Disaster Service Worker (DSW) Update

Dear City Employee,

The City response to the COVID-19 pandemic has been robust, and the efforts of our employees are making a real difference in our community. For many, this is an unexpected role change from your regular work duties, but it is important in any situation. Right now my priority is to help make sure people have access to the right information.

Throughout the week, as the scope of the crisis has grown, I have been impressed with the resilience and ingenuity of our department's employees, who have quickly adapted to new requirements, working 24/7 to ensure that our residents are safe and well. As a reminder of why we do this work, I want to share a story today from Alyssa.

For Alyssa, being deployed to her first EOC activation has been a reminder as to why she became a civil servant in the first place. As a disaster service worker, Alyssa is part of a team of nearly 600 employees serving the community in several ways.

DSW's provide help to vulnerable people who may be out of their homes, for whatever reason. They can provide help for individuals who lost their homes in the recent wildfires and have been forced to live in motels, or those who are homeless and need assistance finding a place to live. They can also be deployed to care centers, which have been established to provide services to those who have been forced to leave their homes by the wildfires.

Alyssa has found this work rewarding, and has been able to help people in need. She has been able to connect people with resources, and has been able to help them find housing and other services.

It is our responsibility as public servants to support the Public Health Order, increase capacity for an expected rise in patients, prepare our health system by reducing pressure on our hospitals, and confirm cases over the next two weeks. The City is doing all it can to help vulnerable populations and ensure that essential public services (schools and the home).

The City has FAQs on Emergency Child and Youth Care Centers. For more help, you can access the Ergonomics Awareness On-Line Training through the SF Learning. Launch the Ergonomics Awareness Training.

We've gathered the most commonly asked questions regarding Telecommuting. For detailed information about the COVID-19 FAQs page, please visit the City Website. Updated frequently, so check back if you don't find the information you need.

Stay Connected through the Department of Human Resources

Read of the Week

Employee Resources During COVID-19

In this newsletter, you will find:

1. The role of DSW's in helping the diverse range of communities in our City stay informed.
2. How the City is helping vulnerable populations and ensuring that essential public services are available.
3. The City's efforts to prepare our health system by reducing pressure on our hospitals.

To date, over 580 City employees have been deployed as DSWs from their regular work responsibilities. No one will be assigned duties they are not qualified or trained to perform.

The role of DSW's is to help those who need emergency housing, temporary housing, or other services. They can also help with things like transportation to medical appointments, or finding food and other resources.

The City has FAQs on telecommuting. You may apply using the Request and Agreement (COVID-19) form.

For more information, visit the SFMTA website to find Public Transit updates. Customers may be closed, except for operating hours.

Critical Links

Frequently Asked Questions (FAQs).

Subscribe to our email list.

Now is the time to take action to protect vulnerable populations and the community at large.