



one
COUNTY
one
FUTURE

COUNTY OF SANTA BARBARA STANDARD OPERATING PROCEDURES

SUBJECT:	SANTA BARBARA COUNTY DISASTER SERVICE WORKER EMPLOYEE STANDARD OPERATING PROCEDURES	ITEM NUMBER:	XX-XXXX
RESPONSIBLE DEPARTMENT:	FIRE (OEM)	APPROVAL DATE:	MAY 14, 2024
APPROVER(S):	M. MIYASATO	REVIEW DATE:	AS NEEDED
VERSION:	1	PAGE:	PAGE 1 OF 8

1. PURPOSE

To provide standard procedural direction for County employees to fulfil their role as Disaster Service Workers (DSW) as outlined in California Government Code § 3100-3109 and Chapter 12 of the Santa Barbara County Code, in alignment with Resolution 09-251, which adopted the National Incident Management System by the Santa Barbara County Board of Supervisors, and the Santa Barbara County Disaster Service Employee Policy, approved by the Santa Barbara County Board of Supervisors on November 28, 2023.

2. SCOPE AND APPLICABILITY

This Standard Operating Procedure (SOP) provides guidance on how the Santa Barbara County (SBC) DSW Employee Policy will be implemented. This SOP is to be utilized in conjunction with SBC DSW Employee Policy (Approved on November 28, 2023).

This SOP includes:

- Section 1: Disaster Service Worker Oath of Office
- Section 2: Emergency Response and Activation Procedure
- Section 3: Disaster Service Worker EOC & Field Employee Assignments
- Section 4: Disaster Service Worker Training Requirements
- Section 5: Emergency Cost Tracking
- Section 6: Disaster Cost Recovery Procedure for DSW Costs

3. PROCEDURES

Section 1: Disaster Service Worker Oath of Office

All Santa Barbara County employees, regular and extra help, receive and sign the Disaster Service Worker (DSW) Oath of Office during the County-wide Human Resources onboarding process. Current employees who do not have a signed Oath of Office on file, will be required to sign at such time this gap in paperwork is identified and the employee is notified. This oath includes acknowledgement and acceptance of the role as a DSW ([Attachment A](#)). Per California Government Code section 3105, DSW Oath of Office taken by County employees are filed in the employee's personnel file.

Some departments have expressed the desire to also administer the DSW Oath of Office as

a way to reinforce and bring attention to an employee's role as a DSW. In this case, employees will still partake in the County-wide Human Resources process, but after approval from the CEO, Departments can also use the following:

- Department Heads, as the appointing power, may designate in writing employees who are authorized to administer the DSW Oath of Office (See [Attachment B](#)).
- Each Department's Payroll Administrator(s) have been given delegated authority to administer the DSW Oath of Office during onboarding of new employees.

DSW Oaths of Office are to be taken by elected and appointed officials of the County as well. In these cases, the following applies:

- These individuals will sign the DSW Oath of Office from the County Human Resources Department ([Attachment A](#)).
- Oaths taken by elected or appointed officials shall be filed with the County Clerk. ([Gov. Code, § 1363\(a\)\(2\).](#))

Section 2: Emergency Response and Activation Procedure

The following procedures clarify how employees will be notified and activated during an emergency as well as processes to communicate should an employee be unable to fulfill their Disaster Service Worker responsibility.

Activation and notification of Disaster Service Worker employees will follow these procedures:

1. The Director of Emergency Services (DES)/County Executive Officer (CEO), designated Assistant County Executive Officer (ACEO), Director of the Office of Emergency Management (OEM), or an OEM Emergency Manager will notify departments and/or pre-assigned employees of the activation of disaster response and support services.
2. If the employee is aware of an emergency and has not heard whether they are needed or not, it would be appropriate to do the following:
 - a. Unless otherwise directed, employees should immediately contact their supervisor to determine whether they are or are not needed to provide emergency services or other community support functions.
 - b. In the event that direct communication with workplace supervisors or the EOC is strained or inoperable due to emergency conditions, County employees should call the "Employee Call in Number" located on the back of their County identification card to receive more information. That number is (805) 568-2567.
 - c. If there are significant impacts to communication systems, it should be assumed that preassigned EOC employees are needed and should report to the EOC.
3. Once notified of the Disaster Service Worker activation, Department Heads will be responsive to resource requests from the OEM employees, County EOC Logistics, or the EOC HR Liaison.
 - a. Department Heads shall maintain a current list of employee home addresses, after hours phone numbers (work or personal), and personal email as necessary for emergency processes. Employees must keep their department informed of any changes in their address, phone numbers, etc.
 - b. Any employees activated as a Disaster Service Worker will be provided an incident briefing, expectations, and just in time training.
 - c. Once assigned to the EOC or a disaster response function, employee hours and assignment are set by the EOC; changes in availability or employee hours must be communicated and approved by the EOC prior to their occurrence.

Procedure for Employees who meet the circumstances for Not Reporting as a DSW

When an emergency is declared, all employees should ensure that their family/home situation is taken care of prior to reporting to work. **The department maintains responsibility to provide staff to fill assigned positions on the Master EOC Team Roster.**

In the event employees are unable to respond due to an allowable consideration for not reporting as a Disaster Service Worker as identified in the SBC Disaster Service Worker Policy, the following process will occur:

1. Employees will immediately communicate to their direct supervisor their situation and concerns. The employee may request time off or request reassignment based on circumstances.
2. If the supervisor determines the employee's circumstances warrant time off, then the supervisor may authorize the employee to not report to work. If an employee is unable to report due to the necessity to support one's family or home, the employee shall use their personal leave balance (e.g., vacation) as allowed.
3. If the supervisor determines that an employee cannot physically report to their normal work location or disaster assignment, then the employee may:
 - a. Be directed to another operational location by their supervisor; or
 - b. Be directed to work remotely; or
 - c. If no other work location is available and remote work is not an option, the employee must use their leave balances.
 - d. If an employee does not have enough leave balance they will need to seek approval from their manager for authorized leave no pay (ALN).
4. If employees are **directed** by their supervisor, the County Executive Officer, an ACEO, or the Director of Emergency Management not to report to work at any location due to safety or security, they may be reassigned, or be required to use their leave balances.
 - a. If no alternative work location or remote option is available, the employee will be on paid time off.
 - b. If the employee declines alternative work assignments or remote work, the employee must use their leave balances.
 - c. If an employee does not have enough leave balance they will need to seek approval from their manager for authorized leave no pay (ALN).

Section 3: Disaster Service Worker EOC & Field Employee Assignments

When an emergency is imminent or has occurred, the following steps will be taken to ensure staffing of critical emergency response positions.

1. Employees will report to their assigned location upon notification of assignment by their Department Head, direct Supervisor, the Office of Emergency Management Duty Officer or Director. This may be communicated via ReadySBC notification, dispatch, text, email, or phone call. Employees unable to report to their assignment should reference the above "Employee Circumstances for Not Reporting" policy and standard operating procedure.
2. If an employee is unsure whether they should respond to their pre-identified position, they will contact their direct supervisor for further direction. If the employee is pre-identified on the Master EOC Team Roster (Smartsheet), they may contact the EOC for direction.

3. Individuals assigned to the EOC will remain in their role until a new operational period begins, they are reassigned by the EOC leadership, they are released by EOC Leadership, or another qualified employee is provided by the department.
4. Multiple shifts of a position may be needed, in which case:
 - a. Employees assigned to the EOC, a DOC, or the field are responsible for identifying and communicating their availability for the next 48 hours to their incident (emergency) assigned supervisor (i.e. section coordinator of the EOC/DOC or Shelter Manager).
 - b. The incident assigned supervisor shall work within EOC protocols to identify shift gaps and needs.
5. Requests for major emergency responses may require a department to enact their Continuity of Operations Plan and reassign employees for only their most critical functions.
6. Any employee activated in response to an emergency must complete an Activity Log (ICS 214) form for each operational period worked. The form is to be fully completed and be legible. Completed forms must be submitted to the EOC finance section (eocfinad@countyofsb.org) at the end of each shift and a scanned copy should be retained by the employee completing the form.

Section 4: Disaster Service Worker Training Requirements

Training is a critical component of maintaining a workforce that is prepared to support the community in all phases of an emergency. Consistent Disaster Service Worker training for all employees ensures the County has a common operating picture and allows for a more coordinated and effective response.

1. Acceptable forms of training include online courses through the [FEMA Independent Study Program](#) or in person courses through a credible source such as the [California Specialized Training Institute](#). The Office of Emergency Management can assist department heads or employees in the determination of if a course meets the SEMS and NIMS requirements.
2. OEM in coordination with Human Resources will provide a centralized tracking system for employee compliance with identified and required trainings.
 - a. Certificate of course completion is required to ensure appropriate documentation of training for all employees.
 - b. Employees may provide documentation of previously completed classes, including from prior employment, as long as the completion is within the last five years.
 - c. If training documentation is not on file:
 - i. Employee can provide documentation for the required trainings within 3 weeks of the training gap being identified and the employee is notified;
OR
 - ii. Employee must complete the required trainings within the SBC DSW Policy Training timelines once the training gap is identified and the employee is notified.
3. The Office of Emergency Management has identified required and recommended trainings for all staff based on an employee's day-to-day position, as well as any predesignated emergency assignments
 - a. These trainings will be completed as identified within the SBC DSW Policy; and
 - b. As identified in Attachment C: Disaster Service Worker Training Matrix

4. All employees assigned to the EOC will be provided with at least one (1) opportunity for training and one (1) exercise per fiscal year to ensure the ongoing readiness of County employees. Their participation shall be supported by supervisors and department management.

Section 5: Emergency Cost Tracking

To ensure that Santa Barbara County effectively tracks all Disaster Service Worker costs associated with response to an emergency, the following procedures are to be followed.

When the Emergency Operations Center is activated:

1. The Auditor-Controller’s Office will establish an accounting code to be used Countywide.
 - a. Prior to the creation of an accounting code, the Auditor-Controller will assess if a code has already been established by a Public Safety Department (i.e. Fire, Sheriff, Public Works etc.).
 - b. If it is determined an accounting code has been established, that accounting code will be used unless:
 - i. The code does not correspond with the established standard operating procedure; or
 - ii. The code conflicts with a previous accounting code, at which time a new code will be created.
 - c. If no code has been established yet, then Auditor-Controller will create a code.
2. The following accounting code format will be used:
 - a. The last two digits of the year (ex: 2023 = 23)
 - b. First 4 letters of the name of the emergency (ex: Alisal Fire = ALIS, Cave Fire = CAVE)
 - c. If there is anticipation that the emergency situation could occur more than one time within the same calendar year, a three-letter abbreviation will be used followed by the sequence of events (ex: storm events = 23STM1, 23STM2, 23STM3, etc.)
3. Once an accounting code has been established, the Auditor-Controller will issue an initial Finance Message to all employees.
4. Employees assigned to the emergency will use the established accounting code and the appropriate Activity Code for the task they are assigned.

Activity Code	Explanation of Usage
EOC	Employee is assigned a role within the Emergency Operations Center (EOC) or spends time at the EOC for briefings, meetings, and other essential tasks. Only time spent working at the EOC should be coded here.
DOC	Employee assigned a role within the Department Operations Center (DOC). This should be used for employees working from, attending briefings or meetings at the DOC.
ICP	Employee assigned a role at the Incident Command Post (ICP) for the emergency including briefings and meetings at the ICP. This area is most applicable to field response entities (law, fire, public works, animal services).
EVAC	Employees assigned to assist with evacuations. This may include door knocking, escorting people out of the area,

	rescues, animal evacuations, and any role that is aiding in the evacuation of residents.
FIELD (FLD)	Employees assigned a role within the field providing for response or recovery. Activities may include patrol within the evacuation order or warning zones, establishing or manning road blocks, debris monitoring and/or removal, assessments, and all field related activities.
SHELTER (SLTR)	Employees assigned to providing shelter to evacuated people and/or animals. This includes employees at the sheltering sites, meetings associated with sheltering, and any ancillary support provided to ensure consistent care for evacuated populations.
Other	As needed, additional Activity Codes may be established to document the efforts and employee time for a specific task. Ensuring proper tracking of employee time during an emergency will aid in the reimbursement process as well as provide statistical information related to any specific aspect of the County's response.

5. For larger response efforts, an Area Code will also be required to track employee time across support functions. In these situations, employees will use the established accounting code, appropriate activity code, and corresponding area code to record the task they are assigned.
 - a. The accounting code will remain consistent while the activity and area codes may change based on assignment.
 - b. Employees should separate their time to match the time spent in each area as recorded on their ICS 214 form.

Area Code*	Activity Code	Explanation of Usage
CALL	EOC or DOC	Employees assigned to a role within the Call Center established within the Emergency Operations Center.
FAC	EOC	Employees assigned a role in the establishment or support for the Family Assistance Center. A Family Assistance Center is established to provide information and support to the friends and family of those who have been impacted by a mass casualty incident. NOTE: this activity code will only be used when Family Assistance Centers have been established to support the community and may not be necessary for every disaster.
LAC	EOC	Employees assigned a role in the implementation or support of a Local Assistance Center. A Local Assistance Center is established to provide impacted community members information, support, and basic provisions following a disaster.

		NOTE: this activity code may not be necessary for every disaster.
POD	EOC or DOC	Employees assigned to a point of distribution site in the field that is not directly tied to an evacuation shelter. This may include water, masks, or other commodity distribution, community information booths, or other distribution aspects not associated with sheltering or serving within the EOC/DOC.
VAX	EOC or DOC	Employees assigned to assist with vaccination support and distribution necessary in response to the emergency. This may include mass vaccination clinics or the establishment of vaccination roll out processes and procedures.

*Area codes may be added as needed to assist the County in tracking of all emergency costs.

When the Emergency Operations Center is **NOT** activated but County resources are dedicated to the response:

1. Once verified that an accounting code has not already been established through the Auditor-Controller, the department fiscal staff may create an accounting code following the accounting code format identified in the SOP.
 - a. Upon creation of the accounting code, the department that created the code will notify the Auditor-Controller of the code.
 - b. The initiating department has responsibility to ensure appropriate employees have been informed of the coding and provided instruction on its use.

If the emergency expands and requires activation of additional resources or the EOC, the initial accounting code will be utilized per the EOC procedure above.

Section 6: Disaster Cost Recovery Procedure for DSW Costs

To mitigate the impact to departments as much as possible the following procedure will be implemented.

1. All departments will report cumulative disaster response costs to their CEO Budget Analyst periodically, but at least once per week throughout disaster response and once per month throughout disaster recovery.
2. The Office of Emergency Management (OEM) will work with CalOES and FEMA to establish eligibility for California Disaster Assistance Act or Stafford Act Funding, or other sources, when appropriate.

If state and/or federal funds are approved:

1. The CEO Budget Division will lead and coordinate the submittal and reimbursement process, with Auditor-Controller and OEM support.
 - a. Department Heads maintain responsibility to track, document, and submit their response costs.
 - i. This includes ensuring completion of all required paperwork including ICS 214 Activity Logs, equipment logs if applicable, mileage logs if applicable, and any other departmental or EOC Finance required forms.

- b. Ineligible costs due to improper documentation is the department's responsibility.

If state and/or federal funds are NOT approved:

1. Departments should consider and take appropriate action based on the above Policy.
2. The department may submit a consolidated request for General Fund reimbursement or appropriations for consideration by the CEO Budget Division.
3. Departments should contact their CEO Budget Analyst for specific guidance prior to submitting any budget revisions requesting additional funding to backfill DSW costs consistent with the guidelines outlined above.
4. Departments will be responsible for identifying all other available funding sources (including fund balances) before General Fund is considered as a source of last resort.

4. REVISION HISTORY

VERSION	CHANGE	EDITOR	DATE
1.0	Standard Operating Procedure Created	S. Silva G. Milligan E. Teyber J. Sturz Y. Torres	November 28, 2023