



**Disaster Service Worker  
County Employees Frequently Asked Questions Sheet  
COVID-19 Pandemic**

**1. Disaster Service Worker Assignments**

**a. How will the County assign Disaster Service Worker activities?**

In most cases, your department supervisor or Department Head will notify you of your Disaster Service Worker assignment. Your assignment will support the County in carrying out its responsibilities during the declared countywide emergency relating to the COVID-19 pandemic. This may include your normal work assignments or being assigned to perform other services beyond your normal work, report to a different supervisor, work a different schedule, and report to a different work location than normal to fulfill the Disaster Service Worker role.

If you have questions specific to your Disaster Service Worker assignment, you should direct those questions to the supervisor to whom you are assigned to report for that assignment. You will receive the supervisor's contact information in your Disaster Service Worker information packet when you are notified of the assignment. If you are unable to reach your assigned supervisor, contact the Emergency Operations Center (EOC) Personnel Unit at ([personnel@eoc.sccgov.org](mailto:personnel@eoc.sccgov.org)).

**b. If I am assigned as a Disaster Service Worker, should I notify my supervisor that I will not be available for my regular job duties?**

Yes, if the Disaster Service Worker assignment did not come from your direct supervisor, please let your supervisor know immediately that the County directed you to perform a Disaster Service Worker assignment and the dates and times you have been given for that assignment.



**c. As a Disaster Service Worker, will I be asked to work only during my normally scheduled work hours?**

The County's obligations and operational needs, and each Disaster Service Worker's obligation to faithfully execute Disaster Service Worker duties, may require the County to assign you a Disaster Service Worker assignment outside of your normal work schedule or during a time or at a location you find unfavorable or inconvenient. Because of the County's great needs during this time, the County may not have the operational capacity to coordinate multiple employees' preferred work schedules. But you may share your scheduling preferences with your immediate supervisor for the Disaster Service work to which you have been assigned.

**d. Can I refuse a Disaster Service Worker assignment if:**

**i. I have an underlying health condition, which is not suspected or actual COVID-19?**

If you have an injury, illness, disability, or health condition that you believe impacts your ability to perform your Disaster Service Worker assignment, you must immediately notify the supervisor to whom you are assigned to report for that assignment. You will receive the supervisor's contact information in your Disaster Service Worker information packet when you are notified of the assignment. If you are unable to reach your assigned supervisor, contact the Emergency Operations Center (EOC) Personnel Unit at ([personnel@eoc.sccgov.org](mailto:personnel@eoc.sccgov.org)). Other provisions addressed below apply if you have been diagnosed with, or you suspect you have, COVID-19.

Pursuant to County policy, the County will engage in the interactive process with you to determine possible disability accommodation(s), which may include telework, a different Disaster Service Worker assignment, or your usual and customary work assignment.



ii. **I cannot find anyone to take care of my children?**

The County recognizes that parents have been significantly impacted by school closures related to COVID-19. The County has contracted with childcare facilities to provide childcare services, which you are encouraged to utilize. If you are the sole parent or childcare provider for your child/ren and are unable to work (or telework) because you must care for your child/ren under 18 years of age if the school or place of care has been closed, or the childcare provider is unavailable due to COVID-19, you may not need to accept your Disaster Service Worker assignment. The County will require you to provide appropriate certification of your inability to work and/or telework, or may assign you a different Disaster Service Worker assignment.

iii. **I live with people who are medically vulnerable?**

Generally, no. However, if you are an employee who lives with an individual whose health or age may make them particularly vulnerable to COVID-19, and you need to provide care to the individual and you actually are doing so, you may be entitled to Emergency Paid Sick Leave if a health care provider has advised that individual to self-quarantine due to concerns related to COVID-19. The County shall require such an employee to provide the appropriate certification.

Otherwise, although the County understands that many employees are concerned that they and/or their family members may contract the disease, **this is not a sufficient or legitimate basis for an employee to reject or refuse a Disaster Service Worker assignment.** It is also not a sufficient or legitimate basis for an employee to refuse the employee's regular work assignment.

If you have concerns specific to your Disaster Service Worker assignment, you should direct those questions to the supervisor to whom you are assigned to report for that assignment. You will receive the supervisor's contact information in your Disaster Service Worker information packet when you are notified of the assignment. If you are unable to reach your assigned supervisor, contact the



Emergency Operations Center (EOC) Personnel Unit at  
(personnel@eoc.sccgov.org).

*The County's administration of the Emergency Paid Sick Leave Act shall comply with the requirements of that statute.*

#### iv. **I'm afraid of catching COVID-19?**

The County understands that this may be a time of concern and uncertainty for our employees and their families. But **fear of catching COVID-19 alone is not a sufficient or legitimate basis to reject or refuse a Disaster Service Worker assignment or your standard work assignment.** The County has taken precautions to limit exposure to COVID-19.

If you have concerns specific to your Disaster Service Worker assignment, you should direct those questions to the supervisor to whom you are assigned to report for that assignment. You will receive the supervisor's contact information in your Disaster Service Worker information packet when you are notified of the assignment. If you are unable to reach your assigned supervisor, contact the Emergency Operations Center (EOC) Personnel Unit at (personnel@eoc.sccgov.org).

## 2. **Questions Regarding Compensation and Accommodations**

### a. **If I work in another capacity, will I still be subject to the same union contract?**

Generally, yes. However, as a Disaster Service Worker, you may be required to: 1) perform other services beyond your normal work; 2) report to a different supervisor; 3) work a different schedule; and 4) report to a different work location than normal to fulfill the Disaster Service Worker role. Also, certain work rules in your MOU may not apply to your work as a Disaster Service Worker.

### b. **As a Disaster Service Worker, will my pay and benefits change?**

Generally, no. Employees working as Disaster Service Workers will generally continue to receive the pay and benefits that they are normally eligible



to receive. Certain Disaster Service Worker assignments may result in eligibility for existing differentials in the applicable MOU.

**c. As a Disaster Service Worker, will I receive overtime compensation?**

Yes, you will be paid for overtime as a Disaster Service Worker in the same manner as you would have in your regular position, and you will be expected to comply with the applicable approval processes for working overtime.

**d. As a Disaster Service Worker, will I receive extra pay or hazard pay?**

Generally, no, there is no extra pay or hazard pay solely for working as a Disaster Service Worker. Certain assignments may, however, result in eligibility for existing differentials in the applicable MOU.

**e. Will the County accommodate my injury, illness, medical condition, or other disability?**

If you have an injury, illness, medical condition, or other disability that you believe impacts your ability to perform your Disaster Service Worker assignment, you must immediately notify the supervisor to whom you are assigned to report for that assignment. You will receive the supervisor's contact information in your Disaster Service Worker information packet when you are notified of the assignment. If you are unable to reach your assigned supervisor, contact the Emergency Operations Center (EOC) Personnel Unit at (personnel@eoc.sccgov.org). Pursuant to County policy, the County will engage in the interactive process with you to determine possible disability accommodation(s).

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