



**5.4 GUIDELINES AND PROCEDURES FOR BETA EMPLOYEES
ASSIGNED TO CITY OF NORFOLK EMERGENCY SHELTERS**

A. Objective:

1. To set for the guidelines and procedures to be followed by City employees who have been assigned to operate emergency shelters due to the occurrence of a natural or man-made disaster or severe weather condition.

Note: Shelter Manager duties are governed by a separate policies and procedures document.

B. Who is Assigned:

1. All City of Norfolk BETA employees are assigned emergency shelter duties. Employees will serve as shelter personnel every alternate year (one year on and one year off). While assignments will normally be for one year terms, additional BETA employees may be called for duty in the event of extended shelter operations.

- C. Notification of Emergency Shelter Assignments - Emergency Shelter assignments will be made and will remain in effect until rescinded or changes are made in writing. The anticipated work period will consist of 12-hour shifts. The City, however, reserves the right to assign or reassign employees to shelters and to adjust work periods as it deems appropriate based on need. Shelters will remain open as long as warranted by the situation.**

All Beta employees assigned to shelters will be notified in writing of:

1. Their shelter location
2. Their Shelter Manager's name, home telephone number, and work telephone number
3. Their alternate Shelter Manager's name, home telephone number, and work telephone number.

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All Shelter Managers and Alternate Managers will be provided with the names, work telephone number, and home telephone number of employees assigned to their respective shelters.

Department Heads will be provided with a list of employees and their shelter assignment location.

D. Notification to Report to Shelter - employees will be given as much advance notice to report for duty as possible based upon the immediate or potential need to open shelters, as dictated by the emergency situation.

E. Alert and Standby Procedures - in the event that emergency shelters may need to be opened:

1. Shelter Managers or their assignees will immediately notify by telephone all their shelter employees to be on standby and remain alert for further instructions.
2. Employees who are at work and receive notification to be on standby should remain on the job until further information is received from the Shelter Manager or until the close of the normal workday.
3. Employees who are at home and receive notification to be on standby may continue with planned activities, but must notify their Shelter Manager if it is necessary to leave home, and must provide the Shelter Manager with an alternate telephone number where contact can be made. If an alternate telephone number cannot be provided, the employee must provide the Shelter Manager with an appropriate time of return.

If employees have any uncertainty or any questions regarding shelter openings, they should call their Shelter Manager. The Shelter Managers will notify employees by telephone when the alert is cancelled. Lack of notice will not be accepted as an excuse for not reporting.

F. Report for Duty - when it is determined that shelters will definitely be opened:

1. Shelter Managers will immediately notify shelter employees of the specific time they are to report to the shelter

2. If notification to report for shelter is received during the normal workday, employees may be excused from work to take care of personal matters before reporting, time permitting.

3. Employees with shelter responsibilities must inform their supervisors prior to leaving work of the shelter openings. Department Heads will be notified of the shelter openings. When an employee has been notified to report to a shelter, it is mandatory that he or she reports, and those failing to report will be subject to disciplinary action.

G. Transportation - once an employee is notified to report for duty, it is the employee's responsibility to:

1. Arrange for transportation to and from the shelter
2. Immediately contact his or her Shelter Manager if it is not possible to report for duty at the specified time, and advise the Shelter Manager when he or she will be able to report for assignment. The Shelter Managers will notify the appropriate Department Head if employees do not report for duty as specified.

H. Arriving at the Shelter - upon arrival at the shelter, each employee:

1. Must immediately report to the Shelter Manager for work assignment.
2. Must register for duty by completing the appropriate American Red Cross forms. If the shelter is open for several days, new American Red Cross form must be completed for each day.
3. Must register any immediate family members who have accompanied the employee to the assigned shelters using the American Red Cross forms.
4. Must undertake the designated responsibility or assignment. The Shelter Managers have the option to change employees designated responsibilities as dictated by the need.

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5. Must remain on duty until released by the Shelter Manager.

I. Release from Duty and Closing of Shelters - only the Shelter Manager or the Alternate Shelter Manager are authorized to release employees from shelter duty. Upon release from duty by the Shelter Manager or Alternate Shelter Manager, each employee must do the following:

1. Before leaving the shelter, complete the American Red Cross forms.
2. Check out any immediate family members who accompanied the employee to the shelter using the appropriate forms. If requested to return for another shift, new American Red Cross forms must be completed. All forms must be given to the shelter manager before leaving the shelter.

J. Compensation - those employees called to duty shall be compensated in accordance with the applicable City Code Sections and the City's Compensation Plan.

Employees not exempt from the Fair Labor Standards Act (FLSA) regulations called to shelter duty after their normal working hours shall receive no less than 2 hours compensation, regardless of the actual time spent at the shelter. For example, if a decision is made to deactivate the shelter 55 minutes after an employee's arrival time, the employee will receive 2 hours compensation. Such compensation shall not be considered payment for travel time, and compensable time shall be computed from the time of an employee's arrival at the assigned shelter.

To be eligible to receive compensation, employees must:

1. Keep a daily record of time worked using the appropriate forms.
2. Transmit all the completed official forms along with the employee's copies of the American Red Cross forms to the employee's Shelter Manager for verification and approval before leaving the shelter. The Shelter Manager will return the verified forms to the employee's supervisor within four workdays of receipt.

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K. Exemptions from Shelter Assignment - exemptions from any or all shelter duty, or for particular dates, may be granted only by the City Manager or his designee for the following reasons:

1. ~~Personal illness~~ Personal illness substantiated by a doctor's written medical statement, specifying the particular nature of the illness which prevented the employee from carrying out shelter responsibilities.
2. Employees on leave which was approved prior to news of the condition or situation constituting emergency or severe weather condition.
3. Child or relative living in the employee's home with an acute illness or disability and the employee is the only caregiver. This illness or disability must be substantiated by a doctor's written medical statement.
4. Pregnancy, when the employee provides a doctor's written statement that shelter duty would be physically harmful.

Requests for temporary or permanent exemption from shelter duty should be sent to the employee's Bureau/Division Head, who will submit the request through channels to the City Manager.