



DEPARTMENT NOTICE

20-047

3/24/20

Disaster Service Worker (DSW) Alert System

The purpose of this Department Notice is to remind all SFPD members, both sworn and non-sworn, that in the event of an emergency, we play a critical role in assuring the safety and well-being of every individual in San Francisco. Historically, it has been in such disasters that the SFPD has been a leader, demonstrating courage, compassion and providing the feeling of safety necessary in these times. As such, it is mandatory that all members ensure their contact information is updated and accurate in the *Disaster Service Worker (DSW) Alert* system.

In the event of an emergency, the Department of Human Resources (DHR) uses *Disaster Service Worker (DSW) Alert* to provide City employees with critical information, check on their wellbeing and survey whether they are able to respond to work and/or respond to a Disaster Service Worker assignment. Recently DHR conducted a test of this system and found that the Alert Message was deliverable to the majority of our members, but the delivery rate was less than 100%. DHR has updated its alert system adding work email to DSW Alerts, so future DSW Alerts will be sent to employees' personal email, work email and cell phones via text. This change will significantly improve the percentage of employees who are reachable and should have a measurable impact on message receipt confirmation.

Supervisors, per DGO 3.06 *Residence Certification*, shall direct their members and employees to review and update their contact information under "My Information" in the SF Employee Portal; <https://sfgov.org/sfc/employee-gateway>. Members should click on the *Edit Phone* and *Edit Email* icons and ensure all fields are completed. *The mobile phone number must appear in the "Cell Phone" field for the employee to receive DSW Alerts by text.* The Staff Inspection Unit shall provide each Deputy Chief every six months a list of police members who are in the "Not Deliverable" category; for distribution to appropriate Commanders and Supervisors.


WILLIAM SCOTT
Chief of Police

Per DB 19-156, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Notice in HRMS. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional guidance about the directive.