

# *Training Curriculum*

## **DISASTER SERVICE WORKER**



**City & County of San Francisco**

**[www.SFDSW.org](http://www.SFDSW.org)**



Department of Human Resources



**City and County of San Francisco  
Department of Human Resources**



# **Disaster Service Worker (DSW) Part 1 Awareness Training**

**Developed by URS Corporation**  
*Emergency Management and  
Homeland Security Services*

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# Presentation Outline



- Home Emergency Preparedness
- Office Emergency Preparedness
- Basic DSW Definitions and Principles
- DSW Identification Cards
- DSW Job Categories and Duties
- DSW Reporting Instructions
- DSW Training Requirements
- National Incident Management System (NIMS) Training
- Optional Functional Response Training
- Conclusion



# Home Emergency Preparedness



# How Can I Be Prepared at Home?



- **Develop a plan, and remember: Family is First**
  - Establish escape routes and safe places
  - Account for Children, Seniors, People with Disabilities, Pets and anyone else
  - Ensure each family member has a copy of emergency contact information and knows the plan
- **Create an emergency supply kit with such items as:**
  - Manual can opener
  - Flashlight
  - Battery-powered radio, extra batteries
  - First aid kit, extra medicine
  - Blanket or sleeping bag
  - Personal Hygiene and special care items
  - Drinking water and non-perishable canned food
  - Tools (i.e. hammer, nails, wrench, bungee cords)
  - Large heavy duty bags and bucket for waste and sanitation
  - Phone that does not require electricity (not wireless)



Photo from Redcross.org



Photo by Jeff Skoogfors/IFEMA

# How Can I Be Prepared at Home? (continued)



- **Pack a household “Go-Bag” with some of the emergency supply kit items:**
  - Bottled water and non-perishable food
  - Flashlight
  - Battery-powered radio, extra batteries
  - Copy of important documents
  - Extra set of car and house keys
  - Sturdy shoes, change of clothing
  - First aid kit, extra medicine
  - Personal hygiene and special care items
  - Household contact and meeting place info
  - Credit and ATM cards, cash in small denominations
- **Practice home evacuation drills**





# Office Emergency Preparedness

# How Can I Be Prepared at Work?



- Learn office evacuation routes
- Pack a work place “Go-Bag” with such items as:

- Water and non-perishable food
- Dust mask
- Pocket knife
- Whistle
- Emergency cash
- Flashlight
- Battery-powered radio, extra batteries
- Sturdy shoes, change of clothing
- Emergency point-of-contact phone numbers
- First aid kit, extra medicine, glasses, contact lens



- Consider what you would need for your immediate safety
- For a complete list of suggested disaster kit and Go-Bag items, please visit [www.72hours.org](http://www.72hours.org)



# Basic DSW Definitions and Principles



# What Is a Disaster Service Worker?



- Under the California Government Code, Section 3100-3109:
  - **All public employees** are **obligated** to serve as Disaster Service Workers (DSW's).
  - **Public employees** (civil service) are **all persons employed** by any **county, city, state agency** or **public district** in the State of **California**.
  - DSWs provide services and aid during a declared emergency, disaster or catastrophic event.
- This does not include first responders such as law enforcement, fire services and/or emergency medical services.



# What Does This Mean to You as a City and County Employee?



- **YOU** – as a City and County employee – are required to perform duties as a DSW when the Mayor declares a citywide emergency
- At any time during a declared citywide emergency you are required to report to work and you may be assigned to disaster service work
- Assignments may require your DSW service to be at locations, times and conditions, other than your normal work assignment
- Your DSW duties may continue into the recovery phase of the emergency and your DSW service may be organized into daily and/or hourly shifts

# What Does This Mean to You as a City and County Employee? (continued)



- During a declared citywide emergency while at work, report immediately to your department supervisor or a department designated staging area.



- During a declared citywide emergency while at home or otherwise away from work, first ensure the safety of your family and follow your department's emergency planning and/or DSW reporting instructions.



# DSW Identification Cards



# What Is a Disaster Service Worker Identification Card?



- Distinguishes **YOU** as a City and County employee from the **general public**. It is important to carry your card with you.
- Each card indicates your level of DSW access to City and County property
- Under certain access levels – your card **MAY** allow you into sensitive areas
- Access levels do **NOT** grant unlimited accessibility to **all** areas or **all** City and County resources
- Levels are intended to **limit** the **number** and type of **personnel** permitted into secure or potentially unsafe areas
- **Access levels** are indicated by a color code, on the front of your Identification Card
- Card levels may be used by the City and County to inform employees when to report back to work
- If you do not have a Disaster Service Worker Identification Card, immediately contact your Human Resources Representative or Department Supervisor. It is the responsibility of your Department to issue you a Card.



# There Are Three Card Access Levels: The Red Card



## Level 1 (RED):

- City and County employees with **direct life-saving or life-sustaining duties** in and following an emergency event and may need access to hazardous, potentially unsafe, or secure zones.
- Examples:
  - Police Department
  - Fire Department
  - Sheriff's Department
  - Animal Care and Control Officers
  - Medical Examiner



# There Are Three Card Access Levels: The Yellow Card



## Level 2 (YELLOW):

- City and County employees who will likely participate in activities near or around sensitive areas and may need access to hazardous, potentially unsafe, or secure zones, based on their mission critical job functions.
- Examples:
  - Building Inspector
  - Environmental Health Inspector
  - Transportation Service Providers
  - Health Care Providers





# There Are Three Card Access Levels: The Green Card



## Level 3 (GREEN):

- City and County employees who will have general access to all City and County areas that are not restricted to red or yellow card holders. **ALL** remaining City and County employees who are not Level 1 and Level 2 Card recipients.
- Examples: General Job Categories (those who are not required to respond with **direct life-saving** or **life-sustaining duties** during a declared citywide emergency)





# DSW Job Categories and Duties



City & County of San Francisco

## What Is a DSW Job Category?



- The State of California recognizes 13 DSW job categories
- The job categories fall into two divisions: ***specialized*** and ***general***

- **Specialized Job Categories Include:**

- Animal Rescue, Care and Shelter
- Communications
- Finance
- Fire Fighter
- Law Enforcement
- Medical and Environmental Health
- Safety Assessment Inspector
- Search and Rescue
- Utilities



# What Is a DSW Job Category? (continued)



- **General Job Categories Include:**

- Administration
- Human Services
- Laborer
- Logistics



Photo by Win Henderson/FEMA

- For City and County employees that **do not** have specialized DSW duties – you will have DSW assignments under one of the general categories
- Your department supervisor or the Department of Human Resources will provide you with a DSW general assignment
- Your general assignment will be based on the needs of City and County departments during the declared citywide emergency

## What Is a DSW Job Category? (continued)



- When possible, employees will be assigned duties that as closely as possible resemble their current job classification duties.
- There may be a need for employees to work outside of the general scope of their typical duties and responsibilities, but employees will never be asked to perform any duty or function they do not know how to perform or have not received adequate training to complete.



Photo by Andrea Booher/FEMA



Photo by Ed Edahl/FEMA



# If You Are Assigned to a General Job Category, What Could You Be Asked to Do?



- **Examples of duties you may be asked to perform include:**

- Clerical support
- Damage assessment
- Drivers
- Food preparation
- Interpreters
- Security
- Sorters/packers/loaders





## How Will You Know Your DSW Job Category?



- Each City and County Department, in conjunction with the Department of Human Resources, will assign their employees appropriate DSW categories either before or following an event
  - City and County employees will be assigned DSW roles on the basis of their department's full-time needs and employees' day-to-day job classifications to the extent possible



# How Can You Be Classified In Other Job Categories? Do You Have Specialized Skills?



- If you have specialized skills that are not reflected in your current City and County job categories, contact your Department of Personnel Officer, Disaster Preparedness Coordinator or Human Resources Representative
- Examples of specialized skills are:
  - Languages
  - Licenses and certifications
  - First Aid and CPR training
  - Commercial driver's licenses



Photo by Jocelyn Augustino/FEMA



# DSW Reporting Instructions

# How Do You Report To Work?

- Remember to **Secure Your Family First**
- Listen to the radio to receive possible citywide reporting instructions:

- KNBR (680AM)
- KCBS (740AM)
- KGO (810AM)



Photo from Redcross.org

- Contact your immediate supervisor in your chain of command to receive reporting instructions
- Follow the procedures for reporting to your normal work location or designated Staging Area.
- Be sure to have your Disaster Service Worker Card with you. It will be required to rapidly access emergency transportation routes.

# What If You Live Outside San Francisco And Are Instructed To Return?



- If possible, follow your normal transportation route, i.e. driving and/or public transportation



Photo from FEMA

- If your transportation routes are obstructed, use alternate routes
- In the event that transportation routes are not available, the City **will coordinate the emergency transportation of DSWs**

# What If You Live Outside San Francisco? (continued)



- Potential **Emergency Ferry Pick-Up Points**: (*identified to date*)
  - **Alameda County**
    - Bay Farm Island Ferry Terminal
    - Jack London Square Ferry terminal
  - **Contra Costa County**
    - Berkeley Marina
    - Richmond Marina
  - **Marin County**
    - Sausalito Ferry Terminal
    - Larkspur Ferry Terminal
  - **Solano County**
    - Vallejo-Mare Island Ferry Terminal
  - **San Mateo/Santa Clara County**
    - Port of Redwood City Terminal



**DISASTER  
SERVICE  
WORKER**



City & County of San Francisco

## What Happens Once You Arrive in San Francisco?



- Once you have arrived in San Francisco, transportation will be provided under 'Operation Safe Return' to move incoming Disaster Service Workers to various collection points in the City
- Operation Safe Return is a City plan to provide Disaster Service Workers transportation to collection points throughout the City
- Collection points to date include such facilities as:
  - Vital City Control/Communication Sites
  - Fire Stations
  - Police Stations
  - Major Healthcare Facilities
- **Contact your Department Personnel Officer, Disaster Preparedness Coordinator, or Human Resources Representative for your department's primary and secondary collection points.**





# DSW Training Requirements



# What Are The DSW Training Requirements?



All City and County Employees MUST complete Parts 1) and 2):

- **Part 1) DSW Awareness Training** (*completion of this slide presentation*)
- **Part 2) NIMS Training** (*details in the next few slides*)
- **Part 3) \*OPTIONAL\* Functional Response Training** (*details in the next few slides*)



# Disaster Service Worker

## Part 2

# National Incident Management System (NIMS) Training



## What Is NIMS?

- The **National Incident Management System (NIMS)** “provides a consistent nationwide template to enable Federal, State, local and tribal governments and private-sector and nongovernmental organization to work together effectively and efficiently to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size or complexity, including acts of catastrophic terrorism.”





# What Does NIMS Mean To You As A City And County Employee?



- The Department of Homeland Security's Presidential Directive #5, "Management of Domestic Incidents," **requires** that states, territories, **local jurisdictions** and tribal entities **adopt** the **National Incident Management System (NIMS)**.



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# What Does NIMS Mean To You As a City and County Employee? (continued)



- **NIMS** states that **ANY** and **ALL** persons with a direct role in emergency preparedness, disaster service, incident management, and/or emergency response **MUST COMPLETE THE REQUIRED NIMS TRAINING**



Photo by Mark Wolfe/FEMA



Photo by Robert Kaufman/FEMA



# What Are The NIMS Training Requirements?



**NIMS training will be a total of two courses and will be provided separately than this presentation:**

- **First course: IS 700 – Introduction to NIMS**
  - Approximately 3 hours to complete
  - Identifies purposes, principles, key components and benefits of NIMS



# What Are The NIMS Training Courses? (continued)



- Second course: IS 100 – Basic Incident Command System (ICS)
  - Approximately 3 hours to complete
  - Introduces ICS and describes the history, features, principles and organizational structure of ICS
  - Explains the relationship between ICS and NIMS



# What Type of Training Methods Are Available For NIMS?



- NIMS training will be **PowerPoint-based** and available as a training method for **classroom, workshops** and/or the **Internet**
- Both courses are designed to be taken online as an interactive web-based course, but can also be used in a classroom setting
- The Federal Emergency Management Agency has more information regarding both of the mentioned courses on their website: <http://www.training.fema.gov/EMIWeb>



# Disaster Service Worker

## Part 3

### Optional Functional Response Training

# What Is Optional Functional Response Training?



- This training is optional for you as a City and County employee to further your disaster service skills
- Courses may include:
  - Basic First Aid
  - Stress Management
  - CPR
  - Shelter Management
  - NERT or CERT
- City and County employees interested in this training should discuss opportunities with your supervisor



Photo by Jocelyn Augustino/FEMA



# Conclusion

# What Is Your Responsibility As A City And County Employee?



- When the Mayor declares a citywide emergency within the City and County of San Francisco, you need to take care of your family first and ensure their safety
- Follow your department's reporting instructions
- Be prepared to be assigned to any type of disaster service activity
- Understand assignments may require your DSW service to be at locations, times and conditions, other than your normal work assignment



Photo by Gene Romano/FEMA



Photo by Win Henderson/FEMA

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