPS, updates on requests for and offers of assistance, and the status of assistance accepted on the EMAC Web site.

  Note: The Requesting State may contact other member states directly for assistance but typically relinquishes this function once the A-Team arrives.

Ideally, REQ-As are received within 24-hours of final execution, but Article III, Section B of the EMAC agreement allows verbal requests for assistance to be made between member states’ ARs when urgent response is needed. Requests must be followed up in writing within 30-days.
Member states monitor and review the requests for assistance posted on the EMAC Web site and determine if they are able to provide the requested assistance. The A-Team coordinates the responses to the requests for assistance. The Requesting State decides which offers of assistance to accept. As needed, the A-Team assists the Requesting State with completing the REQ-A forms to request assistance, but the A-Team cannot execute (sign) the REQ-A; the AR in the Requesting State must do this.

*Note:* To expedite the request process, an Assisting State should respond to a REQ-A within 2 hours of receipt of the request and complete Part II of the REQ-A form within 12 hours following receipt. Only the AR in the Assisting State has the authority to execute the REQ-A on behalf of the Assisting State.

The Assisting State deploys the personnel or resources to the Requesting State, as designated in the fully executed REQ-A.

The A-Team continues to assist the Requesting State with requests for assistance, responses to requests for assistance, locations of needed assistance, and locations of assistance accepted and deployed, and assists deployed personnel as needed during their deployment. The A-Team coordinates the logistics of personnel and resources coming into the Requesting State.

As the liaison between the Requesting State’s EOC and other EMAC coordinating teams, the A-Team participates in conference calls and keeps the EMAC NCG and other member states apprised of the ongoing efforts.

The A-Team works with the Requesting State and the EMAC NCG to demobilize the EMAC assistance as the emergency or disaster winds down. The A-Team assists deployed personnel in demobilization and oversees the logistics of returning resources to Assisting States. The A-Team continues to post SITREPS and assists in preparing all required EMAC forms for proper documentation of the costs associated with the response.

The A-Team demobilizes and returns to its home state.

The A-Team assists the EMAC NCG in preparing an After Action Report of the EMAC response to the emergency or disaster. The EMAC NCG at this point resumes coordination of EMAC requests until the event closes out.

Assisting States prepare and finalize requests for reimbursement, which are sent to the Requesting State within the established time frame using the proper EMAC procedures and forms described in Section III of the EMAC Operations Manual and SOP.

**Figure 2-1:** The EMAC Process (Visualized) diagrams the process just described.
Lesson 2: Understanding the EMAC Process

Figure 2-1: The EMAC Process—Visualized
Overview of EMAC Documents and Forms

SITREPS

A Situation Report (SITREP) is a daily—and sometimes more frequent—status report that is prepared by the A-Team and posted on the EMAC Web site. It details the current status of the emergency event and the response to that emergency event, including information such as:

- State(s) with impacted areas and the severity of the impact
- Types of assistance needed and requested
- Member states providing assistance—deployed and to be deployed
- Resources currently deployed and their deployed location.

The purpose of the SITREPS is to ensure that all parties involved in the response effort are informed of the current situation. They also document the progression of the response effort, allowing a thorough post-event evaluation of the response effort to glean lessons learned, best practices, and possible changes in procedures or policy to improve the effectiveness of future responses.

EMAC Forms

EMAC provides the structure for documenting requests, offers, costs, terms, needed signatures, and expenses incurred through its forms:

- EMAC Request for Assistance (REQ-A)
- EMAC Interstate Reimbursement form (R-1)
- EMAC Intrastate Reimbursement form (R-2).

The EMAC forms are found in Section V, Appendix G of the *EMAC Operations Manual & Standard Operating Procedures* and on the EMAC Web site (www.emacweb.org).

EMAC Request for Assistance (REQ-A)

The REQ-A form is used among member states to officially request assistance, offer assistance requested, and accept assistance. A duly executed REQ-A—executed by the ARs of both the Requesting and the Assisting States—becomes a legally binding agreement between the Requesting and Assisting States under EMAC.
Overview of EMAC Documents and Forms (continued)

The Requesting State completes Part I of the REQ-A to request assistance from another member state, specifying the type of assistance needed, when the assistance is needed, and the projected length of time for which the assistance is needed.

An Assisting State completes Part II of the REQ-A to specify the type of assistance it can provide, the dates and times on which the assistance can be available, the approximate cost of providing the assistance, and the logistics required of the Requesting State to receive and/or accommodate the assistance.

If the assistance defined in Part II of the REQ-A meets the needs of the Requesting State, the Requesting State AR executes Part III of the REQ-A to accept the assistance offered, as well as the terms, conditions, and costs to provide the assistance.

Part IV, the Miscellaneous section, is used to continue a list of any assistance requested or offered in Parts I and II of the REQ-A, as well as to specify special needs, terms, or situations that must be addressed to either deploy or receive the assistance.

The REQ-A is shown in Figure 2-2: EMAC Request for Assistance (REQ-A) Form.
Lesson 2: Understanding the EMAC Process

Figure 2-2: EMAC Request for Assistance (REQ-A) Form

<table>
<thead>
<tr>
<th>SECTION V: Emergency Management Assistance (EMAC)</th>
<th>APPENDIX G-1-1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interstate Mutual Aid Request</strong></td>
<td></td>
</tr>
<tr>
<td>Form REQ-A (2005)</td>
<td></td>
</tr>
<tr>
<td>Type or print all information except signatures.</td>
<td></td>
</tr>
</tbody>
</table>

**Part I TO BE COMPLETED BY THE REQUESTING STATE**

<table>
<thead>
<tr>
<th>Dated:</th>
<th>Time:</th>
<th>hrs</th>
<th>From the State of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Person:</td>
<td>Telephone:</td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>To the State of:</td>
<td>Authorized Rep:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident Requiring Assistance:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Type Assistance/Resources Needed (for more space, attach Part IV):

<table>
<thead>
<tr>
<th>Date &amp; Time Resources Needed:</th>
<th>Staging Area:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximate Date/Time Resources To Be Released:</td>
<td></td>
</tr>
<tr>
<td>Authorized Rep. Name:</td>
<td>Authorized Rep. Signature:</td>
</tr>
<tr>
<td>Title:</td>
<td>Agency:</td>
</tr>
<tr>
<td>Mission No:</td>
<td></td>
</tr>
</tbody>
</table>

**Part II TO BE COMPLETED BY THE ASSISTING STATE**

| Contact Person: | Telephone: | Fax: | |
| Date & Time Resources Available From: | To: |
| Staging Area Location: | |
| Approx. Total Cost of this Deployment for Which Reimbursement Will be Requested: | $ |
| Trans. Costs from Home Base to Staging Area: | $ |
| Trans. Costs to Return to Home Base: | $ |
| Logistics Required from Requesting State (for more space, attach Part IV): | |
| Authorized Rep. Name: | Title: |
| Authorized Rep. Signature: | Agency: |
| Dated: | Time: | hrs | Mission No: |

**Part III REQUESTING STATE’S APPROVAL**

| Authorized Rep. Name: | Title: |
| Authorized Rep. Signature: | Agency: |
| Dated: | Time: | hrs | Mission No: |

**Additional Information**
Figure 2-2: EMAC Request for Assistance (REQ-A) Form (Page 2)

**SECTION V: MISCELLANEOUS ITEMS / OTHER MISSION INFORMATION**

*****ADDITIONAL INFORMATION*****
Overview of EMAC Documents and Forms (continued)

EMAC Reimbursement Forms—R-1 and R-2

The EMAC reimbursement forms, R-1 and R-2, are used by the Assisting States when filing for reimbursement of the costs of providing assistance to the Requesting State to summarize those costs.

R-1 Form

The EMAC Interstate Reimbursement Form (R-1) is used by an Assisting State to summarize the costs of providing assistance requested under a specific REQ-A. The R-1 summarizes personnel, travel, equipment, contractual, commodity, and other costs.

Copies of all associated receipts, payment vouchers, and supporting documentation are attached to the R-1. The R-1 is signed by the AR and enclosed with a cover letter requesting reimbursement from the Requesting State. The grand total of all R-1s in the reimbursement package is shown in the cover letter.

The R-1 is found in Appendix G of the EMAC Operations Manual and SOP.

R-2 Form

The EMAC Intrastate Reimbursement Form (R-2) is for intrastate use only. It is used by an Assisting State to summarize the costs of all assistance requested and provided to the Requesting State by an agency, municipality, county, or other organization within the Assisting State. A separate R-2 is completed and submitted to the Assisting State for each agency, municipality, county, or other organization that provided assistance.

Copies of all appropriate receipts and payment vouchers are attached to the R-2 and forwarded to the Assisting State for payment. An R-2 is regarded as an invoice for payment.

Once paid, the Assisting State attaches all R-2s to an R-1 and includes the supporting documentation as additional justification for costs shown in the reimbursement package.

The R-2 is found in Appendix G of the EMAC Operations Manual and SOP.
Overview of EMAC Documents and Forms (continued)

The Importance of Keeping Good Records

Good records support a variety of processes and contractual agreements under EMAC and lead to accurate status reports, reimbursement requests, and equipment damage claims. Without good records, a Requesting State may not be able to reimburse an Assisting State for the full costs that state incurred while providing the assistance. Good records also enhance the ability to produce an accurate After-Action Report and identify lessons learned, which in turn may lead to improved processes.

As you are developing your state’s EMAC internal procedures, take the time to plan the records you will need kept by each person involved in the EMAC process—and how each should be kept. Balance the necessity of keeping each type of record with the burden that will be imposed on the record keeper. Look for methods that are simple, quick, and easy, but get the job done.

Strive to keep good records throughout the process.
Lesson Summary

Lesson Recap

In this lesson, we focused on the EMAC process, its key players and their responsibilities, and the primary forms used throughout the process.

EMAC’s structured approach to requesting and providing assistance reduces confusion and streamlines the ability to provide assistance to member states in need.

Following the EMAC process helps to ensure that assistance can be provided quickly, cost effectively, and efficiently.
Lesson Summary (continued)

Learning Check

Answer the following questions to verify that you have mastered these important concepts.

1. What EMAC unit is the nationwide EMAC point of contact during nonevent periods?
   a. EMAC National Coordination Group (NCG)
   b. EMAC National Coordinating Team (NCT)
   c. EMAC Regional Coordinating Team (RCT)
   d. EMAC A-Team

2. What must be done before the EMAC process can be initiated?
   a. A REQ-A must be submitted by the Requesting State.
   b. There must be a serious, impending emergency situation.
   c. FEMA must declare the Requesting State a disaster area.
   d. The member state’s governor must declare a state of emergency.

3. Which of the following can legally initiate a request for assistance under EMAC?
   a. Requesting State
   b. Authorized Representative
   c. Designated Contact
   d. National Coordination Group

4. How does a Requesting State formally request the deployment of an A-Team to its EOC?
   a. The Requesting State submits an executed Part I of the REQ-A to the Assisting State, requesting the deployment of the A-Team.
   b. The NCG automatically sends an A-Team to the Requesting State’s EOC when the Requesting State’s governor declares a state of emergency.
   c. The Assisting State sends the A-Team in anticipation of the assistance it is likely to provide to the Requesting State.
   d. FEMA deploys the A-Team to the Requesting State’s EOC.
Lesson Summary (continued)

Learning Check (continued)

5. What is the purpose of the A-Team?
   a. To become another set of hands for the Requesting State’s EOC
   b. To coordinate the provision of assistance from one member state to another under EMAC
   c. To monitor how the Requesting State is managing the emergency for FEMA
   d. To select the assistance for the Requesting State

6. What part of the REQ-A does the Requesting State complete to request assistance from another member state?
   a. Part I
   b. Part II
   c. Part III
   d. R-1

7. Under what condition may an EMAC A-Team be deployed to a member state in anticipation of an emergency or disaster?
   a. If the NCG considers the emergency or disaster to be imminent
   b. If FEMA considers the emergency or disaster to be imminent
   c. If the member state’s governor has declared a state of emergency and the member state has requested EMAC assistance
   d. An EMAC A-Team may never be deployed to a member state in anticipation of an emergency or disaster.

8. What document or form details the current status of the emergency event and the response to that emergency event?
   a. SITREP
   b. REQ-A
   c. R-1
   d. R-2
Lesson Summary (continued)

Learning Check (continued)

9. Which of the following are duties of a deployed EMAC A-Team? (Choose all that apply.)
   a. Assist the Requesting State with identifying its needs.
   b. Identify member states that can provide the assistance needed by the Requesting State.
   c. Execute the REQ-As on behalf of the Requesting State.
   d. Post SITREPS, updates on requests for and offers of assistance, and the status of the assistance accepted on the EMAC Web site.

10. Where can you find the names and contact information for the current NCG?
    a. On a REQ-A
    b. On a SITREP
    c. On the EMAC Web site
    d. In the list of Authorized Representatives in the *EMAC Operations Manual*
Lesson Summary (continued)

Learning Check Solution

1. What EMAC unit is the nationwide EMAC point of contact during nonevent periods?
   a. **EMAC National Coordination Group (NCG)**
      
      *The EMAC NCG is the nationwide point of contact for EMAC. The NCG is prepared to activate EMAC on short notice when an emergency or disaster is anticipated or occurs.*
   
   b. EMAC National Coordinating Team (NCT)
   
   c. EMAC Regional Coordinating Team (RCT)
   
   d. EMAC A-Team

2. What must be done before the EMAC process can be initiated?
   a. A REQ-A must be submitted by the Requesting State.
   
   b. There must be a serious, impending emergency situation.
   
   c. FEMA must declare the Requesting State a disaster area.
   
   d. **The member state’s governor must declare a state of emergency.**
      
      *The member state’s governor must declare a state of emergency and the state must request assistance through EMAC for the EMAC process to be initiated.*

3. Which of the following can legally initiate a request for assistance under EMAC?
   a. Requesting State
   
   b. **Authorized Representative**
      
      *Under EMAC, the AR is the person in a member state that is empowered to obligate state resources and expend state funds. In a Requesting State, the AR is the person who can legally initiate a request for assistance.*
   
   c. Designated Contact
   
   d. National Coordination Group
Lesson Summary (continued)

Learning Check Solution (continued)

4. How does a Requesting State formally request the deployment of an A-Team to its EOC?
   a. The Requesting State submits an executed Part I of the REQ-A to the Assisting State, requesting the deployment of the A-Team.
      
      *Because the costs associated with deploying an A-Team to a Requesting State’s EOC are reimbursable under EMAC, a REQ-A, which when fully executed becomes a legally binding agreement between the Requesting and Assisting States, must be sent to the Assisting State for an A-Team to be deployed.*

   b. The NCG automatically sends an A-Team to the Requesting State’s EOC when the Requesting State’s governor declares a state of emergency.

   c. The Assisting State sends the A-Team in anticipation of the assistance it is likely to provide to the Requesting State.

   d. FEMA deploys the A-Team to the Requesting State’s EOC.

5. What is the purpose of the A-Team?
   a. To become another set of hands for the Requesting State’s EOC
   
      b. **To coordinate the provision of assistance from one member state to another under EMAC**

      *An A-Team is deployed, at the request of a member state, to coordinate and facilitate EMAC requests and offers of assistance. The A-Team brokers resources on behalf of the Requesting State, assists with transmitting REQ-As, tracks the location and status of the assistance deployed to the Requesting State, and assists mobilized personnel as needed while they are deployed.*

   c. To monitor how the Requesting State is managing the emergency for FEMA

   d. To select the assistance for the Requesting State
Lesson Summary (continued)

Learning Check Solution (continued)

6. What part of the REQ-A does the Requesting State complete to request assistance from another member state?
   a. Part I
      The Requesting State completes Part I of the REQ-A to request assistance from a member state. An Assisting State completes Part II of the REQ-A to specify the assistance it can provide. The Requesting State completes Part III of the REQ-A to accept the assistance offered.
   b. Part II
   c. Part III
   d. R-1

7. Under what condition may an EMAC A-Team be deployed to a member state in anticipation of an emergency or disaster?
   a. If the NCG considers the emergency or disaster to be imminent
   b. If FEMA considers the emergency or disaster to be imminent
   c. If the member state’s governor has declared a state of emergency and the member state has requested EMAC assistance
      The member state’s governor must declare a state of emergency AND the member state must request the deployment of an A-Team. In some cases, the member state’s own A-Team may coordinate the EMAC assistance, and an A-Team from another member state may not be needed.
   d. An EMAC A-Team may never be deployed to a member state in anticipation of an emergency or disaster.
Lesson Summary (continued)

Learning Check Solution (continued)

8. What document or form details the current status of the emergency event and the response to that emergency event?
   a. SITREP
      
      *The SITREP is a daily, and sometimes more frequent, status report prepared by the A-Team and posted on the EMAC Web site. It details the current status of the emergency event and the response to that emergency event. The purpose of the SITREP is to ensure that all parties involved in the response effort are informed of the current situation.*

   b. REQ-A
   c. R-1
   d. R-2

9. Which of the following are duties of a deployed EMAC A-Team? (Choose all that apply.)
   a. Assist the Requesting State with identifying its needs.
   b. Identify member states that can provide the assistance needed by the Requesting State.
   c. Execute the REQ-As on behalf of the Requesting State.
   d. Post SITREPS, updates on requests for and offers of assistance, and the status of the assistance accepted on the EMAC Web site.

   *The A-Team does not have the authority to obligate state funds, so it cannot execute a REQ-A. Only the AR can legally initiate a REQ-A.*

10. Where can you find the names and contact information for the current NCG?
    a. On a REQ-A
    b. On a SITREP
    c. On the EMAC Web site

   *The EMAC Web site contains the most up-to-date information on EMAC, including the names and contact information for the current NCG.*

    d. In the list of Authorized Representatives in the *EMAC Operations Manual*
Lesson Summary (continued)

Final Words

The EMAC process sets in place the mechanisms that streamline the exchange of emergency aid among member states. With clearly defined actions and roles, emergency managers can more easily obtain the assistance they need to swiftly respond to emergencies or disasters.
Lesson 3

EMAC Tools
Lesson 3: EMAC Tools

Lesson Overview

Overview of the Lesson

In this lesson we explore two great EMAC tools:

- The EMAC Web site
- The *EMAC Operations Manual & Standard Operating Procedures*

Both of these tools will help you stay up-to-date with EMAC policies and procedures and help you perform your duties as you participate in the EMAC process for providing interstate mutual aid.

Objectives

When you have completed this lesson, you will be able to:

- Locate information about EMAC on the EMAC Web site
- Identify the information that resides on the EMAC Web site
- Identify the primary area of the EMAC Web site that is used during an emergency or disaster
- Recognize some of the different types of messages that are posted on the EMAC Web site during an emergency or disaster
- Identify the purpose of the *EMAC Operations Manual & Standard Operating Procedures*
- Locate information about EMAC processes, roles, and responsibilities in the *EMAC Operations Manual & Standard Operating Procedures*
- Explain how to obtain a copy of the *EMAC Operations Manual & Standard Operating Procedures*
- Recognize the importance of keeping your copy of the *EMAC Operations Manual & Standard Operating Procedures* up-to-date
The EMAC Web site

The Purpose of the EMAC Web site

The EMAC Web site seeks to provide the information member states need to understand and implement the EMAC process effectively. The Web site allows:

- Ready access to the latest EMAC guidelines, policies, and procedures—the EMAC Operations Manual & Standard Operating Procedures and EMAC forms are downloadable.
- Easy exchange of best-practice information
- An all-inclusive forum for the discussion of EMAC issues
- Ready access to the latest training materials and conference notes
- Ready access to archived reports

Perhaps most importantly, the Web site allows the rapid exchange information during an emergency or disaster. Messages related to the emergency or disaster and the current status of the assistance efforts are posted the Web site, streamlining the distribution of information to those who need it most.

Accessing the EMAC Web site

The EMAC Web site is accessed through the Internet through any type of connection, dial-up, or high-speed. The Web site address is:

http://www.emacweb.org

To protect the information from unauthorized users, access to many of the EMAC functions and information is password protected. In most cases, at the member state level, only ARs and DCs have access beyond the EMAC firewall. ARs and DCs may request that other users be authorized to access the EMAC Web site beyond the firewall. These requests are reviewed on a case-by-case basis.

To obtain a user name and password, contact your State Emergency Management Director or the National Emergency Management Association (NEMA), which administers the EMAC Web site, at http://www.nemaweb.org, or call 1-859-244-8217.
Exploring the EMAC Web site

The EMAC Web site Home Page

The EMAC Home Page is the first page you encounter when you access the EMAC Web site. The EMAC Home Page allows you to navigate within the site. The EMAC Home Page is shown in Figure 3-1.

Figure 3-1: EMAC Home Page
Exploring the EMAC Web site (continued)

Navigate through the EMAC Web site in much the same way you navigate through other Web sites:

- Click on a link to access additional information.
- Navigate to different areas of the Web site by clicking on items in the sidebar menu.
- Use the scroll bars to move up and down through the screens.

The EMAC Web site is organized into a variety of information areas:

- **About EMAC** provides general information about EMAC, explains what EMAC is, and answers some frequently asked questions. EMAC news and articles about EMAC are also posted.
- **Member Services** provides access to, among other things, the Notice & Reporting System, the EMAC Operations Manual and Standard Operating Procedures, Contact Lists, field guides, and After Action Reports.
- **Mutual Aid Best Practices** provides access to Intrastate Model Legislation and best practices guides.
- **Orientation & Training** enables you to view a complete listing of all EMAC training courses developed and sanctioned by the EMAC Operations Subcommittee.
- **Calendar** enables a user to post an EMAC calendar item.

Access to EMAC Web site Areas

Access to many of the areas on the EMAC Web site is protected. To access these areas, you must first log in. You need only log in once per site visit. Once you have logged in to view one area, you may access any of the EMAC resources without having to log in again.

Access to the following areas is currently protected:

- Member Services
- Orientation and Training

If you have an EMAC username and password, access the EMAC Web site now and explore it.
Using the EMAC Web site during an Emergency or Disaster

EMAC during an Emergency or Disaster

Although you could use any of the areas of the EMAC Web site during an emergency or disaster, you would use and rely on the Notice & Reporting System area the most.

The Notice & Reporting System area, shown in Figure 3-2, allows you to:

- Send a broadcast message to all EMAC states
- View SITREPS for the current event
- View SITREPS for past events.

Figure 3-2: EMAC Notice & Reporting System
Using the Web site during an Emergency or Disaster (continued)

The EMAC Broadcast

The EMAC broadcast is the primary vehicle used to alert member states of an impending or occurring emergency or disaster.

The broadcast includes:

- A user-provided event name
- A system-generated date and time
- The names of the impacted states
- A description of the event, which should include information such as the specific areas of the state impacted, the cause of the emergency, a description of the impact, the possible number of people or size of area impacted, and the date/time on which the state’s governor declared a state of emergency
- The e-mail address for member states to respond to

The broadcast is sent to all member states when the Send button is clicked. An example of a broadcast message is shown in Figure 3-3.
Using the Web site during an Emergency or Disaster (continued)

Figure 3-3: Broadcast Message Example
Using the Web site during an Emergency or Disaster (continued)

SITREPS

SITREPS are also prepared through the Notice & Reporting System area. SITREPS keep all member states apprised of the current status of the emergency or disaster and the assistance effort, and should include:

- The latest conditions or status of the emergency
- Location of EOCs, DFOs, or other emergency field offices
- The status of evacuations, shelters, etc.
- The level of impact to the infrastructure, such as the status of power, water, natural gas, and sewage treatment facilities
- The level of support currently being provided, such as the number of law enforcement personnel, firefighters, medical personnel, or National Guard personnel on the scene or providing assistance
- Hotline numbers for information and/or assistance
- Locations of donation facilities, donation needs, or contact information for coordinating donations
- Current EMAC support being provided
- Completed EMAC support
- New requests for support
- Notes and remarks

The Notice & Reporting System provides dialog boxes to assist in structuring the report and including the appropriate information.

When you click on the Send button at the bottom of the screen, the SITREP is posted to the EMAC Web site and also sent to the member states.

SITREPS are prepared and sent at least daily throughout the emergency or disaster, until EMAC support is no longer needed and the deployed resources have been returned to the home states. An example of a SITREP is shown in Figure 3-4.
Figure 3-4: SITREP Example

The image shows the Online Situation Reporting System interface. It displays a table titled "Open Events" with columns for Name, Date, and Impacted States. The events listed include:

- Hurricanes Bonnie and Crandall (08/11/2004, Florida)
- Hurricane Frances (08/22/2004, SE United States)
- Hurricane Ivan (09/26/2004, S.E. United States)
- Hurrganic Fight (Alabama) (08/14/2004, Alabama)
- Hurricane Ivan (West Virginia) (09/16/2004, West Virginia)
- Winter Storm Emergency (01/17/2005, Arizona)

Links are provided for "Back to Home", "Add New Event", and "Done".
The **EMAC Operations Manual & Standard Operating Procedures**

**Purpose of the Operations Manual**

The *EMAC Operations Manual & Standard Operating Procedures* (the *Operations Manual*) is critical to ensuring that each state understands the EMAC policies and procedures, is adequately prepared to implement the policies and procedures, and follows the same standardized procedures whenever activating EMAC.

Standardization is one of the key benefits to using EMAC—all member states know what they are to do and what to expect from other member states, without squandering valuable response time working out procedures in a time of crisis. The *Operations Manual* puts into operational terms the intent set forth in the Articles of the EMAC agreement and establishes the EMAC procedures that all member states agree to follow.

The latest version of the *Operations Manual* can be downloaded from the Procedures area of the EMAC Web site.

**Why Rely on the Operations Manual?**

Quite simply, because the *Operations Manual* describes and outlines the most current EMAC procedures, it is considered the “go to” book on EMAC operations. Refer to the latest version of the *Operations Manual* to ensure that you are following the latest procedures—in concert with the other member states—when you implement EMAC.

Most of us are not “read the instructions” people. We tend to jump into things, and then figure out what we should have done after the fact. In many cases, this approach is okay. The consequences of handling the situation dynamically—even incorrectly—are small. That’s not the case when an emergency or disaster strikes.

The response in an emergency event must be precise and timely. The EMAC Operations Manual and its procedures take the guesswork out of how to ask for and provide needed assistance. The procedures are based on experience. There is no need to invent procedures that you hope will work. In addition, the EMAC procedures are constantly under review for improvement. As a procedure is further refined based on field experience, the *Operations Manual* is updated to reflect these changes.

Staying familiar with the EMAC procedures will ensure that you are prepared to work with the other member states to request or provide assistance when it is needed.
The EMAC Operations Manual & Standard Operating Procedures (continued)

Using the Operations Manual

The more familiar you are with the contents of the Operations Manual, the better prepared you will be to respond appropriately when the need arises. Use the Operations Manual to become very familiar with the EMAC procedures.

The Operations Manual will help you know what to do if you need to request assistance under EMAC for your state, or if you want to offer assistance under EMAC to a member state in need. As you read through the Operations Manual, consider highlighting sentences or paragraphs that will jog your memory at that critical time when you need to act.

Make extra copies of EMAC forms or download the forms to complete in soft copy ahead of an emergency or disaster. Keep these forms, in hard and soft copy, readily available for use.

Use the Operations Manual as a checklist to prepare your state to participate in EMAC. Know and follow what your state needs to do to be prepared to coordinate with other member states to work under EMAC.

Use the Operations Manual to develop state-specific internal EMAC implementing procedures for both receiving and sending EMAC assistance.

Keeping Your Operations Manual Up to Date

You must keep your copy of the Operations Manual up-to-date to ensure that you are following the latest procedures.

Periodically check the Web site for an announcement that a revision or new version of the Operations Manual has been posted, or check the Procedures area of the Web site for the version of the current Operations Manual. Consider checking the Web site before a time in which emergencies or disasters are likely to occur, such as at the beginning of hurricane season, wildfire season, severe weather, etc. A Record of Changes page is included in the 2005 Operations Manual for logging all official revisions made to the Manual during the course of its use.

Download the newer version if one is posted, and review the procedures to ensure that you are familiar with the latest procedures.
What's in the *Operations Manual*?

Organization of the *Operations Manual*

The *Operations Manual* is organized to help you to quickly locate the information you need. There are five main sections:

- Section I: Organization & Responsibilities
- Section II: Standard Operating Procedures
- Section III: Reimbursement Procedures
- Section IV: Training & Exercises
- Section V: Appendices.

If you have a copy of the *Operations Manual*, open it now and explore it.

**Section I: Organization & Responsibilities**

The Organization & Responsibilities section explains the structure of the EMAC organization and the roles and responsibilities of each entity. The following topics are covered:

- National Emergency Management Association (NEMA)
- EMAC Operations Subcommittee
- EMAC Executive Task Force
- National Coordination Group (NCG)
- A-Team
- Regional Coordinating Team (RCT)
- National Coordinating Team (NCT).

**Section II: Standard Operating Procedures**

The Standard Operating Procedures section explains the procedures that are to be used when operating under EMAC. It also addresses how the different EMAC units coordinate activities with each other. The following topics are covered:

- Member State Responsibilities
- Requesting EMAC Assistance
- Mobilization and Deployment
What's in the *Operations Manual?* (continued)

- Span of Control
  - Level 3 Operation
  - Level 2 Operation
  - Level 1 Operation
- Interoperation & Coordination with DSH/FEMA:
  - NCT Duties
  - RCT Duties
- Coordination with DHS/FEMA
  - National Response Coordination Center (NRCC)
  - Regional Response Coordination Center (RRCC)
- Demobilization.

**Section III: Reimbursement Procedures**

The Reimbursement Procedures section explains the procedures for filing for reimbursement for the assistance provided to a member state. The following topics are covered:

- Intrastate
- Interstate
- RCT and NCT Personnel Reimbursement.

**Section IV: Training & Exercises**

The Training & Exercises section contains a complete listing of all EMAC training courses developed and sanctioned by the EMAC Operations Subcommittee. The following topics are covered:

- A-Team
- Intrastate Training and Exercise Guidance
- NCT and RCT Training & Exercises
- National Coordination Group (NCG) Training & Exercises.
What's in the *Operations Manual?* (continued)

**Section V: Appendices**

Various documents and forms are provided in the appendices, including:

- Definitions, Terms, and Acronyms
- EMAC Articles of Agreement
- EMAC Subcommittee Operating Protocols
- Member State Profiles
- Member State Key Personnel
- Operations Checklists
  - A-Team Field Operations Checklist
  - Regional Coordinating Team Field Operations Checklist
  - National Coordinating Team Field Operations Checklist
  - National Coordination Group Operations Checklist
- Forms
  - Field Operations
  - Reimbursement.
Lesson Summary

Lesson Recap

In this lesson, we learned about the EMAC Web site and the *EMAC Operations Manual and Standard Operating Procedures*.

We learned that the EMAC Web site has a variety of areas that provide you with the information and tools you need to communicate effectively with other member states during an emergency event.

EMAC’s Notice & Reporting System assists you in preparing broadcast notices and SITREPS by structuring your entry of information and managing the distribution of the information to the right people.

The EMAC Web site also helps you stay up-to-date with the guidelines and procedures by allowing you to download the latest versions of documents and forms.

We learned about the purpose of the *EMAC Operations Manual and Standard Operating Procedures*, the structure of the document, and the information that is found in the document.

We also learned that, because the procedures may change as the EMAC process is further put to the test, it is important to make sure that you have the latest *Operations Manual* by periodically checking the EMAC Web site for updates.
Lesson Summary (continued)

Learning Check

Answer the following questions to help you verify that you have mastered these important EMAC concepts.

1. Fill in the blank. What will you need to access the Notice & Reporting System on the EMAC Web site?

2. Which of the following can be downloaded from the Procedures area on the EMAC Web site? (Select all that apply.)
   a. The *EMAC Operations Manual & Standard Operating Procedures*
   b. REQ-A
   c. R-1
   d. R-2

3. What EMAC message would you post to the EMAC Web site to alert member states of an impending or occurring emergency or disaster?
   a. Broadcast
   b. SITREP

4. In what area of the EMAC Web site would you find the name and phone number of the Emergency Management Director for a member state?
   a. About EMAC
   b. Library
   c. Notice & Reporting System
   d. Contacts
Lesson Summary (continued)

Learning Check (continued)

5. What area of the EMAC Web site would you use to exchange information about EMAC and other forms of cooperative disaster assistance?
   a. About EMAC
   b. Forum
   c. Library
   d. Notice & Reporting System

6. How can the EMAC Operations Manual be used to assist your state in being prepared to participate in EMAC? (Select all that apply.)
   a. To download the EMAC forms
   b. To become familiar with the EMAC procedures
   c. As a checklist for identifying what needs to be done to prepare to participate in EMAC
   d. To develop state-specific internal procedures for sending and receiving assistance through EMAC

7. In what area of the EMAC Operations Manual would you find the procedure for providing assistance to a member state under EMAC?
   a. Section I: Organization & Responsibilities
   b. Section II: Standard Operating Procedures
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. Section V: Appendices
Lesson Summary (continued)

Learning Check (continued)

8. In what area of the *EMAC Operations Manual* would you find the A-Team Field Operations Checklist?
   a. Section I: Organization & Responsibilities
   b. Section II: Standard Operating Procedures
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. Section V: Appendices

9. In what area of the *EMAC Operations Manual* would you find the roles and responsibilities of the National Coordination Group (NCG)?
   a. Section I: Organization & Responsibilities
   b. Section II: Standard Operating Procedures
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. Section V: Appendices

10. What is the best way to obtain the latest version of the *EMAC Operations Manual*?
    a. Contact NEMA to have a copy sent.
    b. Contact the NCG to have a copy sent.
    c. Contact the Executive Task Force to have a copy sent.
    d. Download it from the EMAC Web site.
Lesson Summary (continued)

Learning Check Solution

Here are the correct answers to the Learning Check questions.

1. Fill in the blank. What will you need to access the Notice & Reporting System on the EMAC Web site?
   
   A Username and Password

2. Which of the following can be downloaded from the Procedures area on the EMAC Web site? (Select all that apply.)
   
   a. The EMAC Operations Manual & Standard Operating Procedures
   b. REQ-A
   c. R-1
   d. R-2

   You can download all of these documents—and more—from the EMAC Web site!

3. What EMAC message would you post to the EMAC Web site to alert member states of an impending or occurring emergency or disaster?
   
   a. Broadcast
   b. SITREP

   The broadcast is used to alert member states of an impending or occurring emergency in which EMAC may be needed. A SITREP is a status report to keep all member states apprised of the current status of the emergency or disaster and the assistance effort.
Lesson Summary (continued)

Learning Check Solution (continued)

4. In what area of the EMAC Web site would you find the name and phone number of the Emergency Management Director for a member state?
   a. About EMAC
   b. Library
   c. Notice & Reporting System
d. Contacts

   The Contacts area contains the EMAC directory of member states, including contact information for each of the member states.

5. What area of the EMAC Web site would you use to exchange information about EMAC and other forms of cooperative disaster assistance?
   a. About EMAC
   b. Forum
   c. Library
d. Notice & Reporting System

   The Forum area is a discussion area that allows the exchange of information about EMAC, interstate mutual aid, and other forms of cooperative disaster assistance.

6. How can the EMAC Operations Manual be used to assist your state in being prepared to participate in EMAC? (Select all that apply.)
   a. To download the EMAC forms
   b. To become familiar with the EMAC procedures
   c. As a checklist for identifying what needs to be done to prepare to participate in EMAC
d. To develop state-specific internal procedures for sending and receiving assistance through EMAC

   The EMAC Operations Manual can be used for all of these except to download the EMAC forms, which you would do from the EMAC Web site.
Lesson Summary (continued)

Learning Check Solution (continued)

7. In what area of the *EMAC Operations Manual* would you find the procedure for providing assistance to a member state under EMAC?
   a. Section I: Organization & Responsibilities
   b. **Section II: Standard Operating Procedures**
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. Section V: Appendices

   *The Standard Operating Procedures* section explains the procedures that are to be used when operating under EMAC, including how to provide assistance to a member state under EMAC. It also addresses how the different EMAC units coordinate activities with each other.

8. In what area of the *EMAC Operations Manual* would you find the A-Team Field Operations Checklist?
   a. Section I: Organization & Responsibilities
   b. Section II: Standard Operating Procedures
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. **Section V: Appendices**

   *The A-Team Field Operations Checklist is found in the Appendices.*
Lesson Summary (continued)

Learning Check Solution (continued)

9. In what area of the EMAC Operations Manual would you find the roles and responsibilities of the National Coordination Group (NCG)?
   a. Section I: Organization & Responsibilities
   b. Section II: Standard Operating Procedures
   c. Section III: Reimbursement Procedures
   d. Section IV: Training & Exercises
   e. Section V: Appendices

_The Organization & Responsibilities section explains the structure of the EMAC organization and the roles and responsibilities of each entity, including the NCG._

10. What is the best way to obtain the latest version of the EMAC Operations Manual?
    a. Contact NEMA to have a copy sent.
    b. Contact the NCG to have a copy sent.
    c. Contact the Executive Task Force to have a copy sent.
    d. **Download it from the EMAC Web site.**

_The latest version of the EMAC Operations Manual will always be posted on the EMAC Web site, where it is easy to access and download._
Lesson Summary (continued)

Final Words

The EMAC Web site and EMAC Operations Manual offer you a wealth of information and tools to assist you in initiating and implementing EMAC effectively.

The EMAC Web site is a vital tool for assisting you in managing your state’s emergencies—and assisting other states in their emergencies. The online Notice & Reporting System helps you to quickly and easily communicate with the other member states in the event of an emergency or disaster.

The EMAC Operations Manual explains the roles and responsibilities of each EMAC entity; outlines the processes and procedures for requesting, providing, and reimbursing for assistance under EMAC; and offers checklists to help you and your state prepare to respond to an emergency or disaster under EMAC.

Remember: Because the EMAC processes and procedures are improved upon as EMAC is used more, it is important to make sure that you have the latest version of the EMAC Operations Manual by periodically checking the EMAC Web site.
### Emergency Management Assistance (EMAC)

#### Interstate Mutual Aid Request

**Form REQ-A (2005)**

Type or print all information except signatures.

#### Part I TO BE COMPLETED BY THE REQUESTING STATE

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**Type Assistance/Resources Needed (for more space, attach Part IV):**

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#### Part III REQUESTING STATE'S APPROVAL

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**Additional Information**