



TOWN OF
LOS GATOS
CALIFORNIA

ADMINISTRATIVE PROCEDURE MANUAL

Small Town Service Community Stewardship Future Focus

TITLE: Disaster Service Worker Procedure

PROCEDURE NUMBER: A-02

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APPROVED:

Laurel Prevetti

PURPOSE

In the event of a catastrophic incident, Town employees may be expected to fulfill emergency action assignments. Under California law, all public employees are obligated to serve as Disaster Service Workers (DSW's). As a Town employee you are required to perform duties as a Disaster Service Worker when the Town Manager, while in the role of Director of Emergency Services, or the Town Council declare the existence of or threatened existence of a local emergency.

As Disaster Service Workers, Town employees may be assigned to assist in any Disaster Service Activity that promotes the protection of public health and safety and the preservation of lives and property. Some Town Departments have clear public safety duties in terms of staff's disaster service roles and responsibilities (i.e., Police and Parks and Public Works). For other Departments, depending on the magnitude of the disaster, employees may be directed to act outside the ordinary scope of their employment to support the Town's emergency response.

This procedure provides direction with regard to responsibilities for all Town employees in the event of a disaster, emergency, or catastrophic event affecting the Town of Los Gatos.

SCOPE

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 Town of Los Gatos Municipal Code Chapter 8 Section 8.10.035 provides that the Town Manager, while in the role of Director of Emergency Services, has the authority to require emergency services of any Town officer or employee.

In addition, Section 15 (Management Rights) of the Town's Personnel Rules and Regulations states that the Town retains the right to "Take all necessary actions to protect the public and carry out its mission during emergencies".

PROCEDURES

1. Human Resources Department Responsibilities

It is the responsibility of the Human Resources (HR) Department to introduce all new employees to the concept of Disaster Service Worker. All new employees will receive the California Employee Disaster Service Worker informational brochure (Attachment 1) and Town DSW training requirements and information (Attachment 2). The Human Resources Department will also ensure that employees sign the acknowledgment of Disaster Service Worker status and administer the Loyalty Oath (Attachment 3).

The HR Department should ensure the establishment and maintenance of personal contact and emergency contact information for all Department employees. It is the responsibility of each employee to inform HR of any changes promptly.

2. Department Director Responsibility

It is the responsibility of each Department Director to ensure all of its 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.

The Department Director should ensure the establishment and maintenance of a phone tree (reporting structure) to be utilized in the event of an emergency that occurs during non-working hours to communicate with employees who need to return to work to perform disaster service activities.

Based on the nature of the event, Department Directors should work with managers and supervisors to identify the employees who should remain home, who should report to perform their normal job duties, or who should report to perform a Disaster Service Activity.

3. Employee Responsibility

For any incident, Town employees should first ensure the safety of their families and/or household as their number one priority. Once their safety, shelter, and other needs are met, employees must report to work if instructed to do so. All employees should follow their Department's internal emergency contact procedures, which may include calling in to a specific phone number or waiting to be contacted by the Town's or Department's emergency system or coordinators.

Disaster During Regular Hours: If a disaster occurs during normal working hours, employees should immediately follow the procedures established by the Emergency Safety Plan for that facility. In addition, employees will be required to do the following:

- a. Remain on duty at their workstation or at a designated emergency gathering area, as designated by the Emergency Safety Plan, until dismissed by their supervisor at the direction of Department Director or designee. Every effort possible will be made by the Town to assist each employee in communicating with their families and/or household.

Disaster During Off-Duty Hours: If a disaster occurs during off-duty hours, employees are to first ensure the security of their families and/or 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:

- a. Employees should regularly monitor all available sources for emergency information and follow any applicable instructions. Available Sources include:
 - Town desk phone (if applicable)
 - Town-issued mobile device (if applicable)
 - Town email (if applicable)
 - Town website: www.losgatosca.gov
 - Town social media: Instagram, Facebook, Twitter, Nextdoor (if the employee lives in Town)
 - Personal cell phone and email
 - Emergency broadcast stations (radio or television)
- b. The Town 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.

- c. Follow Department emergency reporting instructions which may include contacting your immediate supervisor or department representative for reporting instructions and follow all instructions provided.

Employees may be required to do the following:

- a. Work in assignments based on the needs of the work unit and/or the Town that may require employees to serve at locations, times, and in conditions other than their normal work assignment and/or schedule;
- b. 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
- c. Work for a supervisor, division, or Department different from their normal work assignment
- d. 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, and (3) the location where work was performed.
- e. If a Town of Los Gatos employee works for another government agency and is asked to be a DSW for both the Town and their other employer, the employee should coordinate their availability with their Town supervisor.

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 approved family medical leave or leave due to illness or injury 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 Memoranda of Understanding. 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 Town employee not able to respond to their work assignment due to physical barriers or other safety hazards, such as bridge collapse or freeway damage, should immediately notify their supervisor. Employees who cannot respond to their work assignment may be asked to report to another government agency.

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 make other arrangements. In accordance with the Town's Personnel Rules and Regulations (Section 10.4), an employee is deemed to have resigned if the employee is absent for three (3) consecutive workdays without prior authorization and without notification during that period of the reason for absence.

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 AS TO FORM:



Robert Schultz, Town Attorney

