



Creating a Successful Disaster Service Worker Program



Overview

- Purpose (why did we begin?)
- What is Disaster Service Work?
- Who is a Disaster Service Worker?
- Initial Steps
- Roles and Responsibilities
- Partnerships
- Disaster Service Worker Management
- Desired Outcomes



Program Purpose

- Enormous unmet human resource needs in catastrophic events
- Historical under use of public employees in disaster events
- California State Law
- Resurgence of concern around disaster preparedness and response
- Increase in number of staff at the Department of Emergency Management



Benefits of the Disaster Service Worker Program

City and County of San Francisco Employees

- Informed, aware, prepared and trained
- Will be better prepared to care for themselves and their families
- Will be part of the response and recovery effort rather than a casualty of the event



Benefits of the Disaster Service Worker Program

Volunteers

- Registered with the City and County of San Francisco
- All necessary paperwork is complete
- Licensing/credential checks may be conducted
- Available for training prior to a disaster event
- Eligible for Workers' Compensation if injured while performing volunteer disaster work





What Is Disaster Service Work?

All activities authorized by and carried on pursuant to the California Emergency Services Act, including approved and documented training necessary or proper to engage in such [disaster] activities

Cal. Code of Regs., Title 19.2570.2. (3)(b)(1)



What Is Disaster Service Work?

- Disaster Service Work is designed primarily to aid in disaster events
- It does not include the day-to-day emergency response activities typically associated with, for example, Firefighting or Law Enforcement



History of the Disaster Service Worker Program

- Since the early 1900s California has had both State and Local "*Emergency Councils*"
- For many years the local groups were referred to as *War Councils*
- Currently named *Disaster Councils*



History of the Disaster Service Worker Program

- In 1943, the War Powers Act created the California War Council:
 - Grew out of concern of an invasion along the Pacific border
 - Recognized human resources were inadequate
 - Recruited numerous civilian volunteers to address the problems of mass attacks or natural disasters
 - Recognized that prior to this time volunteers were not provided compensation if injured while volunteering



History of the Disaster Service Worker Program

- War Powers Act of 1943 provided that volunteers could receive benefits of the State Workers' Compensation if they were injured in the course of their volunteer duties
- Must be registered with a local (county) War Council
- State War Council certified all existing County War Councils and allowed them to qualify Civil Defense workers for workers' compensation benefits



Who is a Disaster Service Worker?

Categories of Disaster Service Workers

- Volunteers
- Those *impressed* into service
- Public Employees



Who is a Disaster Service Worker?

Two Types of Volunteer

- Registered
- Convergent



Who is a Disaster Service Worker?

Impressed Into Service

Those who are not a public employee or registered volunteer who may be requested by an authorized public official to provide immediate assistance

NOTE: This is a very rare occurrence



Who Is A Disaster Service Worker?

Public Employees - City and County of SF

All City and County employees are designated by both State and City law as "Disaster Service Workers." In the event of a declaration of emergency, any employee of the City and County of San Francisco may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different than the normal work assignment and may continue into the recovery phase of the emergency.



Initial Steps

Began a Campaign

- Monthly Disaster Forums
 - Led by the Office of Emergency Services
 - Attended by City Departments and local partner agencies
- Quarterly Disaster Councils
 - Led by the Mayor and DEM Director
 - Attended by Board Supervisors, department heads, local agency partners



Initial Steps

- Disaster Service Worker Education and Training
- Disaster Service Worker Badge Standardization project
- Identification of possible Disaster Service Worker positions
- Assessment of likely personnel assets available following an event (non-response focused departments)



Initial Steps

- Departments identified disaster tasks that required additional staffing
- Departments identified staff that did not have a specific disaster response role
- Mayoral Directive
- Training and education component



Initial Steps

Employee Training and Awareness Campaign

- Wanted to create a supportive rather than purely directive environment
 - Presented local earthquake risk at departmental meetings and City Hall monthly “Brown-bag lunch”
 - Provided personal and office preparedness courses
 - Inspire workers into action



Initial Steps

Employee Training and Awareness Campaign

- Department of Human Resources staff provided briefings to departments
- Attached Disaster Service Worker fact sheets to payroll stubs
- Worked with unions to address assignment/overtime/pay concerns
- Provided opportunities for staff to participate in Hurricane Katrina response



Initial Steps

Training: WWW.SFDSW.ORG

The screenshot shows the website for Disaster Service Workers (DSW) training. The header includes the 'sfgov' logo and navigation links for Residents, Business, Government, Visitors, and Online Services. The main content area is titled 'Disaster Service Workers' and features a section for 'Disaster Service Workers Training'. This section includes a list of five key objectives for DSW workers, such as understanding their role, preparing themselves and their families, and completing training exercises. It also provides information on group and individual training options. A right-hand sidebar contains a navigation menu with links to Home, About Us, DSW Training, DSW ID Card Info, Printable Materials, Frequently Asked Questions, and Additional Resources. Below this is a 'HOW DO I?' section with links for getting involved, making suggestions, and preparing for emergencies. A 'RELATED LINKS' section at the bottom of the sidebar lists '72 Hours.org', 'DEM, Division of Emergency Services', and 'Citizen Corps'.

sfgov | SFgov | Residents | Business | Government | Visitors | Online Services | Help | Search

Disaster Service Workers

PRINT: [icon] TEXT SIZE: [icon] [icon] [icon]

Disaster Service Workers Training

The Disaster Service Worker program has developed training materials to ensure that you, as a designated Disaster Service Worker, can do the following:

1. Understand the critical role you play in responding to and recovering from a disaster as a City and County of San Francisco employee and Disaster Service Worker.
2. Help you prepare and protect yourself and your family first, so you can then focus on helping others.
3. Understand the DSW identification card purpose and uses in a disaster.
4. Understand your possible job roles in a disaster and how to get to your assignments.
5. Introduce you to additional required and optional learning for disaster preparedness.

All DSW workers are required to complete the training exercises listed below. Employees have the option of completing the training individually or as a group.

Print a copy of the [sign-in sheet \(PDF\)](#) for use in documenting individual and group training sessions. Provide the completed form to your HR representative so the training can be appropriately recorded.

Group Training

DSW group trainings are done at the discretion of the department. Contact your supervisor regarding group training opportunities. If you are taking DSW training in a group, you will need to review the [DSW training curriculum \(PDF\)](#), attend the group training courses and complete the [NIMS training \(below, under "Step 2"\)](#).

Individual Training

EXPLORE ▾

- [Home](#)
- [About Us](#)
- [DSW Training](#)
- [DSW ID Card Info](#)
- [Printable Materials](#)
- [Frequently Asked Questions](#)
- [Additional Resources](#)
- [Contact Us](#)

HOW DO I? ▾

- [...get involved?](#)
- [...make a suggestion?](#)
- [...prepare for an emergency?](#)

RELATED LINKS ▾

- [72 Hours.org](#)
- [DEM, Division of Emergency Services](#)
- [Citizen Corps.](#)



Initial Steps

Training: WWW.SFDSW.ORG

The screenshot shows the website for Disaster Service Workers. The header includes the 'sfgov' logo and navigation links for Residents, Business, Government, Visitors, and Online Services. A search bar is located in the top right. The main content area is titled 'Disaster Service Workers' and includes a 'PRINT:' button and a 'TEXT SIZE:' selector. Below this, there are sections for 'Additional Resources' and 'Additional Training'. The 'Additional Resources' section lists several organizations and their websites, including 72 Hours.org, San Francisco Department of Emergency Management, San Francisco Citizen Corps Council, San Francisco Neighborhood Emergency Response Team (NERT) training, Alert SF, California Office of Emergency Services, and US Department of Homeland Security. The 'Additional Training' section lists NIMS training. Below this, there is a section for 'Employee Payroll Services' with links for Direct Deposit/Paystub Online Authorization/Cancellation Form, Direct Deposit Information, and Bank on San Francisco Program. On the right side, there are two dropdown menus: 'EXPLORE' and 'HOW DO I?'. The 'EXPLORE' menu includes links for Home, About Us, DSW Training, DSW ID Card Info, Printable Materials, Frequently Asked Questions, Additional Resources, and Contact Us. The 'HOW DO I?' menu includes links for ...get involved?, ...make a suggestion?, and ...prepare for an emergency?. At the bottom, there is a 'RELATED LINKS' section with links for 72 Hours.org, DEM, Division of Emergency Services, and Citizen Corps.

Disaster Service Workers

PRINT: TEXT SIZE:

Additional Resources

72 Hours.org
www.72hours.org

San Francisco Department of Emergency Management: Division of Emergency Services
<http://sfgov.org/oes>

San Francisco Citizen Corps Council

San Francisco Neighborhood Emergency Response Team (NERT) training

Alert SF
<http://alerts.org/>

California Office of Emergency Services
<http://www.oes.ca.gov>

US Department of Homeland Security
www.dhs.gov

American Red Cross
www.redcrossbayarea.org

Additional Training

NIMS training
<http://training.fema.gov/EMIWeb/IS/crslist.asp>

Employee Payroll Services

Direct Deposit/Paystub Online Authorization/Cancellation Form

Direct Deposit Information (hosted by the City Controller)

Bank on San Francisco Program

EXPLORE ▼

[Home](#)

[About Us](#)

[DSW Training](#)

[DSW ID Card Info](#)

[Printable Materials](#)

[Frequently Asked Questions](#)

[Additional Resources](#)

[Contact Us](#)

HOW DO I? ▼

[...get involved?](#)

[...make a suggestion?](#)

[...prepare for an emergency?](#)

RELATED LINKS ▼

[72 Hours.org](#)

[DEM, Division of Emergency Services](#)

[Citizen Corps.](#)



Initial Steps

- Disaster Service Worker Awareness Training Kits
 - Training Collateral
- Disaster Service Worker Personal Preparedness Training
 - Training Collateral



Roles and Responsibilities: The Mayor

A local state of emergency proclamation authorizes the Mayor to (among other things):

- Request that the Governor proclaim a State of Emergency
- Obtain vital supplies and equipment and, if required immediately, commandeer them for public use
- Requisition necessary **personnel**, materials, facilities and equipment of any department
- ★ **Require the emergency services of any San Francisco official or employee**



Roles and Responsibilities Department of Emergency Management

- Initiates emergency notification to appropriate staff
- Initiates and manages the Emergency Operations Center



Roles and Responsibilities: Department of Human Resources

- A branch of the Logistics function when the EOC is activated
- Establishes a Department Operation's Center
- Identifies human resource assets among City and County staff
- Responds to City department's human resource requests
- Identifies, screens, coordinates training and places spontaneous volunteers (in collaboration with the SF Volunteer Center)



Roles and Responsibilities: Personnel Officers

Pre-Event

- Understand their department's emergency operations plan
- Establish communication/notification systems
 - Call-in number
 - Phone tree
 - Local media updates
- Identify all Special Skills or certifications required to perform emergency services
 - Capture special skill/certification sets in *People Soft*
- Assembly/Operation Return procedures
- Badging Protocols



Roles and Responsibilities: Personnel Officers

During Event

- Ensure staff is informed and knows when and where to report
- Coordinate with Human Resource Department Operations Center
 - Identify needs within department
 - Identify staff available for assignment
- Ensure shift schedule is established for department
 - Assume department will move to 24 hour operations



Partnerships

Volunteer Centers & Equivalents

- Identify who your partners are within the community who may be using or providing volunteers following a response BEFORE the event
- How will you integrate them into operations?
- Volunteer Centers are a great resource in helping to identify, recruit, screen, refer and manage volunteers!
- Following an event you will have more spontaneous volunteers than you know what to do with



Partnerships

- Volunteer Center
 - Trained Department of Human Resources staff
 - Memorandum of Agreement to co-locate at the City Emergency Volunteer Center



Partnerships

- American Red Cross
 - On going personal and business preparedness classes
 - Co-locate at Emergency Volunteer Center



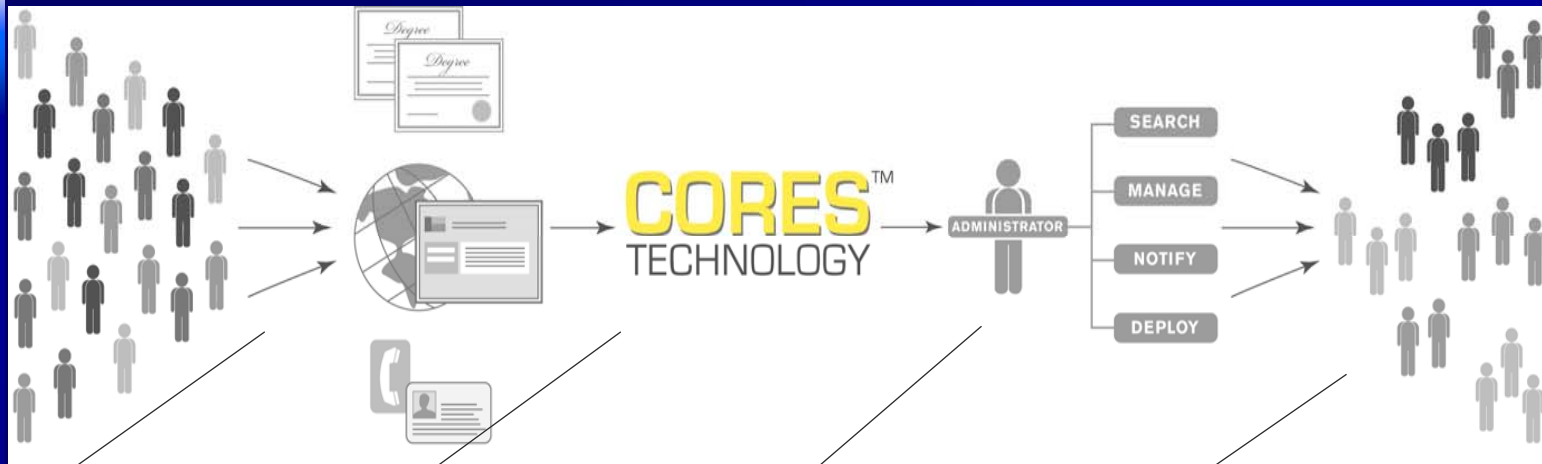
Disaster Service Worker Management

www.HelpBayArea.org

- A DSW management system (volunteers and employees)
 - Registration
 - Screening
 - Credentialing
 - ID Generation
 - Time/Attendance Tracking
 - Communications
 - Deployment and Management



Disaster Service Worker Management



1

REGISTER

- Secure, web-based application available 24/7
- Collect personal and professional data to enable credentialing

2

CREDENTIAL

- Validate licenses with primary and secondary sources
- Assign emergency credential levels

3

MANAGE

- Search for volunteers by specific criteria
- Manage mission and personnel resource requests

4

DEPLOY

- Automatically notify and confirm availability of professionals
- Integrated two-way text and voice notification system



Disaster Service Worker Management

www.HelpBayArea.org

- Comprehensive Data Collection of Employee Specialized Skills
- Comprehensive Data Collection on Volunteers

Identity

Name and Address

Please enter your name and current residence information.

Prefix:
Example: Dr., Col., Mr., Ms.

★ First Name: **Registration**

Middle Name:

★ Last Name: **Deployment Preferences**

Suffix:

★ Permanent Residence Line 1:

Permanent Residence Line 2:

★ City:

★ State:

County:

★ Zip Code:

Willingness and Availability

Your deployment preferences will be used to help match you to potential deployments. Once registered, you can update these preferences at any time.

★ Where are you willing to travel for deployment? Local In-State Out-of-State
Check all that apply.

★ How many days are you willing to be deployed? days

In the event of a declared national emergency, would you consider volunteering to work under the auspices of the Federal Government?
 Yes No
If you answer yes, your information may be provided to the Federal Government upon its request.

Prior Emergency Response Commitments

Indicate your existing commitments to other emergency response agencies and organizations which may limit your ability to volunteer your services during a potential deployment.

Do you have any other commitments that might pose a conflict in the event of an emergency? Yes No
Selecting Yes will allow you to select from a list of organizations from which you might have a commitment.

Identifying Information

Enter information exactly as it appears on your state-issued identifier.

★ Date of Birth:

Previous Next

Registration collects Volunteer's personal information as well as deployment preferences



Disaster Service Worker Management

Integration of Vendors & Staff on Projects & Training

- The use of a vendor is highly likely – What's that mean?
- The use of a vendor requires appropriate oversight
- The use of vendors must be considered carefully and with special consideration toward the experience and capacity of the vendor
- Make sure to address the issues of all stakeholders involved in the process



Disaster Service Worker Management

Laws and Policies

- Disaster Service Worker laws vary by state and jurisdiction
- Identify the elements of legislation that may compel employees to serve
- Implementation of policies and directives that support a Disaster Service Worker Program
- Identify and formulate relevant HR Policies
- What kinds of protections are available for employees and volunteers in your jurisdiction?



Disaster Service Worker Management

Workers Compensation and Liability

- DSW type programs can include liability protections & workers compensation
- Workers Comp may be available based in legislation = jurisdiction specific
- Liability protections exist in most cases at a minimum through Good Samaritan laws
Additional protections may exist



Disaster Service Worker Management

How do you Identify a Volunteer or Disaster Service Worker?

- You could issue an Identification Card
- If you're going to issue an ID Card, what are the considerations?



Disaster Service Worker Management

How do you Identify a Volunteer or Disaster Service Worker?

- What kind of mess are you getting yourself into???
- Images
- Matching
- Systems
- Quality Control
- ID Types
- Credential
- Identity



Disaster Service Worker Management

Identification Cards

- Different from a City ID
- Levels of access identified
- No correlation to individual building security measures
- Encoded data on magnetic strip
- Readers and ID kits strategically located throughout the city (port, staff processing, distribution centers, etc.)



Samples



City & County of
San Francisco

YAMASAKI, Ted

3



City & County of
San Francisco

YAMASAKI, Ted

2



City & County of
San Francisco

YAMASAKI, Ted

1



Samples

Physician



Affiliation
Volunteer
 Agency/Department
**Anywhere County
 MRC**
 Issued
2007DEC01
 Expires
2008NOV30



Doe,
John, Q



Commonwealth of Pennsylvania

12345-67890-987-654-32-1

Medical
 Lorem ipsum dolor sit amet, consectetur adipiscing elit.
 Quisque ac lacus. Sed interdum. In elementum nibh vel
 turpis. Cum sociis natoque penatibus et magnis dis.
 Civilian: Yes

Date of Birth 01/01/1900
 Identifier 42-123456789



3410-42-006



Disaster Service Worker Management

Screening, Risk Management and Risk Mitigation

- Talk with your Risk Manager. What are they going to say?
- Develop general statements on basic screening and risk mitigation
- How will you use them and what are the considerations around those uses?
- What roles would you not use a volunteer in and why?



Disaster Service Worker Management

- ESAR-VHP is a HRSA administered program – Emergency System for **Advance Registration** of Volunteer Health Professionals
- **Other regulations post-event?**



Disaster Service Worker Management

Process: City Employees vs. Volunteers

- City Employee: Scenarios- Disaster during business hours vs. non-business hours
- Ability and willingness to return:
 - Able to return to work
 - Unable or unwilling to return



Disaster Service Worker Management

Process: City Employees vs. Volunteers

- Availability and deployment through the Department of Human Resources
- Departments with pre-designated responsibilities
- If volunteers are needed, City DSW workers will be leading the efforts with the help of the volunteers



Disaster Service Worker Management

Process: Pre-registered vs. Convergent

- Pre-registered:
 - www.HelpBayArea.org
 - verify licenses & certifications
 - confirm availability
 - EVC (affiliate with the City by accepting the Loyalty Oath),
 - deployment
 - Other affiliations
 - MRCs
 - NERT/CERT



Disaster Service Worker Management

Process: Pre-Registered vs. Convergent

- Convergent:
 - Real-life scenario: November 7, 2007 – Cosco-Busan Oil Spill (12-hour response time)
 - Referral to web based systems (www.HelpBayArea.org)
 - Emergency Volunteer Centers
 - Screening
 - Registration
 - Affiliation or Referral
 - ID issuance



Disaster Service Worker Management

Lessons Learned

- Outcomes from the oil spill volunteer effort
- What were our challenges and what have we learned?



Disaster Service Worker Management

There are special considerations behind the management of volunteers

- They aren't paid, and tend to be relatively short term
- Volunteer recognition is important!
- How do you manage volunteers alongside paid staff? What are some of the issues you may encounter?
- How do you deal with injuries?



Disaster Service Worker Management

Challenges and Opportunities

- Employees as Disaster Service Workers
 - Training, Duty, Limitations, Injuries
- Volunteers as Disaster Service Workers
 - Supplies, Reinforcements, Duration, Screening, Management



Disaster Service Worker Management

Building Relationships: Government, Nonprofit and Private

- Everyone is a stakeholder!
- Government has the direct obligation of responding
- Identify agencies that can help mitigate the impact of spontaneous volunteers by helping with management, screening and referrals
- Identify agencies and organizations that will be able to use volunteers



Disaster Service Worker Management

Training?

- If you want them to stay in a program, be effective, and remain safe, yes!
- How do you train them and what does training look like for each group?
 - Pre-train for employees and affiliated volunteers
 - Just-in-Time for spontaneous volunteers



Disaster Service Worker Management

What to Cover

- NIMS/ICS
- General Awareness of Responsibility
- Personal and Family Preparedness
- First Aid and CPR
- Specialized Training



Disaster Service Worker Management

Support

- Duration of operations?
- Sheltering
- Basic Needs – food, water,
- Psychological First Aid



Desired Outcomes

- Personal and Family Preparedness!
- Direct channels of communication to provide accurate and timely information
- Clear direction for all City and County employees
- Increased awareness concerning disaster roles and responsibilities
- Alleviate confusion and fear about what to do during an emergency event
- Better equipped to protect life and property in San Francisco



Desired Outcomes

- Create a sense of duty around the Disaster Service Worker obligation
- Create opportunities for employees to train in topic areas of their choosing
 - Self selecting to train in areas of interest
- Create a sense of personal investment and ownership



Resources

www.HelpBayArea.org

www.SFDSW.org

www.BayAreaSUASI.org



Questions/Comments?

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