

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 Jose.

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 Jose 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 Jose 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. Sanjoseca.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.

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

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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.

Commute time is not paid during normal working conditions, and remains unpaid even if a major disruption causes a significant increase in commute time, or the employee is required to report to an alternate work location.

Any City employee not able to respond to their assigned post due to physical barriers or other safety hazards, such as bridge collapse or freeway damage, should immediately notify their supervisor and report to their nearest government agency, identify themselves as a city employee and offer assistance. Employees should sign in and out at that agency to be paid for their time.

FAILURE TO REPORT TO WORK

If an employee is unable to report to work for a regularly scheduled shift, they must immediately contact their supervisor to request approval to use paid leave. Employees who fail to report to work, without notification and/or an approved absence, during the emergency will be considered absent without leave.

During an emergency, employees may be called into work outside their regularly scheduled shift, including on an employee's regularly scheduled day off. Absent extenuating circumstances, employees who fail to report to work may be subject discipline.

Approved:

/s/ Ray Riordan
Director of Emergency Management

April 5, 2018
Date

Approved for posting:

/s/ Jennifer Maguire
Assistant City Manager

April 6, 2018
Date