

**EMERGENCY PREPAREDNESS TRAINING
FOR PUBLIC EMPLOYEES**

**Your Role as a
Disaster Service Worker:
Public Employees
Roll Up Their Sleeves**

**Video Facilitator's
Discussion Guidebook**



Public Health Department
Santa Clara Valley Health & Hospital System



Disaster Service Worker Video Project

Facilitator's Discussion Guidebook

The Disaster Service Worker Video Project Facilitator's Discussion Guidebook accompanies the video, "Your Role as a Disaster Service Worker: Public Employees Role Up Their Sleeves." This Guidebook is also available on-line at www.cchealth.org/topics/emergencies/

To order a VHS, CD, or DVD copy of the Disaster Service Worker video, please contact:

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Produced By:

- Contra Costa Health Services**

- Santa Clara County Public Health Department Office of Disaster Medical Services**

Disaster Service Worker Video Project Facilitator's Discussion Guidebook

This Disaster Service Worker (DSW) Video Project Facilitator's Discussion Guidebook will help facilitators discuss the Disaster Service Worker video, "Your Role as a Disaster Service Worker: Public Employees Roll Up Their Sleeves." The Guidebook suggests ways to view and use the video. The intended audience for this video is public employees, including public health staff, county and city workers, police, fire, school personnel, etc. that are required by law {California Government Code 31 00-31 02; Labor Code 3211 .92(b)} to report for duty as DSWs in the event of an emergency or disaster. The Guidebook is also available on-line at www.cchealth.org/topics/emergencies/

When presenting this video to an audience, facilitators may want to pause the tape just before the final credits. The four questions/statements that appear throughout the video will appear together again. These questions/statements, in order of appearance, are listed below, with possible discussion points and answers/suggestions.

1. Question #1 – Disaster Service Worker Notification:

How will you know when an emergency has been declared?

- ***Possible discussion point:*** How do DSWs in our jurisdiction find out about an emergency or disaster?

Answers/Suggestions:

- ✓ **Describe DSW notification process for your Operational Area (OpArea) or jurisdiction**
- ✓ **Remind audience to:**
 - **keep their work emergency contact information with them at all times**
 - **listen to the radio or TV for instructions if phones are not working or are unavailable**
 - **report to work assignment as quickly and safely as possible**
- ***Possible discussion point:*** What might your household need to have on-hand in order for you to feel comfortable enough to leave your family and report for DSW duty?

Answers/Suggestions:

- ✓ **Remind audience to:**
 - first ensure their safety and welfare and that of their family
 - have a household emergency plan
 - ☐ their household plan should include stocking up in advance on non-perishable foods, water, first aid, and other supplies that will last for at least three days
 - ☐ they should store a bag with critical emergency items in their car. This bag should contain, among other things, personal and emergency supply items, a change of comfortable clothes and shoes, as well as any necessary medications.
 - inform their family that as a DSW, they may be required to report to work, or at least they may have to be ready to report to work in a declared emergency
 - prepare their family so they will be able to focus more effectively on their disaster duties

- ✓ For more information on disaster preparedness, including creating a household emergency plan and assembling disaster preparedness kits, please visit the following websites:

www.redcross.org

www.ready.gov

www.oes.ca.gov

www.disastereducation.org/guide.html

www.fema.gov

www.survivalsuppliers.com

2. Question #2 – Disaster Service Worker Job Assignments:

What are some assignments, you, as a DSW, might be given during an emergency?

- **Possible discussion point:** Do you think you could be given a DSW assignment that you will be unable to perform?

Answers/Suggestions:

- ✓ **Inform the audience that they will not be asked to do anything that is beyond their scope of training, skill, or ability.**

- ✓ **Possible discussion point:** What are some of the typical DSW jobs that need to be performed in an emergency or disaster? Which of these jobs only occur during these types of situations?

Answers/Suggestions:

- ✓ Inform the audience that in all probability, they may be assigned a task that they do not generally perform in a normal day's work. For example, they may have more contact with the public as they provide childcare at a clinic, or help register people at a shelter or other service location. If they are fluent in another language, they may be asked to translate for non-English speaking individuals. Other typical tasks may involve logistical support. That is, they may be asked to be a messenger at their designated site, or serve food to emergency staff, or answer phones. Of course, medical staff, including physicians and nurses will likely be performing medical functions such as administering vaccinations and triage.

- **Possible discussion point:** Can you expect co-workers to be stressed in an emergency or disaster? How best can you deal with this situation?

Answers/Suggestions:

- ✓ Remind the audience that:
 - everyone will be stressed during an emergency or disaster, particularly if the event continues for a long period of time
 - at the beginning of the event they may be full of energy and the desire to help in any way they can
 - as the event continues to unfold, they may begin to feel exhausted and find it increasingly difficult to perform their job
 - they need to pace themselves and monitor their own physical and emotional status as well as those of their co-workers and the public they are serving
 - by caring for themselves and the others around them, there is a greater chance that everyone will respond more effectively and efficiently throughout the event
 - if they become aware that they, a co-worker, or someone they are serving appears to be overly stressed, it is important to communicate this to their supervisor or the person in charge of their unit

3. Question #3 – Government Support Systems that Exist to Manage an Emergency:

What government support systems are in place to manage an emergency?

- ***Possible discussion point:*** What is the Standardized Emergency Management System (SEMS)?

Answers/Suggestions:

- ✓ Inform the audience that:
 - their workplace and jurisdiction (as well as region, state, and nation), have an established emergency plan
 - by the time DSWs call into work or are called during an emergency, an Emergency Operations Center (EOC), will already have been activated
 - EOCs have a system in place to provide an organized emergency response
 - in California, we have what is known as the Standardized Emergency Management System (SEMS). Utilizing this system provides a structured and coordinated response to emergencies and provides a common language for all first responders, including fire and law enforcement personnel and healthcare providers.

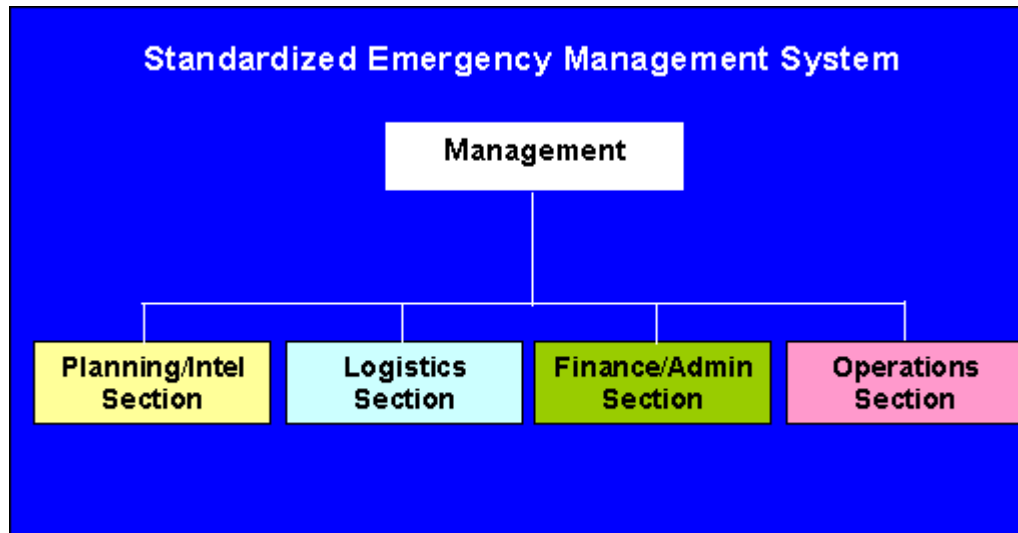
- ✓ ***(NOTE: The United States has a national level emergency response system known as the National Incident Management System (NIMS) that is currently in development. This system will integrate effective practices in and response into a comprehensive national framework for incident management. The NIMS will enable responders at all levels to work together more effectively to manage domestic incidents no matter what the cause, size or complexity.)***

- ***Possible discussion point:*** What are the five major functions of SEMS?

Answer:

- ✓ 1) Management, 2) Operations, 3) Planning/Intelligence, 4) Logistics, and 5) Finance/Administration

Below is a diagram and brief descriptions of the five functions of SEMS:



- Management** - “Directors” responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
- Operations** - “Doers” coordinate all jurisdictional operations in support of the emergency response and implements local government’s action plan.
- Planning/Intelligence** - “Planners” collect, evaluate, and disseminate information.
- Logistics** - “Getters” obtain facilities, services, personnel, equipment, and materials to support the event.
- Finance/Administration** - “Payers” track all costs and conduct financial activities.

✓ **(NOTE: Most DSWs will not be assigned roles in the Emergency Operations Center. Disaster Service Workers who are assigned these roles are generally notified well in advance and have been trained in their respective roles.)**

✓ **(NOTE: One element of SEMS is the Incident Command System (ICS) - the chain of leadership and command at the scene of an emergency or disaster, backed by an Emergency Operations Center with information and resources.)**

- **Possible discussion point:** How can you as DSWs help local governments receive state and federal disaster funds?

Answer:

- ✓ The use of SEMS permits local government agencies to receive reimbursement for response-related activities and personnel costs under certain disaster conditions.
- ✓ Remind the audience that if they report for work during an emergency:
 - their diligence in record keeping, such as consistently signing in and signing out, is critical to recouping disaster-related costs
 - letting their supervisor know their whereabouts will help co-workers find them in the event that they are needed for personal or job-related matters
- ✓ For more information on SEMS, NIMS, and ICS, including on-line courses, please visit the following websites:

SEMS:

- www.oes.ca.gov (navigate to “Information for Emergency Managers” on the left hand side of the page and then “SEMS Guidelines” in the middle of the page).

NIMS:

- www.oes.ca.gov (navigate to “NIMS/SEMS” icon on the right side of the page)
- www.fema.gov/nims
- www.training.fema.gov/EMIWeb/IS/is700.asp

ICS:

- www.training.fema.gov
- www.training.fema.gov/EMIWeb/IS/is195.asp

4. **Statement #4 - Emergency Preparedness:** Emergency Preparedness requires practice.

- ***Possible discussion point:*** How might DSWs practice emergency preparedness and response?

Answer:

- ✓ **DSWs may participate in drills, exercises, and trainings to increase the likelihood that their agency and community will be better prepared to respond when an actual event does occur.**
- ✓ **These opportunities will help DSWs gain a greater understanding and appreciation for what might happen in a real event, what they might be doing, and how they can be of greatest help.**

- ***Possible discussion point:*** How might DSWs learn what kinds of disaster-related education and training opportunities are available?

Answer:

- ✓ **Inform the audience to contact their supervisor or their department's emergency manager.**

❖ **Further Suggestions for Facilitators**

- We suggest you provide the following handout materials:
 - ✓ List of emergency/disaster resources for your particular jurisdiction (e.g. phone numbers, web sites, etc.)
 - ✓ List of national, state, and regional emergency/disaster resources
 - ✓ List of emergency/disaster resources for the particular agency/department providing the training:
 - Chain of command
 - How DSWs should expect to be contacted to report for work
 - Agency/department policies and procedures regarding emergency/disaster response
 - Where can employees locate their agency/department's Emergency Operations Plan (EOP)? Facilitators should consider bringing a copy of the plan with them to the training.

Facilitator Notes

1. Emergency/disaster resources for your agency/department:

–Chain of command:

–How Disaster Service Workers should expect to be contacted to report for work:

– Where employees can locate your agency/department's Emergency Operations Plan (EOP):

2. List of emergency/disaster resources for your jurisdiction:

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



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