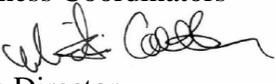


**MEMORANDUM**
DHR No. 02-2008

DATE: January 29, 2008

TO: Department Heads/Personnel Officers
Disaster Preparedness Coordinators

FROM: Micki Callahan 
Human Resources Director

SUBJECT: Disaster Service Worker Program Requirements Pursuant to Executive Directive 07-10

On October 17, 2007, Mayor Newsom issued Executive Directive 07-10 requiring departments to take specific actions to improve the City's emergency planning and preparedness. This memorandum details those directives pertaining to the City's Disaster Service Worker ("DSW") Program.

DSW/NIMS/ICS Training

In accordance with the Mayor's Executive Directive, City departments are required to ensure that all non-sworn personnel complete the DSW training as well as any required National Incident Management Systems ("NIMS") and Incident Command Systems ("ICS") courses **no later than June 30, 2008**.

The attached chart from the Department of Emergency Management ("DEM") details the training required for employees based on their roles and responsibilities in the event of a disaster, as well as information on how to obtain such training. Please note that this list is not intended to be exhaustive. Departments are encouraged to provide other training that may improve employees' skills and/or ability to respond in the event of a disaster, including Functional Response Training with courses in basic first aid, CPR, stress management, safety assessment and shelter management.

1. DSW Training

The Department of Human Resources ("DHR") has developed a DSW training curriculum and video designed to educate City employees on the critical role they play as DSWs in the City's response to and recovery from a disaster. All City employees are required to watch the twenty-minute DSW training video and review the training curriculum.

Available Training Options:

- a. Self-Directed, On-Demand Training. The DHR-DSW training video is available in streaming video on the DHR-DSW website at <http://www.sfgov.org/dsw>.
- b. Group or Facilitated Training. DHR has distributed a comprehensive training packet (including a facilitator discussion guide and the DSW training video in VHS or DVD format) to all City departments. Requests for additional training packets should be submitted via

email to SFDSW@sfgov.org.

Beginning February 1, 2008, DHR will provide this training to all new employees processed through the “New Employee Orientation” program (previously known as “One-Stop”) at 44 Gough.

2. NIMS, ICS and Required Training

While most emergency situations are handled locally, the occurrence of a major incident may require help from other jurisdictions, the state and/or the federal government. NIMS, a model for national incident management, was developed so that responders from different jurisdictions and disciplines can better communicate and coordinate their efforts in responding to natural disasters or emergencies. This system provides a consistent nationwide template to enable private-sector companies, community organizations, and federal, state and local governments to work together effectively and efficiently to prepare for, prevent, respond to, and recover from a disaster.

The ICS, a key feature of NIMS, is a standardized system designed to enable effective and efficient incident management. The ICS is normally structured to facilitate activities in five major functional areas: command, operations, planning, logistics, and finance and administration.

Information on Training:

- a. Each of the NIMS and ICS courses take approximately three hours to complete and can be accessed on the Federal Emergency Management Agency (“FEMA”) website at <http://www.training.fema.gov/IS/NIMS.asp>. DEM is also coordinating NIMS and ICS classroom trainings for departments if needed; contact Connie Halog, DEM Training Coordinator at Connie.Halog@sfgov.org for more information.
- b. Not all City employees are required to complete the NIMS and ICS courses; again, please refer to the attached DEM chart for more information on training requirements based on employees’ roles and responsibilities in the event of a disaster.

3. Personal Preparedness Training

Departments are also mandated to provide personal preparedness training to all employees—both sworn and non-sworn—**by December 31, 2008**. DHR, DEM and the American Red Cross have collaboratively developed a personal preparedness training program, including a twenty-minute training video, which departments may utilize to fulfill this requirement.

Available Personal Preparedness Training Options:

- a. Self-Directed, On-Demand Training. Employees can access the web-based personal preparedness training video on the American Red Cross website at <http://www.redcrossbayarea.org/preparedness/podcastDSW.htm>.
- b. Group or Facilitated Training. DHR will distribute the comprehensive personal preparedness training packet (including a facilitator discussion guide and the training video in DVD format) to all City departments by the end of February 2008. Requests for additional training packets should be submitted via email to SFDSW@sfgov.org.

The American Red Cross has also offered to provide this training to larger groups of employees. For more information, contact Emily White, Manager of Emergency Preparedness Education for the American Red Cross Bay Area Chapter, at (415) 427-8026 or WhiteEm@usa.redcross.org.

We also strongly recommend that departments encourage employees to visit <http://www.72hours.org> for general information on personal emergency plans, and preparedness advice and checklists.

4. Additional Training Resources

For additional information on training and resources, go to the DHR-DSW website at <http://www.sfgov.org/dsw> (click on “DSW Training” or “Additional Resources”), the FEMA training website at <http://www.training.fema.gov/IS/NIMS.asp>, the American Red Cross website at <http://www.redcrossbayarea.org/training> and the DEM website at <http://www.sfgov.org/oes>. The attached integrated training calendar prepared by DEM details additional training opportunities Citywide.

Compliance Tracking

In addition to providing employees with the requisite training as detailed herein, department heads have also been directed to ensure that employee skill sets, required NIMS/ICS compliance and DSW training compliance data is entered into the City’s PeopleSoft system **no later than June 30, 2008**.

Instructions on how to track training compliance and related courses are appended along with coding information. Please distribute this memorandum and all appended forms to your Departmental Personnel Officer or other designated Disaster Coordinator to ensure timely compliance.

Note that for those employees who complete the DSW training through the “New Employee Orientation” program on or after February 1st as indicated above, DHR staff will input their DSW Training compliance information into PeopleSoft on behalf of the departments in order to facilitate compliance tracking.

Further, the online Personal Preparedness Training program on the American Red Cross website requires employees to enter their DSW ID numbers in order to allow for compliance tracking; that information is automatically uploaded into the employee’s PeopleSoft records upon completion of the training video. However, departments are still responsible for entering compliance data for employees who receive the Personal Preparedness Training in a group setting.

Performance Evaluations

Lastly, the Mayor’s Executive Directive requires that all employee Performance Planning and Appraisals (“PPA”) include both of the following DSW-related measurables:

- “Take all necessary steps to prepare yourself for an emergency, in your capacity as a Disaster Service Worker; provide updated personal contact information to your department; report in and respond promptly to instructions by the City and/or your department in the event of an emergency.”

- “Complete the Department of Human Resources Disaster Service Worker and any required National Incident Management System training by June 30, 2008; complete Personal Preparedness Training by December 31, 2008; and carry out disaster-related work assignments as required.”

A template PPA can be downloaded off of the DHR website at www.sfgov.org/DHR or departments may use their own version, provided that it includes the DSW-related measurables noted above.

Should you have any questions regarding the required training, you may contact Rob Dudgeon, DEM Manager of Planning & Operations, at (415) 558-2743 or Rob.Dudgeon@sfgov.org.

For questions regarding PeopleSoft coding and data tracking, contact Linda Lee, DHR PeopleSoft Manager, at (415) 557-4924 or Linda.Lee@sfgov.org.

To request a DSW training packet or the Personal Preparedness training packet, email the DSW Program email account at SFDSW@sfgov.org.

Questions regarding the PPA process or template can be directed to Donna Kotake, DHR Deputy Director for Workforce Development, at (415) 557-4912 or Donna.Kotake@sfgov.org.

All other general questions regarding the DSW Program can be directed to Jennifer Johnston, DHR Chief of Policy, at (415) 557-4932 or Jennifer.Johnston@sfgov.org.

Attachments: DEM Chart of Required Disaster-Related Training
DEM Integrated Citywide Training Calendar
Instructions for DSW Training/Coursework/Certificate Compliance Data Entry
PeopleSoft DSW Training/Coursework/Certificate Compliance Codes and Coding Scheme