

**COUNTY OF LAKE  
PERSONNEL RULES SECTION ELEVEN**

**28. DISASTER SERVICE WORKER POLICY**

**Summary**

All Lake County employees are Disaster Service Workers (DSW's). DSW's may be called upon to perform work in an emergency. The information contained in this policy will assist employees in understanding their role and obligations as a DSW, and how to respond in an emergency.

This policy applies to all employees, including Extra Help employees.

**Policy Purpose**

In the event of a catastrophic incident, County employees may be expected to fulfill emergency action assignments. County employees may be assigned to assist in any disaster service work that promotes the protection of public health and safety and the preservation of lives and property.

Under California law, all public employees are designated as DSW's. This includes cities, counties, and state employees. In the event of a disaster, the County is authorized by law to carry out activities that protect its citizens and resources. County employees may be called upon by their managers, supervisors, or other superiors to perform either their regular job duties or alternate DSW duties.

When a disaster strikes, per the Lake County Code of Ordinances Chapter 6 - Civil Defense Article I - Emergency Organization and Functions, the Sheriff/Office of Emergency Services (OES) Director may declare a countywide emergency.

County employees should first ensure the safety of their families, and then follow their department's reporting instructions. Employees may be instructed to stay home, report to perform their normal job duties, or report for a DSW duty.

**State Law: California Government Code**

Under State law, Title I, Section 3100 of the California Government Code, all government employees are declared DSW's. The State of California has a DSW Program, which includes all public employees. By law, all DSW's shall, before entering the duties of their employment, take and subscribe to an Oath of Office. In addition, during Orientation, new employees sign to acknowledge their duty as DSW's.

Employees are provided a photo identification badge officially identifying them as a County of Lake employee. This badge may provide access to enter authorized facilities and Emergency Operation Centers (EOC). Employees should keep their identification badge with them at all times.

**Reporting for Disaster Service**

All employees must ensure that Human Resources and their department has current contact information on file, including, but not limited to, the employee's home phone number, cell phone number, and personal e-mail address.

1. In the event of a disaster, the Sheriff/OES Director declares a countywide emergency.

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2. All employees report for assignment following their department's internal procedures, which may include calling into a specific phone number or waiting to be contacted by the County's or department's emergency system or coordinators.
3. In the event of a disaster during non-business hours, employees may be contacted at home via their home phone number, cell phone, text messaging, or e-mail.
4. Employees may be directed to report to a specific location other than their normal work location.
5. Supervisors, managers, department heads, or HR will instruct each employee to stay home, report to perform their regular job duties, or report to perform a DSW duty.

Every effort will be made to permit employees time to check on and secure the safety of their families. Once the employee has ensured their families are secure, they may be required to report back to work immediately following a disaster.

If an employee must leave the work site to check on their family, before leaving the employee should work out a plan with their supervisor or designee for when to return to work and how to be contacted.

**Roles and Responsibilities of the Public Employee**

During a disaster, some departments will respond in their customary roles. Other departments may be required to perform their day-to-day tasks as well as other duties to support the activities of the County's Emergency Operations Center (EOC).

Employees who do not have a specific disaster assignment, and who have not received specific training, may be asked to perform other duties as assigned. These duties will normally be nontechnical, but very important, such as:

- Working in a Red Cross or County sheltering operation
- Answering telephones
- Ordering
- Delivering supplies
- Rendering first aid
- Guiding visitors
- Managing volunteers
- Monitoring news reports
- Picking up tree limbs
- Traffic control
- Staffing barricades
- Cooking / Food Handling
- Running messages
- Tracking information in the EOC
- Language interpretation
- Crisis counseling
- Filling sandbags
- Other tasks as needed

Examples of how an employee's work may be altered during an emergency response period include:

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- Performing usual services, but with additional hours or in a different location. For example: providing disaster victims with government services, such as medical aid, housing, or other assistance.
- Emergency response related activities associated with the program in which the normally work (those who work in programs with statutory response responsibilities during an incident). For example: Special Districts, Water Resources Engineer, Wastewater Treatment Plant Operator, food, safety, and Health Officers, Public Information Officers, and Program Managers.
- Using professional skills and abilities to go above and beyond normal daily tasks. For example: Public Health Nurses, Physicians, and other medical professionals may be asked to deliver healthcare and/or perform triage.
- Employees may be asked to support emergency operations in the County's Emergency Operations Center (EOC). EOC tasks may include assisting with purchasing, record keeping, time keeping, analyzing information, providing subject matter expertise, planning response activities, supporting emergency response facilities, writing press releases, monitoring media, processing requests for supplies or resources to be sent to local health departments.
- Employees will never be asked to perform duties that they do not know how to do or have not received adequate training for.

**Employees Who Are at Higher Risk for Severe Illness**

All employees are required to serve as DSWs if called to do so. Currently, high-risk employees (age 65 or over, or with a documented susceptibility to COVID-19) will only be required to perform duties remotely. When selecting DSWs, the EOC and/or the department will weigh the current assignments, schedules, and individual employee needs (e.g., child care, care for others) and statutory leaves.

**Disaster Service and Emergency Response Training**

Disaster Service Worker information and training will be delivered by the following means:

- New hire orientation
- FEMA Student Portal
- Your Role as a Disaster Service Worker Tube Video
- Creating an Emergency Supply Kit YouTube Video
- Disaster Service Worker Frequently Asked Questions
- Disaster Service Brochure
- Guide to County Employee Preparedness Brochure
- Department level training

All Lake County employees are required to complete the on-line Standardized Emergency Management System / National Incident Management System (SEMS/NIMS) combined courses within the first and 6 weeks of employment for management and thirty days for non-managers.

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**All management employees are required to take the following web-based training:**

1. IS-100.C: Introduction to Incident Command System, ICS-100
2. IS-700.B: National Incident Management System (NIMS), an Introduction
3. IS-200.C: Basic Incident Command System for Initial Response
4. IS-800.D: National Response Framework, an Introduction

**All non-management employees are required to take the following web-based training:**

1. IS-100.C: Introduction to Incident Command System, ICS-100
2. IS-700.B: National Incident Management System (NIMS), an Introduction

**Each member of the Board of Supervisors is required to take the following web-based training:**

1. IS-100.C: Introduction to Incident Command System, ICS-100
2. IS-700.B: National Incident Management System (NIMS), an Introduction
3. IS-200.C: Basic Incident Command System for Initial Response

Employees will be provided an instructional handout with information on how to access the online training upon their County appointment. Copies of certificates confirming successful course completion should be forwarded to the Lake County Sheriff's Department Office of Emergency Services and Human Resources for tracking and record keeping.

Department Head and/or Supervisor shall ensure all new employees are provided an opportunity to complete the required online combined courses.

**Preparing Employees and Families**

Being prepared for an emergency is essential. A DSW may be required to work additional hours outside and in excess of their regular work schedule. Therefore, Lake County employees can help their families navigate an emergency by preparing an emergency preparedness plan for their loved ones, home, pets, and other responsibilities in the event they are called upon to assume their role as a DSW.

The safety and security of your family is paramount. Public employees may need to work following a disaster, but every effort will be made so that employees can check on their families and confirm their safety first.

Employees are strongly encouraged to take necessary steps to prepare and reduce the hazard impact to your family and yourself. Develop a family emergency plan so that each member of the family knows what to expect in an emergency.

Employees should have an emergency kit in your home, which contains food, water, and basic supplies for at least three days. Each member of the family should know how to turn off the gas, electricity, and water to the dwelling.

Employees should have a portable radio and flashlight with spare batteries. These will provide a source of information and lighting in an emergency.

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Information on how to prepare for a disaster can be found on the Red Cross website, the Federal Emergency Management Agency (FEMA) website, or the California Office of Emergency Services (CalOES) website.

**References:**

Lake County Code of Ordinances Chapter 6 - Civil Defense Article I - Emergency Organization and Functions

[https://library.municode.com/ca/lake\\_county/codes/code\\_of\\_ordinances?nodeId=COOR\\_CH6CIDE\\_ARTIEMORFU](https://library.municode.com/ca/lake_county/codes/code_of_ordinances?nodeId=COOR_CH6CIDE_ARTIEMORFU)

Oath of Office California Government Code §3100-3109

[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=GOV&sectionNum=3100](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV&sectionNum=3100)

California Emergency Services Act; TCPR §4104

<https://www.caloes.ca.gov>

California Office of Emergency Services- [www.caloes.ca.gov](http://www.caloes.ca.gov)

Federal Emergency Management Agency – [www.fema.gov](http://www.fema.gov)

Red Cross - [www.redcross.org](http://www.redcross.org)

**Disaster Service Worker Videos**

Disaster Service Worker YouTube Video

<https://www.youtube.com/watch?v=ZhZlZ0YPtU>

Creating an Emergency Supply Kit YouTube Video

<https://www.youtube.com/watch?v=ZF2ZbXSqRc8>

## **County of Lake Disaster Service Worker Frequently Asked Questions (FAQ's)**

### **What does disaster service mean?**

Disaster service means all activities authorized by and carried out pursuant to the California Emergency Services Act to aid in the response and recovery phases of a disaster or emergency, including approved and documented training necessary or proper to engage in such activities.

### **Who is classified as a Disaster Service Worker?**

All employees are required to serve as DSWs if called to do so. Currently, high-risk employees (age 65 or over, or with a documented susceptibility to COVID-19) will only be required to perform duties remotely. When selecting DSWs, departments should weigh the current assignments, schedules, and individual employee needs (e.g., child care, care for others) and statutory leaves.

### **What does being a Disaster Service Worker mean to me?**

As a Disaster Service Worker you may be asked to carry on with your work as usual, or you may be asked to do something completely different than your everyday job. There are many different ways to assist during a disaster because each situation is unique. You may be assigned and trained to do a specific disaster response job such as working in the Emergency Operations Center; you may be called upon to assist your Department or other Departments with their response efforts; or you may be assisting nonprofit disaster response agencies such as the American Red Cross and Salvation Army.

### **If I am a worker with a disability, would there need to be an accessibility review of my (potential) worksite and roles/responsibilities before I can be assigned to disaster duties?**

All accommodation is made for personnel with disabilities or others with access and functional needs, keeping safety in mind when assigning duties deemed to be within their "normal scope of work".

### **What about my family?**

Every effort will be made to permit you time to check on and secure the safety of your family. It is possible; however, that you may be required to remain at work for an extended period of time, or to immediately report-in following a disaster.

Prior to leaving the worksite to check on family you must coordinate with your supervisor or DSW manager to agree on a time for return and to ensure connectivity and safety.

### **What happens if an employee declines to serve as a DSW?**

Depending on the circumstances, an employee may be able to use available leave balances or may be granted leave at the department's discretion.

Since all County employees are DSWs, disciplinary action could result if an employee is able to serve an assignment and refuses to show up.

**What if I share a household with a vulnerable person but am activated as a DSW in contact with the public?**

The County is sympathetic to the fact that many, if not most, of our employees are concerned about the possibility of transmitting infection from work to home (or from other public places, such as the grocery store, gas station, etc.). However, each County employee has the legal obligation to perform DSW work if called upon to do so. Take as many precautions as you can and work out concerns with your supervisor.

**How are DSW hours recorded on my timesheet?**

DSW work is generally paid at straight time rate – even if the employee is working a schedule outside their normal schedule – unless the employee is eligible for overtime. For most exempt County employees, overtime is paid after 40 hours/week.

**How do supervisors know where their employees are when assigned as DSWs?**

Supervisors can check with the EOC or with their department and may require their employees to report back their DSW assignments for tracking purposes.

**How will a DSW assignment be conveyed to an employee?**

Most likely, an employee will be reached by phone. Employees must respond promptly to calls or voicemails.

All employees must remain available during their normal shifts, whether they are working on-site or telecommuting. Employees may be required, as circumstances develop, to remain available at all times.

**How do employees get assigned to specific types of DSW work? What if I would rather be activated in a different DSW role?**

DSW assignments are made by the EOC or by the department, to meet demand. If an employee has special skills, the employee may report those skills to their DSW lead (e.g., the person directing the employee's DSW activities).

**What workplace protections or personal protective equipment (PPE) do DSWs receive when they report?**

The County will adhere to public health guidelines.

**What if I am injured while performing my assigned duties as a Disaster Service Worker?**

DSW's who are injured while participating in authorized disaster-related activities are covered by Workers Compensation Insurance.

**COUNTY OF LAKE  
DISASTER SERVICE WORKER  
EMPLOYEE CONTACT INFORMATION SHEET**

All Lake County employees are Disaster Service Workers (DSW's). DSW's may be called upon to perform work in an emergency. It is important that we have updated contact information so you can be contacted during an emergency.

**Employee Contact Information**

**Plases completely fill out this form and return to the Human Resources Department.**

Human Resources Phone: 707-263-2213   Human Resources Fax: 707-262-1843

Human Resources Email: [hr@lakecountycalifornia.gov](mailto:hr@lakecountycalifornia.gov)

<b>Employee Name</b>	<b>Department:</b>	<b>Title:</b>
Home Address:		
Home Phone Number	Cell Phone Number	Work Phone Number
Work Email	Personal Email	

**Employee Emergency Contact Information**

Emergency Contact Name	Relationship to You	
Home Phone Number	Cell Phone Number	Work Phone Number
Email		



As a California city, county, or state agency or public district employee, you may be called upon as a disaster service worker in the event of an emergency. The information contained in this pamphlet will help you understand your role and obligation.

# California Public Employee DISASTER SERVICE WORKERS

California Government Code

Section 3100-3109

For more information, please visit the following websites:

California Emergency Services Act

<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=go v&group=08001-09000&file=8550-8551>

California Government Code 3100-3109

<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=gov &group=03001-04000&file=3100-3109>

The California Constitution Oath or Affirmation

[http://www.leginfo.ca.gov/.const/article\\_20](http://www.leginfo.ca.gov/.const/article_20)

Governors Office of Emergency Services

[http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/ Laws&RegsCalCodePDFs/\\$file/Ch2.3\\_%20 DSW.pdf](http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/ Laws&RegsCalCodePDFs/$file/Ch2.3_%20 DSW.pdf)



WILLIAM M. HABERMehl  
County Superintendent of Schools

Did you know?

Distributed by the Orange County Department of Education

1000 Kalmar Drive Costa Mesa, California 92626



## Public Employee Disaster Service Worker Status

California Government Code

Section 3100-3109

*It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, man-made, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources is of paramount state importance... in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers...*

*All disaster service workers shall, before they enter upon the duties of their employment, take and subscribe to the oath or affirmation...*

### What does disaster service mean?

Disaster service means all activities authorized by and carried out pursuant to the California Emergency Services Act\*.

### Who is included in the disaster service worker status?

All public employees are included in the disaster service worker status which are all persons employed by any county, city, state agency or public district.

### What are the scope of duties of employee disaster service workers?

Any public employees performing duties as a disaster service worker shall be considered to be acting within the scope of disaster service duties while assisting any unit of the organization or performing any act contributing to the protection of life or property or mitigating the affects of an emergency.

### How are public employees assigned disaster service activities?

Public employees are assigned disaster service activities by their superiors or by law to assist the agency in carrying out its responsibilities during times of disaster.

### What is the oath or affirmation referred to in the government code?

Before entering upon the duties of employment, all public employees take and subscribe to the oath or affirmation set forth in the California Constitution that declares them to be disaster service workers in time of need.

### When do public employees take the oath or affirmation?

Most public employees sign the oath or affirmation during the hiring process and it is kept with the employer.

### Do public employees acting as disaster service workers get paid?

Public employees acting as disaster service workers get paid only if they have taken and subscribed to the oath or affirmation.

### Can disaster service workers be sued for actions taken while performing duties?

Public employee disaster service workers for non-profit organizations and government cannot be held liable for their actions during a disaster while acting within the scope of their responsibilities.

### What if public employees are injured while acting as disaster service workers?

Claims sustained by public employees while performing disaster services shall be filed as worker compensation claims under the same authorities and guidelines as with all employees within their agency.



For further information, please visit the websites listed on the back.

\*California Emergency Services Act

<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=gov&group=08001-09000&file=8550-8551>



## County Employee Responsibilities

It is important for every County employee to recognize that you represent a valuable resource which may be needed for responding to a disaster as a County of Lake employee. Under the California Emergency Services Act, Government Code Section 3100-3109, you are expected to serve as a disaster service worker when called upon during natural, man-made, or war-caused emergencies.

Your responsibilities could include reporting to your workplace or another location to work in support of County operations.

### During Normal Working Hours

County employees are required to **remain at work** to make themselves available for disaster relief. Each Department Head is responsible to ensure that their employees do so. No supervisor is authorized to release any employee from work in the event of a disaster without the approval of his/her Department Head. The direction to release all non-essential County employees during a disaster must come from the Incident Commander or CAO.

### Outside Normal Working Hours

After ensuring that your family is safe, County employees with designated emergency roles shall respond according to their department's established procedures.

All other employees are expected to listen to local radio news broadcasts and/or call their department's designated emergency employee number and comply with any instructions given for County employees.

In general, County employees are expected to report to work at their normally scheduled time unless they are informed otherwise. Each employee should refer to their supervisor and department emergency plan for specific instructions.

## Develop Your Family Emergency Plan

**1** Identify an **out-of town contact**. It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members.

**2** Be sure every member of your family **knows the phone number** and has a **cell phone, coins, or a prepaid phone card** to call the emergency contact.

If you have a cell phone, **program that person as "ICE"** (In Case of Emergency) in your phone. If you are in an accident, emergency personnel will often check your ICE listings in order to get a hold of someone you know. Make sure to tell your family and friends that you have listed them as emergency contacts.

**3** Teach family members **how to use text messaging** (also known as SMS or Short Message Service). Text messages can often get around network disruptions when a phone call might not be able to get through.

**4** **Put the plan in writing.** Go to the website sponsored by FEMA and input your family's information. Print out your family plan. <http://www.ready.gov/make-a-plan>

**5** **Practice your PLAN!** This can be done at regular intervals such as during the month of September (National Preparedness Month). This will help your family become familiar with the plan so that **everyone will be better prepared.**

*Who will you help in a disaster?  
Once it happens, it's too late!*

## A Guide to County Employee Preparedness



### County Employee Responsibilities:

- ✓ **Prepare Your Family**
- ✓ **Be Prepared at Work**
- ✓ **Develop Your Family Emergency Plan**
- ✓ **Get Trained, Take a Class**



## Prepare Your Family

*Make a PLAN, get SUPPLIES, & SURVIVE!*

Imagine yourself after an earthquake - stranded, no food, no water, no phone, no clothes and no plan. Disaster situations stretch us to the limits with fear and anxiety.

While you can't always predict when a disaster will strike, you can take responsibility to protect yourself and your loved ones in a time of crisis.

**TAKE ACTION!** By arming yourself with a **stocked supply kit, a detailed plan of action, and an arsenal of resources and information**, you can take action to prepare yourself for emergencies and natural disasters. Your safety and the safety of loved ones is in your hands.

### Safe and Well

Stay connected with your family after a locally declared disaster. Register yourself on the Safe and Well website which is a service provided by the American Red Cross. Through this site, you can post messages to your family and they will know that you are safe and well.

[www.safeandwell.org](http://www.safeandwell.org)

## Get Trained, Take a Class

Complete assigned FEMA National Incident Management System (NIMS) Training.

- 1.IS-100.B: Introduction to Incident Command System, ICS-100.
- 2.IS-200.B: ICS for Single Resources and Initial Action Incidents.
- 3.IS-700.A: National Incident Management System.
- 4.IS-800.B: National Response Framework.

Educate yourself by taking free online classes through <http://training.fema.gov/IS/>.

IS-7 A Citizen's Guide to Disaster Assistance

IS-22 Are You Ready? An In-depth Guide to Citizens Preparedness.

The American Red Cross also offers a variety of preparedness classes at <https://www.redcross.org>.

## Complete Your Emergency Supplies Checklist

### Important Family Documents

- ☐ Identification: Driver's licenses, birth certificates, passports, social security cards & bank account information
- ☐ Insurance, loan documents, wills, trusts, etc.
- ☐ A list of family members and their contact information (home, cell, work, address, email)
- ☐ Copy important documents to a cloud or a flash drive and place in another remote secure location

### Medical

- ☐ Medical provider information
- ☐ Medications with their instructions for use
- ☐ At least a seven-day supply of prescribed medicines and, if possible, copies of prescriptions
- ☐ If medications require refrigeration or special handling, make special plans (e.g., cold packs, ice cooler, mini refrigerator)

### First Aid Kit

- ☐ Bandages, gauze, wipes, rubber gloves
- ☐ Rubbing alcohol and hydrogen peroxide

### Tools

- ☐ Battery, solar powered or hand-crank AM/FM radio
- ☐ Flashlight with extra batteries
- ☐ Wrench for turning off gas

### Supplies

- ☐ Cash - at least \$100-200 per person in small bills
- ☐ Soap, toilet paper, toothbrush & paste and plastic bags
- ☐ Two complete sets of clothing and shoes per person
- ☐ Blankets or sleeping bags for each person
- ☐ Extra set of keys
- ☐ Feminine products

### Water

- ☐ Water - 1 gallon per person per day including infants and children (a week's supply labeled with expiration date)

## Complete Your Emergency Supplies Checklist

### Food

- ☐ Non-perishable food that does not require refrigeration, preparation/cooking, and little or no water
- ☐ Extra food (remember special dietary needs)

### Disability, Access and Functional Needs

*If you are a person with a disability, have an impairment or limited mobility, make sure your emergency kit includes items specific to your needs and have a list of the following:*

- ☐ Adaptive or supportive equipment you use
- ☐ Instructions on how to operate any special equipment

### For Babies/Children

- ☐ Formula and bottles
- ☐ Diapers
- ☐ Medications
- ☐ Sanitary supplies
- ☐ Familiar toy or book
- ☐ Car seat

### For Pets

- ☐ Identification tags
- ☐ Extra food & water
- ☐ Clean-up supplies
- ☐ Medicine
- ☐ Transport case
- ☐ Leash

## Be Prepared at Work

1. Find out who your building emergency coordinator is and where your **safe refuge area** is located. This is the place where you are to meet if your building is evacuated.
2. Participate in all fire and evacuation drills.
3. Put an emergency kit together and keep it with you at work.
4. Understand your Department Emergency Plan.
5. Sign up for Lake County Emergency Alert Program at <https://member.everbridge.net/index/892807736726383/#/signup>.