

City and County of San Francisco

Disaster Service Worker Guide



Thank you for your service as a Disaster Service Worker for the City and County of San Francisco!

IMPORTANT RESOURCES

24-Hour Nurse Triage Line
1-855-850-2249

Employee Assistance Program
628-652-4600
or
email: eap@sfgov.org

DSW Support line
628 – 652 – 2737
Or Email:
DHR-DSWSupport@sfgov.org

Work Assignments

Disaster Service Worker (DSW) assignments are based on the needs of the Emergency Operations Center (EOC), departmental operations, employee skills and qualifications, and employee availability.

Your department will receive a DSW request that outlines the proposed job description, duties, hours, duration of the assignment, and reporting location.

If you are not able to report to your assigned position, please contact your Section Supervisor as well as the DSW Support Line.

Work Assignments

If you leave your home to perform your DSW duties, you must fill out the "Check Your Health" questionnaire each work day at <https://sf.gov/node/1077>.

In addition, all city employees must complete online COVID-19 Basic Health and Safety Training. Please log into the [SF Employee Portal](#) and click on "My Learning" to access the training.

Scope of Work

As a DSW, you may have specialized duties depending on your normal work or any special skills you may possess.

You may also have to perform general duties that are not part of your normal duties, such as clerical support, damage assessment, driving, food preparation, sorting, packing, or loading.

You will not be assigned DSW work for which you are not qualified and trained. If you are assigned work outside of your qualifications, please talk to your DSW Section Supervisor and email DHR-DSWSupport@sfgov.org.

Work Hours

DSW responsibilities may continue into the recovery phase of an emergency and may be organized into daily or hourly shifts that are different from your regular work schedule.

Whenever possible, we try to maintain your current schedule. However, operational needs of the EOC will determine your DSW assignments and work hours.

When you are deployed as a DSW, your right to breaks and lunch still stand. Please discuss specific break times with your DSW Section Supervisor.

Time off

If you would like to request time off during your DSW deployment, please follow your home department's leave request policy to get approvals from your immediate supervisor as well as your DSW Section Chief.

What to do if you are not feeling well

1. Notify your direct DSW supervisor.
2. If you are at work, you will be asked to go home.
3. If not at work, do not report. Contact your DSW supervisor. If unable to reach or unsure on how to contact your direct DSW supervisor, email DHR-DOC@sfgov.org.
4. Determine if your symptoms may be related to COVID-19. People with these symptoms or combinations of symptoms may have COVID-19. Contact your medical provider if you have COVID-19 related symptoms.
5. Consider getting a COVID-19 test at [CityTestSF.com](https://sf.gov/citytests). Information and sign up is available at: <https://sf.gov/citytests>.

Accessibility

Prior to beginning the DSW assignment, employees should discuss possible reasonable accommodation needs with their supervisor or department human resources staff.

Safety + PPE

If you are a City employee who is working on site, you will receive a facial covering for the type of work you are doing. Your supervisor will distribute facial coverings to you.

Due to the limited supply, it is extremely important that employees use facial coverings for as long as possible – until they are soiled, damaged, or wet.