

Frequently Asked Questions – SHOC 101 July 2015

1. How will I be contacted to report to duty for SHOC activation?

SERVDE will contact you using the email address and telephone number that you have registered into the SERVDE System. Please make sure that you have registered in SERVDE and remember to update your contact information on a regular basis, especially if you move or change telephone numbers.

2. What happens if I do not report for duty when SHOC is activated?

Your SHOC supervisors may report this to your supervisor who handles your performance review and plan. SHOC roles should be written into your performance plan so this could negatively reflect your annual review.

3. If I am on call do I get compensated?

If you are on call and not receiving or taking any calls, you will not be compensated. But if you are taking calls or handling emails then you will need to document the number of calls, as well as the time of each call. Everything needs to be documented on a SHOC Employee Daily Timekeeping Record and your Individual Log - ICS 214.a form.

4. What other locations could I be deployed to?

There are other locations that staff may be sent to which include: Delaware Emergency Management Agency, call centers, DPH warehouse, Cooper Building, County Emergency Operations Centers, Points of Dispensing, and Shelters.

5. Will all locations have registration/sign in requirements?

Not all locations will have a registration process, security or sign in procedures.

6. What does FLSA mean?

Fair Labor Standards Act is a federal statute that was established to set minimum wage, guaranteed time and half for overtime in certain jobs, and developed child labor terms, as well as many other standards for employers to follow.

7. How do I determine if I am FLSA or non-FLSA?

You would need to ask your timekeeper or Human Resources representative.

8. Who will review my SHOC timekeeping record?

Timekeepers will review your record and meet with you if adjustments need to be made.

9. Who do I ask about timekeeping issues?

Please direct all timekeeping questions to your section's timekeeper. If your section's timekeeper does not know the answer to a specific question, then the Section Chief should be contacted. The Section Chief may in turn contact the Finance and Administration Chief with any unanswered questions or concerns. Timekeepers will be the ones who will file reports or amendments and enter the information into the HRMS leave tracking system.

10. How will I be compensated, comp time or monetary?

Remember that compensation guidelines are incident driven, so it could change according to the event times, guideline approvals, funding availability, and timekeeper or supervisor recommendations. For Hurricane Irene in 2011, there were guidelines that were developed and followed according to that incident. For each incident, the guidelines for compensation may be different. See chart (below) for compensation rules for employees.

Type of Employee	Comp Time	Compensation - Paid
Merit – FLSA Covered Position	37.5 to 40 hours is straight time	Over 40 hours is paid at time and a half
Merit – non-FLSA (Exempt)	Always hour for hour at straight time	
Casual/Seasonal	Overtime is at 1 ½ after 40 hours each week	Overtime is paid at 1 ½ after 40 hours each week
Contractual	Overtime is at 1 ½ after 40 hours each week	Overtime is paid at 1 ½ after 40 hours each week

11. Is SHOC activated during a snowstorm?

Yes and no. Certain SHOC positions are activated. There is representation at DEMA for Emergency Support Function (ESF) 8. The SHOC Operations Chief is activated as well as drivers, but technically it is not a SHOC level 1 event.

12. Which employees are considered “essential” employees?

All Division of Public Health (DPH) employees are essential employees. According to Policy Memorandum #38: Essential Employee Designation, “all DPH employees are designated as having a State Health Operations Center (SHOC) assignment role and may be required to report to work...”

13. Who is responsible for providing food for SHOC personnel?

It is the responsibility of the Logistics Section to provide food for SHOC events. The only exception is at the Delaware Hospital for the Chronically Ill (DHCI) where it is the responsibility of the Operations Section.

14. Who has badges which will allow access to the Delaware Hospital for the Chronically Ill (DHCI) and the Division of Public Health (DPH) warehouse?

All Emergency Medical Services and Preparedness Section employees have badges which will access the Delaware Hospital for the Chronically Ill (DHCI), the Division of Public Health (DPH) warehouse, the Cooper Building, and the Edgehill Training Center. In addition, all Chiefs and Deputy Chiefs should have access to DHCI.