

**Disaster Service Workers****1.3.4****PURPOSE**

Under the California Government Code, all employees (who are not already in public safety fields like police or fire) are obligated to serve as Disaster Service Workers. Disaster Service Workers provide services and aid during conditions, including the recovery phase, of an emergency, disaster, or catastrophic event. As a City employee you are required to perform duties as a Disaster Service Worker when the City Manager, while in the role of Director of Emergency Services, or the City Council declare the existence of or threatened existence of a local emergency.

This policy provides direction with regard to responsibilities for all City employees in the event of a disaster, emergency, or catastrophic event affecting the City of San José.

**SCOPE OF APPLICATION**

California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 et seq., requires all public employees to provide disaster service activities as may be assigned to them by their superiors or by law. In addition to state law, the San José Municipal Code, Chapter 8.08 provides that the City Manager, while in the role of Director of Emergency Services, has the authority to require emergency services of any City officer or employee.

**AUTHORITIES**

California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 et seq.

San José Municipal Code, Chapter 8.08 Office of Emergency Services

**PROCEDURES****Department Director Responsibility**

It is the responsibility of each department director to ensure all department employees are aware of the procedures to follow in the event of an emergency, disaster, or catastrophic event that occurs during normal work hours, including where employees are to assemble.

Additionally, it is the responsibility of each department director to establish and maintain personal contact and emergency contact information for all department employees. The department director shall establish and maintain a phone tree (reporting structure) to be utilized in the event of an emergency, disaster, or catastrophic event that occurs during non-working hours to communicate with employees who need to return to work to perform disaster service activities.

**Employee Responsibility**

Employees may be required to do the following:

- Work in assignments based on the needs of the work unit and/or the City that may require employees to serve at locations, times, and in conditions other than their normal work assignment and/or schedule;

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- Work in assignments outside the general scope of their typical duties and responsibilities. Employees will never be asked to perform any duty or function they are physically unable or unqualified to do; and
- Work for a supervisor, division, or department different from their normal work assignment.

On a daily basis, employees may be required to complete additional special timekeeping forms to account for (1) the kind of disaster work performed, (2) the number of hours worked, (3) and the location where work was performed.

Disaster During Regular Hours: If the disaster occurs during normal working hours, employees should immediately follow the policy and procedures established by their department. In addition, employees will be required to do the following:

- Remain on duty at their work station or at a designated emergency facility, as designated by the City, until dismissed by their supervisor at the direction of Department Director or designee. Every effort possible will be made by the City to assist each employee in communicating with their household.

Disaster During Off-Duty Hours: If the disaster occurs during off-duty hours, employees are to first ensure the security of their household and make any short-term arrangements that may be needed. Each employee is then required to follow any previously communicated department reporting procedures. In addition, employees will be required to do the following:

- Employees should regularly monitor all available sources for emergency information and follow any applicable instructions. Available Sources include:
  - City Desk Phone (If Applicable)
  - City-issued mobile device (If applicable)
  - City Email (If Applicable)
  - City website: [www. SanJoséca.gov](http://www.SanJoseca.gov)
  - Personal Cell Phone and Email
  - Emergency Broadcast Stations (radio or television)
- The City will implement emergency communications during these times including communication with employees. Information will be released to mainstream media, social media and autodialing notifications systems. Employees are encouraged to register on the AlertSCC.org notification portal to receive emergency notifications.
- Contact his or her immediate supervisor or department representative for reporting instructions and follow all instructions provided.

Disaster While on Paid Leave: Employees on paid leave (vacation, personal, compensatory time) at the time of a disaster or emergency may be required to shorten their leaves and return to work. Employees on leave due to illness or injury who are unable to work will not be required to report to work.

**REQUIRED TRAINING**

The required training below shall be completed during an employee's normal work hours.

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Upon successful completion of the required training, employees will be provided with certificates of completion which the employee will need to be upload into the eWay portal.

All Employees

All employees will be required to complete the following trainings:

- Standardized Emergency Management System (SEMS) Intro Course (G606)
- Intro to Incident Command System (ICS) (ICS-100)
- An Introduction to the National Incident Management System (NIMS) (IS-700)

For new hires, this needs to be completed within the first 6 months from their start date. For existing employees who have not already completed these trainings, the training must be completed within 6 months of receiving notification of required trainings.

Supervisors

In addition to the trainings listed above, employees designated as supervisors will be required to complete the following trainings:

- Basic ICS for Initial Response (IS-200)
- National Response Framework, An Introduction (IS-800)

Supervisors who have not already completed the supervisor trainings listed above will be notified of these additional training requirements and will be required to complete the training within 6 months of notification.

Employees Assigned to Emergency Operations Center (EOC)/Department Operations Center (DOC) Roles

In addition to the trainings listed above for all employees and supervisors, employees assigned to EOC/DOC roles will be required to complete any training/coursework required for their specified EOC/DOC role. The Office of Emergency Management will provide the specific courses required to be completed by employees serving in EOC/DOC roles.

**PAY AND COMPENSATION**

Employees will continue to be paid as they normally would (including overtime, compensatory time, premiums or special pays, etc.) in accordance with the terms of the applicable Memorandum of Agreement. Any employee receiving bilingual pay, or any other premium or special pay, can be required to provide those services for which they are receiving pay during a disaster or state of emergency. This may include needing to work a different work schedule, in excess of the employee's regular hours, or at a different work location than the employee's normal work assignment.

**DISRUPTIONS TO TRANSPORTATION**

Employees are responsible for reporting to work on time, regardless of the situation, unless specifically instructed otherwise by their supervisor or authorized department representative.

