



# Applicant's Guide to Certification

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## The Certification Process

As a professional Urban Search and Rescue (US&R) Resource seeking certification, there are steps in the process: subscription, self-assessment and application, and on-site administrative assessment, committee review and commission decision, certification and certification maintenance. Recertification follows the same process as initial certification.

### STEP 1: Subscription

The certification process begins when the US&R Resource (task force) subscribes to EMAP by completing the EMAP Subscription Order Form and submitting appropriate payment. The EMAP subscription form is provided online at [www.emap.org](http://www.emap.org). An EMAP subscription is valid for one calendar year and is renewable for a 5% discount if received 30 days before the subscription expires. The EMAP subscription benefits a US&R Resource through provisions of a multitude of resources, templates and smart practices, access to independent, third party assessors/professionals as well as access to the EMAP Program Assessment Tool.

As a subscribed US&R Resource, representatives of the task force can access restricted information pertinent to the certification process. EMAP provides standard review webinars designed to focus on experiences and real world application of standard areas. EMAP provides assessment managers (AM) the opportunity to attend or shadow an on-site administrative assessment; if given permission by the observed US&R Resource and with the understanding that the AM's task force oversees the cost of the travel.

The subscription package consists of the following:

- Unlimited license to the EMAP Program Assessment Tool for one calendar year. An on-line program, via the EMAP website, utilize by the US&R Resource for the self-assessment;
- Assistance in providing information to aid presentations to executive leadership;
- An optional complimentary webinar/training session and EMAP staff support on an instructional tutorial for the Program Assessment Tool;
- Each subscription waives the registration fee to attend the EMAP US&R Standard Training Course and obtain programmatic information and tools to guide the task force through the EMAP certification process; and
- Opportunities to participate on standards development work groups.

To gain access to these benefits, a US&R Resource must sign up for a subscription by completing the EMAP Subscription Order Form and submitting appropriate payment.

## **STEP 2: Self-Assessment and Application**

After attending the EMAP US&R Standard Training Course and obtaining available resources, the AM creates a plan outlining the stages of self-assessment, documentation of compliance, and conduct of an on-site administrative assessment processes. The plan acts as a framework document and includes goals, dates, and key milestones for the process.

The AM should review existing files, how they are organized, and who maintains them to facilitate locating documentation materials. It is helpful to create working files, organized by each standard chapter, to give the AM a view of existing documentation within the task force and assist in identifying gaps. Completion of the files will give the AM a schedule of work to be done in assembling materials and determine a time frame for applying for the on-site assessment. Documentation of review activities such as self-assessment results and periodic reviews will prove to be helpful.

The AM leads the review of a US&R Resource's activities and capabilities against the *Urban Search and Rescue Standard* to determine compliance. The EMAP Program Assessment Tool guides the applicant US&R Resource's self-assessment through the standards and allows printing of reports to track standards completed, compliance status entered, and steps needed to reach compliance. If non-compliance is found for a standard, the AM should work with appropriate task force personnel or self-assessment team members to determine whether it is feasible to take steps immediately for compliance. Gaps identified through self-assessment will drive priorities and schedules for achieving certification and planning for the on-site administrative assessment.

The applicant US&R Resource will submit all proof documentation through the EMAP Program Assessment Tool. Documentation will enable the applicant US&R Resource to complete the self-assessment and be used as proof documentation during the on-site administrative assessment. Written documentation is required for each standard; while interviews and demonstrations conducted during the on-site administrative assessment will serve to supplement written proof documentation. The AM should cite specific sections, pages, and/or paragraphs of each proof document relevant to the standard. Uploaded proof documentation will then include a copy of the source with the relevant sections highlighted or otherwise prominently noted. For standards containing several criteria, each section meant to support the criteria should be identified.

It is important that proof documents be organized in the EMAP Program Assessment Tool to clearly demonstrate compliance with the standards.

### **Application**

When the applicant US&R Resource is satisfied it will be able to show compliance with the standard, it submits the self-assessment (through the EMAP website), the application for certification, the certification application fee, and the Request for an On-site Administrative Assessment. An applicant US&R Resource should apply for certification no later than three months in advance of when it would like to conduct an on-site administrative assessment. The request for an on-site form will assist in notifying EMAP of three potential sets of dates the on-site assessment could occur. The AM should contact EMAP to inform of the submission as well as to schedule the on-site administrative assessment. EMAP will conduct due diligence to attempt to schedule an on-site administrative assessment period that is convenient for the applicant US&R Resource and the assessment team.

### **STEP 3: On-Site Administrative Assessment**

EMAP personnel will coordinate with the AM to set an on-site administrative assessment date. The date chosen will be mutually acceptable to EMAP personnel, the assessment team, and the applicant US&R Resource. The date of the on-site administrative assessment is confirmed in an e-mail sent by EMAP. At that time, the AM should provide information about documentation and facility locations, assessment teamwork space and computer access, personnel availability, and other logistics arrangements on a logistics worksheet that will be provided by EMAP.

The on-site administrative assessment is accomplished in three business days (Monday through Wednesday or Wednesday through Friday at the applicant's location). The assessment team will arrive the day before the on-site administrative assessment and will work to complete the process in three working days, including visits to other locations or offices necessary to conduct proof document reviews, interviews and observations.

The applicant US&R Resource pays the cost for an on-site administrative assessment. EMAP will estimate the cost of conducting the on-site administrative assessment and an On-site Administrative Assessment Fee will also be charged to the applicant US&R Resource. The on-site administrative assessment travel costs estimated will include: airfare, ground transportation and accommodations, and meal expenses for the assessment team (typically travel accommodations are estimated using the United States federal per diem rates). EMAP prepares an invoice for the total and sends it to the applicant US&R Resource for payment prior to the on-site administrative assessment. If the paid estimate exceeds the actual cost of the on-site administrative assessment, EMAP will refund the balance to the applicant US&R Resource at the conclusion of the assessment. If the costs are higher than the estimate, the applicant US&R Resource will be invoiced for the additional cost. The applicant US&R Resource must remit payment of the on-site assessment cost as soon as possible and in no case later than 30-days before the scheduled date of the on-site assessment. Failure to pay on-site administrative assessment cost within this time frame will halt the assessment and certification process.

EMAP engages a team of assessors from its established cadre of trained peer-reviewers. Assessors must indicate no conflict of interest with the applicant US&R Resource and accept the invitation to serve as part of the on-site administrative assessment team. Assessors abide by the EMAP Committee and Assessor Code of Conduct. The applicant US&R Resource is notified of the names of the planned assessors and may object to an assessor on the basis of conflict of interest by notice in writing to EMAP personnel within 21 business days of the communication identifying the assessors. Optional assessors may be offered by EMAP if needed. Both the US&R Resource personnel and EMAP personnel coordinate details if adjustment to the team's composition is warranted. EMAP reserves the right to make the final decision on the selection of assessors.

The applicant US&R Resource's primary point of contact with the assessment team is the assessment team leader (ATL) who manages the on-site administrative assessment and work of the assessment team. Members of the assessment team are supplied information about the applicant US&R Resource in advance of the on-site administrative assessment, including copies of the application and organizational structure, and have access to the applicant's self-assessment within the Program Assessment Tool.

The applicant US&R Resource coordinates with EMAP personnel and the ATL to create a working schedule for the on-site administrative assessment week. The working schedule allows the applicant US&R Resource and EMAP personnel to coordinate their respective activities. During the on-site administrative assessment, the assessment team leader will coordinate with the AM to make adjustments to the schedule as necessary to ensure that the assessment team completes its work on time and with the appropriate detail and consistency.

<b>On-Site Administrative Assessment Working Schedule</b>	
<b>This depicts typical compressed on-site assessment; may be subject to change depending on the project or service provided. A detailed schedule is provided to the Assessment Manager prior to the on-site administrative assessment.</b>	
<b>Travel Day</b>	
<b>Afternoon</b>	Team arrives at varying times
<b>Late Afternoon/Early Evening</b>	Team dinner
<b>Day 1</b>	
<b>8:30 a.m.</b>	Welcome and introductions On-site administrative assessment overview (EMAP Assessment Team Leader) US&R Resource Overview (Assessment Manager)
<b>9:00 a.m.</b>	Facilities tour; Orientation to documentation organization and locations
<b>10:00 a.m.</b>	Assessment Team meeting
<b>Noon</b>	Lunch on own
<b>Afternoon</b>	Continue standards review
<b>4:00 p.m.</b>	Assessment Team meeting
<b>4:30 p.m.</b>	Assessment Team Leader meets with Assessment Manager
<b>Day 2</b>	
<b>8:30 a.m. – 4:00 p.m.</b>	Assessment Team continues standards review
<b>4:00 p.m.</b>	Assessment Team meeting
<b>4:30 p.m.</b>	Assessment Team Leader meets with Assessment Manager
<b>Day 3</b>	
<b>8:30 a.m. – Noon</b>	Assessment Team follow-up, Demonstrations Assessment Team review dry run on exit briefing
<b>2:00 p.m.</b>	Exit briefing with US&R Resource
<b>3:00 p.m.</b>	Assessment Team departs

At the start of business on Monday or Wednesday, the assessment team will arrive at the location of the applicant US&R Resource. The AM and ATL will conduct an orientation or entry briefing including the assessment team, assessment manager, program manager, and personnel, as determined by the US&R Resource. The assessment team leader’s briefing will provide an overview of the on-site administrative assessment process and the assessment team’s work schedule and objectives for the on-site period. The briefing should include basic information, organizational and operational structures, key facilities, programs, and issues, and other items of interest.

The AM should provide a brief tour of facilities so assessors can become familiar with the area in which they will be working and the location of personnel with whom they will

interact. During this tour, the assessment team should be shown the location of the team working area, with any supporting equipment or administrative support. The AM should also provide a roster of employees, phone numbers, and agency points of contact appropriate for interviews and other functions. The rest of the first day will be spent reviewing proof documentation to determine compliance with Urban Search and Rescue standards.

The on-site administrative assessment is conducted in accordance with EMAP Commission approved policies and procedures. Assessors' primary activities include examining proof compliance documents, conducting interviews and observations, recording their findings, and conducting an exit briefing with the chief executive and/or program manager at the conclusion of the on-site administrative assessment to report on preliminary findings.

Prior to the conclusion of each day, the assessment team leader, the AM and, if so desired, the program manager will meet to review the assessment progress so far. During this meeting, the assessment team leader will provide information about compliance status and progress of the assessment.

If the applicant US&R Resource is potentially not in compliance with a standard; this information will be communicated by the assessment team leader to the AM, allowing the applicant US&R Resource to provide additional documentation of compliance while the team is on-site, if appropriate. It should be understood by the AM and the program manager that any communication from the assessment team at this point is considered preliminary. Findings are not complete until the team's assessment report is finalized, reviewed by the US&R Program Review Committee and accepted by the EMAP Commission. The EMAP Commission makes the ultimate decision regarding certification.

On the final day of the on-site administrative assessment, the assessment team will observe and record findings from proof documents, interviews and demonstrations conducted by the applicant US&R Resource along with an exit briefing to the program manager, AM, official designees and other personnel as desired by the applicant US&R Resource. The exit briefing generally will conclude by 3:00 p.m. on the final day of the on-site administrative assessment. During the briefing, the assessment team leader will provide an overview of preliminary findings and observations from the assessment. Each member of the assessment team will highlight preliminary findings for the standards assigned. If the applicant US&R Resource is non-compliant in an area, a verbal description of the basis for non-compliance will be provided during the exit briefing.

The exit briefing is not designed as a forum to debate compliance or standards application issues or to submit additional documentation. If the executive leadership of the applicant US&R Resource or AM is dissatisfied with the findings and recommendations of the assessment team, the ATL will refer him or her to the remaining certification steps, including the opportunity to submit supplemental documentation within 30 business days after the last day of the on-site administrative assessment, to respond to the preliminary assessment report, and to send a representative to the US&R Program Review Committee.

For the benefit of the applicant US&R Resource, the assessment team leader will offer an explanation as to the process for presenting assessment findings to the US&R Program Review Committee in the preliminary on-site assessment report. The assessment team

leader will provide the AM and program manager with access to the online evaluation forms to encourage feedback on the assessment process and standards. The US&R Resource evaluation forms will be used to improve the process, the assessor roles, and the *Urban Search & Rescue Standard*.

After completion of the on-site administrative assessment, the assessment team leader and EMAP personnel will prepare a draft preliminary on-site assessment report for review and completion by the assessment team. The preliminary on-site assessment report will include: preliminary findings regarding compliance with the *Urban Search & Rescue Standard*; references to documentation reviewed; and information about operational programs, policies, or procedures that the assessment team considered noteworthy.

The preliminary on-site assessment report and other appropriate attachments provide necessary information for a certification recommendation by the US&R Program Review Committee and decision by the EMAP Commission. A copy of the assessment team's report, when completed, is provided to the applicant US&R Resource Program Manager and/or AM. If EMAP receives supplemental documentation after the on-site administrative assessment is completed (within 30 business days as noted above), the applicable assessor and ATL will be expected to review this supplemental materials and include their findings within the preliminary on-site assessment report.

For areas of non-compliance not documented or addressed within 30 business days of the on-site administrative assessment, the applicant US&R Resource should create a plan to address those areas within nine months. A compliance-planning document should be provided to EMAP with the applicant US&R Resource's comments to the preliminary on-site assessment report; the compliance-planning document will be submitted with the preliminary on-site assessment report to the US&R Program Review Committee and Commission and may be the basis for granting conditional certification.

#### **STEP 4: Committee Review and Commission Decision**

After the preliminary on-site assessment report is complete, the applicant US&R Resource is placed on the agenda of the next scheduled US&R Program Review Committee meeting. Members of the US&R Program Review Committee will receive and review the applicant US&R Resource application, preliminary on-site assessment report, comments, and material submitted for the committee's review by the applicant US&R Resource; including the compliance-planning document for addressing areas of non-compliance. The applicant US&R Resource may provide comments to the preliminary on-site assessment report, which will be provided to the US&R Program Review Committee for its review. If there are areas of non-compliance noted in the assessment report, the US&R Resource should provide to the committee the compliance-planning document for how it will address all areas of non-compliance within nine months (required to be considered for conditional certification).

Applicant US&R Resource representatives will be asked to attend the session of the meeting at which their applicant US&R Resource is considered. It is recommended that if representatives participate, he or she should be knowledgeable about: your applicant US&R Resource, details of its on-site administrative assessment, and plans for addressing any areas of non-compliance. Keep in mind that for conditional certification, the applicant US&R Resource must show that it can be reasonably expected to address

all areas of non-compliance within nine months from the date of the EMAP Commission's decision of conditional certification. The applicant US&R Resource should notify EMAP personnel if it will have a representative present. The representatives will be invited to present any information that may be relevant to the committee's decision, and they will be available to answer any questions from the committee. The committee's deliberation and vote on certification recommendations will be in executive session; thus applicant US&R Resource representatives will be excused from the deliberation portion of the US&R Program Review Committee meeting. The committee's confidential recommendation will then go to the EMAP Commission for consideration at its next meeting.

The Commission's deliberation and vote will take place in executive session. Since the EMAP Commission is the only governing body that can grant certification to applicant US&R Resources, the US&R Program Review Committee provides a recommendation to the EMAP Commission. After review of the application and the preliminary on-site assessment report for the applicant US&R Resource, and after appropriate deliberation, the US&R Program Review Committee shall decide, by majority vote, its recommendation of one of the following designations:

***Certified Type 1, 2, 3 or 4.*** The US&R Resource is in compliance with all standards 100% of the standards.

***Conditionally Certified.*** The US&R Resource has not achieved the required compliance with all of the standards but appears to be in a position to do so within nine months. The EMAP Commission confers a probationary certification status, not to exceed nine months, requiring that the US&R Resource take specified measures to address conditions threatening or preventing compliance. During the specified conditional certification period, the US&R Resource must remedy deficiencies by pursuing the plan of action submitted to the US&R Program Review Committee and EMAP Commission.

***Certification denied.*** The EMAP Commission determines the US&R Resource has not complied with the *Urban Search and Rescue Standard*, and factors for conditional certification fall below the needed percentage of compliant standards. Feedback regarding deficiencies is provided to the US&R Resource with encouragement to work toward improvement and compliance.

At the next meeting of the EMAP Commission following the US&R Program Review Committee's recommendation regarding an US&R Resource's application to certification, the committee's recommendation will be reviewed by the Commission. The Commission's deliberations culminate in a motion to grant or deny certification using the designations above. If certification is approved, an EMAP Commissioner or EMAP personnel will notify the applicant US&R Resource. The date of this decision becomes the US&R Resource certification date, which will be the basis from which all future maintenance and recertification timelines will be calculated. Certification is valid for four years.

If certification is denied, the EMAP Commission advises the applicant US&R Resource of the commission's decision and areas of non-compliance. If the applicant US&R Resource is conditionally certified, it will be provided information about conditional certification review and the standards to be addressed during its conditional period.

If the US&R Resource is certified, soon after the EMAP Commission meeting, the certified US&R Resource will be provided a letter from the commission conferring certified status, along with a certification plaque and other appropriate visibility items. The National Emergency Management Association (NEMA) Emergency Management Assistance Compact (EMAC) personnel will be notified of the US&R Resource's certification status and effective date for inclusion in the EMAC Mutual Aid Support System (MASS) as a certified US&R Resource. A certified or conditionally certified US&R Resource may conduct a recognition ceremony to publicize its certification status.

## **STEP 5: Certification and Maintenance**

Once a US&R Resource has been notified of the certification decision, EMAP will disperse a press release announcing the achievement of all US&R Resources certified. Along with the announcement, EMAP will provide access to the marketing tools to the Certified US&R Resource.

### **Use of US&R Certification Insignia**

The US&R certification insignia is provided by EMAP to recognize US&R Resources that have achieved full certification. It may be displayed only by those with current full certified status, as approved by the EMAP Commission. The insignia is intended for use to be a visible sign of an US&R Resource's achievement of certification. It may be used on paper documents (e.g., letterhead, forms), presentations, and equipment, etc. Use on printed materials is appropriate as long as it is offered for use to all those involved with the US&R Resource.

Approval to use the insignia is granted to certified US&R Resources during the period of certification. Should a US&R Resource's certification lapse (after two years with no recertification) or be revoked, the insignia must be immediately removed from all materials and locations associated with the task force.

### **Certification Maintenance**

Certified US&R Resources are expected to maintain compliance with the standards, keep proof of compliance up to date, and conduct their activities in accordance with their goals of continuous improvement. EMAP requires that US&R Resources create and maintain up-to-date certification-related documentation between certification on-site assessments to demonstrate that the task force continues to meet standards. Keeping self-assessment results, the assessment report, and supporting documentation is a simple way of tracking compliance and identifying areas in need of improvement, making documentation easier in the future.

If non-compliance has occurred during the preceding year, the US&R Resource will provide details on the standards with which it is not in compliance, the changed conditions resulting in non-compliance, and steps being taken to achieve compliance.

### **Loss/Revocation of Certification**

A certified US&R Resource may lose its certified status for documented substantial and ongoing non-compliance with the *Urban Search and Rescue Standard* as determined by the EMAP Commission; failure of a conditionally certified US&R Resource to comply with the *Urban Search and Rescue Standard* within the time period specified by the

Commission in its award of conditional certification status; or fraud or deception, including administration of funds or obtaining certified status.

Revocation of certification will occur only after the US&R Resource has been given an opportunity to respond to the allegations or bases for non-compliance. The US&R Program Review Committee will consider such cases and make a recommendation to the full EMAP Commission. The US&R Program Review Committee and EMAP Commission may leave the certification status intact, may place the US&R Resource on conditionally certified status, or may revoke the certification status.

## **Certification Process Critique**

Applicant US&R Resources are afforded an opportunity to critique the certification process. An evaluation form will be provided to the US&R Resource's assessment manager by EMAP to solicit feedback on the standards and the certification process. Feedback from applicant US&R Resources will be used to adjust and improve processes, standards, and materials. The critique process does not affect the certification outcome.

## **Appealing an EMAP Commission Decision**

Assessment Manager of the applicant US&R Resource may challenge an appealable decision within 30 days of receipt of written notice of the EMAP Commission decision. The appeal must be in writing and must specify the grounds on which the appeal is made. A nonrefundable Appeal Fee must be submitted with the applicant US&R Resource letter of appeal (see Appendix C). The Appeals Panel of the EMAP Commission serves as the appeal agent for certification decisions.

An appeal is not a new review of the applicant US&R Resource application; it is a review of the commission's decision regarding the US&R Resource's application. An appeal is a challenge of the decision of the EMAP Commission based on the evidence before the commission at the time of its decision. The appeals process will not include additional corrective actions or similar changes.

The following decisions of the EMAP Commission may be appealed:

- Denial of eligibility for certification application
- Denial of certification
- Conditional certification
- Revocation of certification

Within 30 business days of the receipt of the US&R Resource's letter of appeal, the EMAP Commission shall appoint an ad hoc Appeals Panel of three members and three alternates, none of whom will have had affiliation with the appellant US&R Resource filing the appeal or with the certification process related to the program. EMAP will confirm the willingness and availability of the panel and alternates to serve and notify the US&R Resource of the proposed date for appeal review. The appellant US&R Resource will have the opportunity to review the names of prospective Appeals Panel members and to challenge them for due cause (e.g., conflict of interest, bias or other prejudicial infirmity). The EMAP Commission will rule on such challenges.

Procedural and substantive issues addressed by the Appeals Panel will be limited to those stated in the appellant US&R Resource's appeal letter. The panel may consider only facts and materials that were before the EMAP Commission at the time of its decision. At least 30 business days before the Appeals Panel's review, EMAP will provide the appellant US&R Resource a list of documents and materials included in the file as considered by the EMAP Commission. Objections regarding materials or documentation provided must be made to EMAP no later than 15 business days before the scheduled appeal review. The Appeals Panel will consider the appeal, either in a physical meeting or via conference call, no later than 90 business days after receipt of the appellant US&R Resource's letter of appeal.

The EMAP Commission's initial decision shall be affirmed unless: a procedural error and/or adherence to proper procedures would dictate a different decision; or based on the record, the EMAP Commission's decision was plainly wrong or without evidence to support it.

The Appeals Panel has these two options: (1) to uphold the EMAP Commission decision; (2) or to return the matter to the EMAP Commission for reconsideration of its decision in light of the panel's ruling regarding procedural violation(s) or substantive error(s). The report of the Appeals Panel and the basis of their decision related to the records shall be provided to the EMAP Commission within 30 business days of the panel's review. Copies of the report shall be provided to the appellant US&R Resource.

### **Complaints against Certified US&R Resources**

Complaints or allegations of incidents of non-compliance of certified US&R Resources will be reviewed and acknowledged as described below. The certified US&R Resource will be notified and furnished with a copy of the complaint.

A complaint is not a mechanism for adjudication of disputes between individuals and programs. Procedures for handling a complaint against a certified US&R Resource are intended to deal with complaints based on purported lack of U S & R Resource consistency with the *Urban Search and Rescue Standard*. A complaint that raises issues that are the subject of pending litigation will not be processed until the litigation has been concluded. Complaints must be filed in writing within one year from the time that the alleged non-compliance occurred or came to the attention of the complainant; whichever is later. To be processed, a complaint must:

1. Be in writing and signed;
2. Identify the individual, group, or legal entity making the complaint;
3. Present specific facts and evidence (including supporting evidence) that the certified US&R Resource is not in compliance with one or more element of the *Urban Search and Rescue Standard*;
4. Describe the status of legal action if any exists related to the facts of the complaint; and
5. Grant permission to send a copy of the complaint, in its entirety, to the certified US&R Resource against which the complaint is made.

Receipt of a complaint that meets the above requirements will be acknowledged by EMAP within 30 business days, and a copy of the complaint will simultaneously be forwarded to the certified US&R Resource. The certified US&R Resource will have 30 business days to respond to the complaint. The certified US&R Resource response must be from the US&R Resource itself and not from a third party acting on the Resource's behalf. The complainant may be asked to respond to information provided by the US&R Resource. The EMAP Commission will review a complaint against a certified US&R Resource at its first regularly scheduled meeting after the receipt of the certified US&R Resource's response. The EMAP Commission may, after review, act upon the complaint or defer action pending receipt of additional information.

The EMAP Commission, through its personnel or committees, reserves the authority to dismiss complaints determined to be non-substantive or frivolous. (Receipt of a complaint regarding a certified US&R Resource going through the certification process will be processed in a similar manner as part of the on-site administrative assessment or program review committee review rather than going first to the full EMAP Commission.)

The complaint will be placed in the certified US&R Resource file along with any response from the US&R Resource. The EMAP Commission will communicate in writing its action on the complaint to the complainant and the US&R Resource. The resolution of the complaint will be recorded in the US&R Resource EMAP file.

## EMAP Services

EMAP provides optional services to subscribed US&R Resource to take advantage of while building their task forces to the standards and/or assisting in succeeding certification. This is a continuous effort of the EMAP Commission to provide quality services and resources to interested US&R Resources. Please visit the EMAP website [www.emap.org](http://www.emap.org) for current listing of services offered. Obtaining a current subscription with EMAP is a requirement in order to sign up for the services.

### **Host *Urban Search and Rescue Standard* Training**

The Host *US&R Standard* Training provides an US&R Resource with information and tools that will assist them in evaluating their capabilities and documentation by way of the *US&R Standard*. Specifically, the hosting US&R Resource will learn about the *US&R Standard* and its application during the certification process. The Host *US&R Standard* Training provides an opportunity for the host jurisdiction/agency to invite their stakeholders and/or neighboring resources to learn about and engage with the *US&R Standard*, assisting in the development of buy-in and support for the certification process.

Key objectives met during the instruction of this course include:

- Obtain a basic understanding of EMAP, its background, history and future;
- Explore the need and application of the standards;
- Gain an understanding of the certification process;
- Explore the roles and responsibilities of assessment managers, assessors, and assessment team leaders;
- Understand the value of documenting compliance through the writing of rationales;
- Understand how assessors analyze compliance and write findings; and,
- Certify as assessment managers and/or assessors, if desired.

EMAP Trainers, with support from EMAP personnel, will facilitate the Host *US&R Standard* Training based on the current *US&R Standard*. The two-day course will encourage open participation and discussion about the objectives provided above.

A US&R Resource must be subscribed to EMAP in order to sponsor the Host *US&R Standard* Training. However, the US&R Resource may choose to open up the course registration to subscribed and unsubscribed Resources. The cost associated with this course is the Host *US&R Standard* Training fee and the travel cost for the EMAP Trainers and the EMAP personnel. Primary travel costs of the Host *US&R Standard* Training include at a minimum airfare (if applicable), ground transportation for the duration of the course, hotel accommodations, and meals (typically using the United States federal per diem rate for the location). The cost associated with this course is a Training Course fee (see Appendix C) and the travel cost for the EMAP Training Coordinator and one EMAP Trainer.

### **Pre-Assessment**

A pre-assessment is an optional service catered towards applicant US&R Resource to provide an initial evaluation of their US&R Resource preparedness and response capabilities. It will concentrate on corrective actions needed for the applicant to work through prior to undergoing a full EMAP on-site administrative assessment. Once an applicant US&R Resource has completed a pre-assessment, they have nine months to undergo an on-site assessment for certification.

An applicant US&R Resource may choose up to three standard chapters for the pre-assessment. In order to participate in a pre-assessment, the applicant must have a current subscription and must have completed the self-assessment for each of the standard chapters that will be a part of the pre-assessment.

# Appendix A

## The EMAP Commission

### Purpose

The purpose of the EMAP Commission is to evaluate and improve the delivery of emergency management services to the public through accreditation of state and local government emergency management programs. Specifically, the commission's purposes include:

- To establish and maintain standards for emergency management and urban search and rescue programs.
- To administer a certification and accreditation process that encourages an applicant to bring its program/resource into compliance with those standards.
- To oversee or conduct a process of self-assessment, documentation and on-site assessment of the applicant's compliance with established standards.
- To formally acknowledge compliance of a program/resource by issuance of accreditation/certification.
- To accept fees, grants, gifts, bequests and other contributions that support the purposes of the Commission.
- To develop and maintain close working relationships with national, regional, state and local associations and agencies in the emergency management and related fields for mutual growth and benefit.
- To educate legislative and executive branches of government and the public on the importance of fully capable emergency management and urban search and rescue programs based upon high standards.
- To ensure that the business affairs and the programs of the Commission and its affiliates are conducted on a nondiscriminatory basis.
- To promote the concept of voluntary self-regulation inherent in the accreditation/certification process.
- To cooperate with other private and public agencies in a manner that will lead to the improvement in the accreditation/certification program and the delivery of emergency management services and urban search and rescue programs.

### Commissioners

The Commission is composed of twelve commissioners who are appointed by the National Emergency Management Association (NEMA), and International Association of Emergency Managers (IAEM); each organization will appoint five commissioners. Commissioners represent a broad spectrum of public and private sector groups and are appointed according to the following categories of stakeholders:

- State emergency management (2 NEMA)
- Local emergency management (2 IAEM)
- State government elected officials representative (NEMA)
- Local government elected officials representative (IAEM)
- State government official, emergency responder, planner or public safety representative (NEMA)
- Local government official, emergency responder, planner or public safety representative (IAEM)

- Academic from emergency management discipline/field (IAEM)
- Private sector emergency management representative (NEMA)

Two (2) Commissioners will be appointed by the NEMA and IAEM representatives of the EMAP Commission to serve as “At-Large” members. The two (2) representatives will serve in the following categories:

1. International representative serving in an emergency management program  
(1, EMAP), At-Large (Non-US)
2. Federal agency emergency management representative (1, EMAP), At-Large

The Commission chairperson and vice-chairperson are selected from within the Commission and are chosen by the members. No chairperson shall be elected to more than two consecutive terms but may serve unlimited non-consecutive terms. The Chairperson and Vice-Chairperson shall be from different appointing association. Each commissioner holds office for three years or until his or her successor has been appointed. To ensure continuity on the Commission, the terms of office are staggered, with three seats expiring each year. Appointments are generally made each fall with service beginning on January 1.

### **EMAP Committees**

The EMAP Commission has established four standing committees to consider its various activities and to make recommendations to the full commission. Final decisions are the responsibility and purview of the commission. The Commission also appoints an ad hoc Appeals Panel upon receipt of an appeal. The committees are listed below in alphabetical order.

The **US&R Program Review Committee** is responsible for considering US&R Resources being presented for certification, using assessment reports prepared by assessment teams, and making recommendations regarding certification status.

The US&R Program Review Committee is comprised of no more than nine (9) members from the US&R Task Forces, both State and Federal.

- State Urban Search and Rescue Task Force (3 representatives)
- State emergency responder, planner or public safety representative (2 representatives)
- Standard Developer volunteer (1 representative)
- EMAP Program Review Committee Vice-Chairperson, *Ex-Officio*

The **Technical Committee** is responsible for developing new or revised language for the standards and the process, reviews, appeals, interpretations, compliance enforcement, on-site assessment materials, assessor training, self-assessment guidance and other training and education activities.

The Commission upon receipt of an appeal will appoint an **ad hoc Appeals Panel**. The panel is responsible for hearing, reviewing, and deciding appeals of certification decisions and standards language in accordance with EMAP policies and procedures.

## Appendix B



### Request for On-Site Administrative Assessment

This is only a sample for example and not intended for use.

The [US&R Resource Name] requests to schedule for on-site administrative assessment as part of the Emergency Management Accreditation Program (EMAP) Certification Process. Our US&R Resource has completed its self-assessment and documentation and is prepared for on-site administrative assessment.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name and title: \_\_\_\_\_

I understand that the duration of the on-site administrative assessment and the size of the assessment team will be established after EMAP reviews the proof documentation we have submitted.

The following are weeks we propose for the on-site administrative assessment of our US&R Resource, in order of preference: *(EMAP cannot promise first choice, or any choice listed, will be available, but will work with the program to find workable dates.)*

\_\_\_\_\_ First Choice

\_\_\_\_\_ Second Choice

\_\_\_\_\_ Third Choice

## Appendix C



### Certification Fees

#### Subscription fees

Good for one calendar year: \$450.00USD

A 5% discount is issued for renewals if subscriptions are renewed within 30 business days prior to subscription expiration date.

#### Delinquent Accounts Policy for Subscriptions

After 30 business days, the delinquent account is frozen and access to the Program Assessment Tool and restricted area of the web site is denied. Once the subscription has expired, the applicant US&R Resource will be required to re-purchase the subscription and license for one year without the discounted subscription rate.

#### Certification Application Fees

The Certification Application fee is paid after the self-assessment has been submitted in the EMAP Program Assessment Tool.

US&R Resource	
Type	Certification fee
Type 4	\$2,000.00USD
Type 3	\$3,500.00USD
Type 2	\$4,500.00USD
Type 1	\$6,000.00USD

#### Assessment fees

The applicant US&R Resource pays actual costs of EMAP assessment team to conduct the on-site administrative assessment, plus the appropriate certification fee for the type of assessment. Primary travel costs of the on-site assessment include , at a minimum, airfare (if applicable) for each assessor to travel to location; ground transportation for the assessment team during the assessment; hotel accommodations; and meals (typically using the United States federal per diem rate for the location).

In addition, dependent on the type of assessment the applicant US&R Resource is involved in, the following fee will be added in the total cost:

Conditional Assessment Fee: \$500.00USD  
On-site Assessment Fee: \$2,500.00USD

In the active attempt to appeal an accreditation effort with the EMAP Commission, a nonrefundable Appeal Fee of \$500.00USD will be charged to the US&R Resource.

Host *Urban Search & Rescue* Training Fee: \$2,750.00USD

### **Payment options**

In order to ease the total cost of certification, EMAP has developed various payment plans to assist applicant US&R Resource in the costs of assessments. EMAP provides payment plans catered to the US&R Resource's needs. EMAP also provides estimates to assist in the budget planning of the US&R Resource. Contact EMAP personnel at [emap@emap.org](mailto:emap@emap.org) to learn more.

## Appendix D



## Logistics Worksheet for On-Site Administrative Assessment

### EMAP ASSESSMENT TEAM

A team of X EMAP assessors will arrive at your program offices on Day, Month, 8:00 AM and depart on Day, Month, 1:00 PM. In order to assist the team with travel and on-site logistics, please fill out the information below.

### US&R RESOURCE

Name of Task Force: [Click here to enter text.](#)

Street address of offices where assessors will work: [Click here to enter text.](#)

What is necessary to pass through security: [Click here to enter text.](#)

### ASSESSMENT MANAGER

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

Phone (for communication during assessment): [Click here to enter text.](#)

Email (for communication during assessment): [Click here to enter text.](#)

### AIR TRAVEL

Closest airport(s): [Click here to enter text.](#)

Recommended airline(s) (if any): [Click here to enter text.](#)

Approximate time from hotel to offices where assessors will work: [Click here to enter text.](#)

### HOTELS

Please recommend 3 hotels, in the vicinity of your program offices, which may have rooms available at or below the federal per diem rate:

Hotel name: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

Phone: [Click here to enter text.](#)

Hotel name: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

Phone: [Click here to enter text.](#)

Hotel name: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

Phone: [Click here to enter text.](#)

### LUNCH

Please recommend 4 restaurants, close to your program offices, where the assessor team could break for lunch:

Restaurant name: [Click here to enter text.](#)  
Type of cuisine: [Click here to enter text.](#)  
Address: [Click here to enter text.](#)

Restaurant name: [Click here to enter text.](#)  
Type of cuisine: [Click here to enter text.](#)  
Address: [Click here to enter text.](#)

Restaurant name: [Click here to enter text.](#)  
Type of cuisine: [Click here to enter text.](#)  
Address: [Click here to enter text.](#)

Restaurant name: [Click here to enter text.](#)  
Type of cuisine: [Click here to enter text.](#)  
Address: [Click here to enter text.](#)

### **RESOURCES FOR ASSESSORS**

Please confirm that each of the following items will be available for the EMAP assessor team:

- A room where assessors will be able to work privately, which is available for the entire week
- A computer with Internet access for each assessor
- Mozilla Firefox (a free downloadable web browser) and Microsoft Word installed on each computer
- 1 printer for assessors to use
- 1 phone for assessors to use
- A white board with markers or other large display
- A separate room where assessors may privately conduct interviews
- Personal Protection Equipment, as needed

*We appreciate your efforts to make the assessment team welcome and comfortable. Please note, though, that the assessment team may not accept any gifts unless such item would be offered to any other visiting emergency manager.*

Please return the completed form to:

EMAP  
[emap@emap.org](mailto:emap@emap.org)

## Appendix E



## Application for Certification

### CONTACT INFORMATION

Name of US&R Resource: [Click here to enter text.](#)

Mailing address: [Click here to enter text.](#)

Physical address: [Click here to enter text.](#)

Website(if applicable): [Click here to enter text.](#)

### PROGRAM MANAGER

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

Telephone: [Click here to enter text.](#)

Email: [Click here to enter text.](#)

### ASSESSMENT MANAGER

Name: [Click here to enter text.](#)

Telephone: [Click here to enter text.](#)

Email: [Click here to enter text.](#)

Fax: [Click here to enter text.](#)

Mailing address (if different from above): [Click here to enter text.](#)

### US&R RESOURCE

Do you have the following documentation to provide for the assessment team?

- Strategic Plan
- Mobilization Plan
- Administrative Manual
- Training & Evaluation Plan
- Cooperative Agreement
- Sponsoring Agency procedures & HR policies/procedures
- Exercise Plan
- Logistics Plan
- Cache Load Plan

### ASSESSMENT

Date of last completion of a readiness evaluation assessment or mobilization exercise: [Click here to enter text.](#)

How long do you estimate your self-assessment for certification purposes will take? [Click here to enter text.](#)

**SIGNATURE**

Signature of Program Manager: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENTS**

1. Attach a copy of an **organizational chart** or another explanation of US&R Resource structure.
2. Attach a one-page, narrative description of the US&R Resource. This narrative should include the how the Task Force is organized, Sponsoring Agency and any features unique to the Team.

Please return the completed form to:

EMAP  
emap@emap.org



Emergency Management Accreditation Program  
Web: [www.emap.org](http://www.emap.org)  
[emap@emap.org](mailto:emap@emap.org)