

Discussion Guide

DISASTER SERVICE WORKER



City & County of San Francisco

www.SFDSW.org



Department of Human Resources

Disaster Service Worker Training Video Facilitator Discussion Guidebook

The Disaster Service Worker Training Video Facilitator Discussion Guidebook accompanies the video, “Disaster Service Worker Training.” This Guidebook is available on-line at www.SFDSW.org .

For questions or comments on the video, please contact the City and County of San Francisco’s Department of Human Resources at: SFDSW@sfgov.org .

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Disaster Service Worker Training Video Discussion Guide

The Disaster Service Worker Training Video Discussion Guide is intended to help facilitators discuss the Disaster Service Worker Training Video. The guide includes questions and suggested answers. These questions and the associated answers are meant to be general in nature and may differ based on the needs of your specific unit or department. Additional resources, including printable materials, an on-line training module, and additional training materials are available on the City's Disaster Service Worker Program website: www.SFDSW.org. The movie and a printable version of this guidebook are both available on the website as well.

The questions that follow have been generally organized by the order of discussion in the movie. Facilitators should take an opportunity to review the movie and discussion guide prior to presenting to an audience to familiarize themselves with the content and potential resources that may be specific to their department or unit.

FAMILY AND HOME PREPAREDNESS

What should be in a home disaster plan? Who should have copies of it?

Suggested items in a home disaster plan:

- Escape routes
- Meeting locations
- Emergency contact information, including an out-of-state contact
- Special considerations for each member of your family

Distribution of plan copies:

- Anyone in your plan should have a copy and KNOW THE PLAN. Think about providing a copy to your emergency contacts living out of town.

What kinds of items should be in your home emergency supply kit?

Suggested items include:

- Manual can opener
- Water and non-perishable food
- Dust mask
- Pocket knife
- Whistle
- Emergency cash
- Flashlight and extra batteries
- Emergency radio and batteries
- Sturdy shoes
- Change of clothing
- Emergency contact numbers
- First aid kit
- Extra medicine
- Blankets or sleeping bag
- Personal hygiene and sanitation items
- Tools- hammer, nails, wrench, plastic sheeting, duct tape, heavy duty plastic bags, waste bucket, bungee cords

What items should be in your go-bag?

Suggested items include some of the same items as household supply kit –

- Bottled water
- Non-perishable food
- Flashlight and batteries
- Battery powered radio and extra batteries
- Copies of important documents
- Extra set of car and house keys
- Sturdy shoes and change of clothes

- Emergency cash in small denominations, ATM and Credit Cards
- First Aid kit
- Extra medications
- Personal hygiene and special care items
- Household contact and meeting place information (family plan)

Where can you find information on what to include in work and home emergency supply kits?

- www.SFDSW.org
- www.72hours.org
- www.redcross.org

What should you do if you must evacuate your home?

- Take your go-bag with you and go to the designated meeting place in your family disaster plan. Wait for your family members there.

WORKPLACE PREPAREDNESS

Where are your emergency exits? Which two are closest to your desk?

- This answer will depend on each individual and their specific workplace. Take a moment and have employees identify their exits.

When was the last time you had an evacuation drill in your workplace?

- This answer will depend on each individual and their specific workplace. Employees should talk to their Disaster Preparedness Coordinator to determine your facility's schedule for drills and your designated evacuation site.

What kinds of items should be in your emergency supply kit at work?

Suggested items include:

- Water and non-perishable food
- Dust mask
- Pocket knife
- Whistle
- Emergency cash
- Flashlight
- Emergency radio and batteries
- Sturdy shoes
- Change of clothing
- Emergency contact numbers
- First Aid kit

For more information on personal and work emergency supply kits, please see

www.72hours.org

DISASTER SERVICE WORKER ASSIGNMENTS

What kinds of roles might a Disaster Service Worker perform during a disaster?

There are a total of 13 Disaster Service Worker job categories recognized by the State of California. They are:

- Administration
- Human Services
- Laborer
- Logistics
- Animal Rescue, Care and Shelter
- Communications

- Finance
- Fire Fighter
- Law Enforcement
- Medical and Environmental Health
- Safety Assessment Inspector
- Search and Rescue
- Utilities

These 13 job categories are broken into 2 general categories: **General** and **Specialized**.

Specialized job categories will be filled by employees currently performing in one of the skill areas below:

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

Employees not already performing in a specialized job category will be assigned a job in the **General** category:

- Administrative
- Human services
- Logistics
- Laborer

What kinds of roles will NOT be assigned to a Disaster Service Worker, unless that is their current job assignment?

- Emergency Medical, Police, Fire, and other first-responder type roles.

How might a Disaster Service Worker assignment be different from your current assignment?

- Days, locations, times may differ
- Assignments may be different from day-to-day job and will be based on the needs of the City during a disaster response.

CITYWIDE PLANNING AND TRAINING

What are the minimum training requirements for Disaster Service Workers?

- Required training
 - Disaster Service Worker Training
 - NIMS (IS 700) and ICS Training (IS 100)
- Optional training
 - Function response training
 - Could include First Aid, CPR, shelter management, stress management or other disaster response related courses
 - If you are interested in training in these or related areas, be sure to monitor the DSW website (www.SFDSW.org) and the citywide training calendar for training opportunities. Contact your Human Resources representative for information on enrolling in a class.

What is NIMS and what is the purpose of NIMS?

- NIMS stands for the National Incident Management System. It is a federal program which is designed to ensure that disaster response is managed and coordinated

between multiple agencies and jurisdictions and at various levels of local, state, and federal government.

Who must take NIMS training?

- Presidential Directive #5 created the National Incident Management System and calls for the training of all public employees with a potential role in a disaster response in the principles and structures associated with NIMS and the Incident Command System or ICS.

What are the two required NIMS training courses?

- NIMS (IS 700) and ICS Training (IS 100)

WHAT TO DO IN A DISASTER

What should you do if a disaster strikes while you are at work?

- Report to your supervisor immediately
- If appropriate activate your facility evacuation plan
- Follow instructions in your department Emergency Operations Plan

What should you do if a disaster strikes while you are at home?

- First ensure the safety of your family
- Do NOT attempt to re-enter the City unless you are a First-Responder (Police Officers, Fire Fighters, or Sheriff's Deputy for example) or you receive instructions to do so from your Department Operations Center, Human Resources Representative,

Supervisor, or through instructions via radio, television, or other emergency communications

- Listen to the radio for possible citywide reporting instructions, including information on transportation options for returning to the City: KCBS (740 AM), KNBR (680 AM), KGO (810 AM), KQED (88.5 FM), KSJO (92.3 FM)
- Contact your supervisor to receive reporting instructions and work locations
- Make sure to have your **DISASTER SERVICE WORKER ID CARD** with you. It will be needed to rapidly access emergency transportation routes, such as ferries, buses or other transport services.
- **BRING A WORK GO-BAG WITH YOU.**
 - Remind your audience of what should be in a GO-BAG.

DISASTER SERVICE WORKER ID CARD

What is the purpose of the Disaster Service Worker ID 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 access to City and County property during a disaster response.
- Under certain circumstances 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 while ensuring your safety.

- **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, contact your Human Resources Representative or Department Supervisor. It is the responsibility of your Department to ensure you have been issued a card.

What are each of the card colors/codes for? What kinds of employees may have a red (1), yellow (2), or green (3) 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

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

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 full-time City and County employees who are not Level 1 and Level 2 Card recipients receive a Level 3 Card.

Examples:

- General Job Categories (those who are not required to respond with **direct life-saving** or **life-sustaining duties** during a declared citywide emergency)

SPECIALIZED SKILLS

What should you do if you have specialized skills that are not part of your regular job?

- Specialized skills are those that are not part of your day-to-day job, which may be useful in responding to a disaster. Examples of these skills might be:
 - HAM radio operator
 - Ability to speak and read other languages
 - Certification in CPR, First Aid, or other medical skills
 - Member of Neighborhood Emergency Response Team (NERT)
 - Possession of commercial or other types of driver's license

Who should I talk to if I possess a specialized skill not used in my current job?

- Specialized skills can be discussed with your Human Resources Representative, Disaster Preparedness Coordinator, or Supervisor.

RETURNING TO WORK

How do I get back into the City if transportation routes are damaged?

- DO NOT report to work unless you've been instructed to do so by your supervisor or through pre-designated reporting instructions in your department Emergency Operations Plan, through emergency broadcast, or other explicit directions.
- Use alternate routes if your primary transportation routes are damaged
 - Emergency transportation routes may be established for Disaster Service Workers to return to the City.
- Have your Disaster Service Worker ID Card with you in order to quickly access any emergency transportation routes.

What is Operation Safe Return?

- Operation Safe Return is a citywide plan that may be activated following a disaster. The plan is designed to transport City employees to designated collection points around the City when other methods of transportation may not be available.

What kinds of sites are designated collection points?

- Vital City control and communications sites, police and fire stations, and major healthcare facilities are pre-designated collection points in Operation Safe Return.

Your department Emergency Operations Plan should designate a primary and secondary collection point for your department's staff.

Who should I talk to about the primary and secondary collection points for my department?

- You should discuss potential collection points for your department with your Supervisor, Disaster Preparedness Coordinator or Human Resources Representative.

Facilitator Notes

1. **Emergency/disaster resources for your department/division -**
 - a. **Describe your Chain of Command during a disaster response and identify your department's Disaster Preparedness Coordinator:**

- b. **How should Disaster Service Workers expect to be contacted to report to work in your department/division?**

- c. **Where can employees locate your department/division Emergency Operations Plan/Continuity of Operations Plan?**

2. **List of emergency/disaster resources for your department/division:**

Department of Emergency Management/Division of Emergency Services

Dept. Disaster Preparedness Coordinator (provide contact information)

www.SFDSW.org

www.72hours.org

www.redcross.org

www.AlertSF.org

www.training.fema.gov/EMIWeb

www.oes.ca.gov

3. **List of national, state and regional emergency/disaster resources:**

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