



**Orange County Emergency Services
Standard Operating Guidelines**

SOG Name: Personnel Contact Information

SOG Number: GEN-005

Submitted By: Darshan Patel

Approved By: F.R. Montes de Oca

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I. OBJECTIVE

1. Emergency Services is a critical department of Orange County Government. All department members are considered critical to the delivery of daily services as well as the response to and recovery from disaster – manmade and natural. As such, it is required that members maintain 24-hour contact information for the purposes of emergency notification and callback.

II. SCOPE

1. This guideline applies to all OCES personnel.

III. PROCEDURE

1. Initial Data Collection

a. The Planning and Logistics Branch is responsible to maintain a master roster of all active staff starting at the date of employment.

b. The roster will contain, at a minimum, the following information points: name, branch, position, 24-hour number, secondary number (if available), up to 2 additional numbers (if available), text message capability (yes/no), assigned business cell phone number, county email address, physical address of residence, personal mailing address (optional), emergency contact person's name, emergency contact phone number, and number and names of dependents, religious preference (in case of serious injury or death).

c. Employees are required to furnish and maintain active, workable phone number(s) and current information to the department throughout their employment with Orange County Emergency Services.

2. Changes in Data

a. Employees need to update their information in WebEOC in the personal information board.

- b. The Business Support Branch will provide an initial form approved by the Director and change form for staff convenience. Once the information is updated in WebEOC, Business Support Branch will review and begin the process of updating records with HR.
 - c. Such data shall be accurate and current at all times.
- 3. CodeRED group Calling**
- a. The Assistant to the Director will maintain an alert group-calling list in CodeRED and maintain the information to assure it is current.
 - b. The Business Support Branch will coordinate with the Director's office to assure that all notification data is accurate and complete.
- 4. The roster shall be confirmed and updated quarterly by the Business Support Unit.**
- a. The roster shall be maintained in the online scheduling systems by Planning and Logistics Branch as a limited access file for managers and supervisors access.