General Frequently Asked Questions

Q: Can anyone volunteer for this effort?
A: Because of the nature of the work and the environment, recommend only those in good health and those able to work under very stressful conditions volunteer. We recommend you not volunteer if you are in poor health, cannot handle stress, heat and humidity, cannot work long hours and cannot tolerate primitive living conditions.

Q: What is our mission?
A: To assist the NFIP State Coordinators of Louisiana and Mississippi in aiding victims of Hurricane Katrina in various affected locations along the Gulf Coast.

Q: What will I be doing?
A: You will be part of the general support team initially conducting triage on buildings addressing health and human safety. In addition, you will be responding to questions on the NFIP. Support of substantial damage estimates may be involved.

Q: How long will I be there?
A: The typical EMAC deployment is for 14 days with a day of travel on each end. States may indicate different deployment periods in individual specific request.

Q: Will I be paid?
A: You will be paid as if you were working in your regular job. Travel cost, lodging, per diem, salary and fringes, and other allowable cost are paid by the responding individual's organization and then reimbursed through EMAC.

Q: What types of items do I need to bring?
A: Please refer to the list of recommended items. It is important to understand that it is unlikely that you will be able to purchase anything, including clothes and medications. Space may be limited, so you will need to be careful to bring enough, but not too much.

Accommodations

Q: Will housing be provided?
A: This will vary depending on where you will be working and when you will be deployed. You could be working and living in tents that will be provided by the State. It may be a very primitive setting, with no running water or electricity. The weather will most likely be hot and humid.

Q: Will there be showers or hygiene rooms available?
A: Again, this will vary depending on where you will be working and when you will be deployed.

Q: Will I be able to make calls to home, doctors, etc?
A: It is likely that there will be no cellular service available. Attempts will be made to make telephone service available, but it is not guaranteed.

EMAC

The requesting and assisting state enter into a formal agreement which allows for the accountability of the people, equipment and supplies requested and facilitates the reimbursement of the unit of government or organization filling the request. Travel cost, lodging, per diem, salary and fringes, and other allowable cost are paid by the responding individual's organization and then reimbursed through EMAC.

EMAC member states have agreed to accept the licensure and certifications of individuals from member states. Individuals deployed through EMAC are considered agents of the requesting state for tort, liability, workman's compensation and insurance purposes.
Q: Will my insurance pay if I am hurt?  
A: Please check with your health insurance provider regarding details on out-of-state coverage.

Miscellaneous

Q: How will I receive my paycheck?  
A: Please check with your current employer regarding disbursements during EMAC deployments.

Q: Should I bring cash? Will there be ATMs or some method of cashing checks?  
A: You should bring a limited amount of cash, but meals are being provided. You should not depend on being able to use an ATM, cashing a check or being able to use a credit card.

Q: How long will I have to work?  
A: Anticipate long work hours, as there are thousands of residents seeking services. The actual work hours will be determined on site.

Q: What happens if there is an emergency?  
A: Remember the majority of emergency personnel are helping the victims of the hurricane, so medical care may not be immediately available. That is why it is important to understand the environment before you agree to go.