

Emergency Response for Mass Care and Shelter	
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Overview	The Human Services Agency (HSA) is committed to protecting the safety and well-being of the communities we serve, particularly during emergencies and disasters. HSA plays an important role in supporting the community during these times, and the Shelter STRIKE Team is a critical component of that effort. This policy establishes expectations for STRIKE Team member participation in emergency response activities and outlines HSA's role in mass care and shelter operations. <u>Scope</u> This policy applies to all HSA staff selected to serve on the HSA STRIKE Team for emergency response deployment.
Emergency Response Program Overview	HSA's Emergency Response Manager for Mass Care and Shelter is responsible for recruiting, training, and preparing staff to: • Support mass care and shelter operations during emergencies • Participate in and deploy as members of the HSA STRIKE Team • Maintain readiness through required training, exercises, and coordinated response activities • Serve as Disaster Service Workers for the County of San Mateo
STRIKE Team Expectations	STRIKE Team members are expected to: • Complete all required trainings and preparedness activities. • Maintain readiness for potential deployment, including short-notice activation. • Arrive 15 minutes early to all scheduled trainings for check-in and pre-coordination. • Participate in an annual 4-hour onsite STRIKE Team retreat each July to review prior activations, strengthen coordination, and improve readiness.
Travel Time	Outside of regular work hours, travel time to and from emergency-response-related trainings or deployments shall be recorded as time worked, consistent with County policy and applicable labor agreements. Employees are expected to plan accordingly to ensure timely arrival. If travel results in 15 minutes or less of remaining work time before or after a training, employees may, with supervisor approval and where operationally feasible, work remotely from or near the training site.
Training Attendance	Certain external trainings may deny entry for late arrival or early departure. Employees are expected to arrive on time and attend trainings in full unless otherwise approved.
Supervisor Coordination	Supervisors shall make reasonable efforts to support employee participation in required trainings and STRIKE Team activities, including allowing adequate commute time and adjusting workloads where feasible.
Deployment and Employment Protections	When activated for emergency response: • STRIKE Team members shall operate under the direction of designated emergency management leadership. • Employees shall retain all rights, protections, compensation, and benefits associated with their underlying classification and employment status. • Work performed during deployment is considered official County service.
Conduct, Safety, and Communication	Employees must follow all County safety protocols, emergency procedures, and supervisory direction during trainings and deployments. Employees are expected to maintain professional conduct and clear communication with supervisors before, during, and after activations. Any injuries, incidents, or safety concerns must be reported immediately in accordance with County policy.
Emergency Services	Upon completion of training, employees may choose to volunteer to provide emergency and shelter services on their own time. Participation in CERT or similar organizations must occur outside of County work hours and in a personal capacity only.

Outside of HSA	Employees must clearly distinguish their role as private residents and not represent themselves as acting on behalf of the County. Confidential or sensitive information obtained through County employment must not be disclosed or used in external volunteer activities.
Program Administration	The Emergency Response Manager for Mass Care and Shelter shall oversee implementation of this policy, including training coordination, STRIKE Team readiness, and continuous improvement of emergency response capabilities.
Emergency Activation Leadership	When activated for emergency response, the authority over staff is delegated to the Emergency Services Manager, who shall hold full discretion over Task Force schedules and assignments until the emergency is over.
References	HSA Policy on Emergency For Mass Care and Shelter