



# Utility Outage Procedure

**Effective Date** 05/07/2026  
**Approval Date** 05/07/2026

Signed by:  
*Joshua Dugas*  
Joshua Dugas, MBA, REHS, Acting Director

**Purpose** The purpose of this policy is to provide guidance to the Department of Behavioral Health (DBH) workforce on how to respond to utility outages or disruptions (e.g., power, HVAC, plumbing) at DBH-occupied facilities.

**Utility outage/disruption procedure** When a DBH facility undergoes an unplanned **utility outage/disruption**, the following instructions will be utilized:

Step	Action
1	DBH Building Leadership (Senior Program Managers, Program Managers, Clinic Supervisors, Administrative Managers/Supervisors, etc.) will review and determine the nature and scope of the outage (e.g. power, plumbing, HVAC, etc.).
2	<p>DBH Building Leadership shall send an email notification containing the following information. The email shall be addressed as follows:</p> <ul style="list-style-type: none"> <li>• "To": <ul style="list-style-type: none"> <li>○ Facilities Project Management (FPM) Administration at <a href="mailto:DBH-FPM-Managers@dbh.sbcounty.gov">DBH-FPM-Managers@dbh.sbcounty.gov</a></li> </ul> </li> <li>• "CC": <ul style="list-style-type: none"> <li>○ DBH Human Resources Business Partner(s)</li> <li>○ DBH Executive Management Team at <a href="mailto:DBHExecutiveManagementTeam-Extended@dbh.sbcounty.gov">DBHExecutiveManagementTeam-Extended@dbh.sbcounty.gov</a></li> <li>○ DBH FPM administrative staff at <a href="mailto:DBH-FPM@dbh.sbcounty.gov">DBH-FPM@dbh.sbcounty.gov</a></li> </ul> </li> <li>• "Subject": <ul style="list-style-type: none"> <li>○ Type of outage</li> <li>○ Location of outage, and include</li> <li>○ "THIS MESSAGE IS NOT INTENDED FOR STAFF DISTRIBUTION"</li> </ul> </li> </ul> <p><b>Example:</b> WATER OUTAGE-303 VANDERBILT-THIS MESSAGE IS NOT INTENDED FOR STAFF DISTRIBUTION</p>
3	<p>DBH Building Leadership will include the following items in the body of the email:</p> <ul style="list-style-type: none"> <li>• Level of on-site leadership;</li> <li>• Total staff impacted, and</li> <li>• Any other DBH division or County department on site.</li> </ul>

*Continued on next page*

## Utility Outage Procedure, Continued

Utility outage/  
disruption  
procedure,  
continued

Step	Action
4	DBH Building Leadership will complete a DBH Helpline ticket to inform FPM of the utility outage or disruption.
5	DBH FPM manager/supervisor shall gain an estimated length of time for outage by reaching out to the following: <ul style="list-style-type: none"> <li>• The presiding municipality;</li> <li>• Southern California Edison, and/or</li> <li>• The building landlord, etc.</li> </ul>
6	DBH Deputy Director or designee shall communicate via the chain of command, as follows and in this order: <ul style="list-style-type: none"> <li>• DBH FPM will update executive leadership;</li> <li>• DBH Executive Leadership will inform impacted programs of the utility outage and to await further guidance, and</li> <li>• Human Resources Business Partners will notify unions, as applicable.</li> </ul>
7	If DBH FPM is notified the power outage will be longer than <b>2 hours</b> , the following actions shall be taken: <ul style="list-style-type: none"> <li>• DBH's Director and Human Resources Business Partner(s) will advise impacted Deputy Director or designee for relocation of staff;</li> <li>• DBH FPM will submit a web-blast to IT for immediate notice, and</li> <li>• Human Resources will advise on the use of EMACS coding for staff time.</li> </ul>
8	Once the outage is resolved, a web-blast will be sent to inform DBH workforce members of the restoration of the affected utility and the resumption of building operations.  If the utility issue cannot be resolved, continued operation of the facility will be determined by the DBH Director in consultation with the Chief Executive Office.

Utility outage  
due to  
emergency  
situation  
(earthquake,  
fire, flood, etc.)

In the event of a utility outage resulting from an **emergency** (e.g. earthquake, fire, flood), the following steps shall be taken:

Step	Action
1	DBH Building Leadership (Senior Program Managers, Program Managers, Clinic Supervisors, Administrative Managers/Supervisors, etc.) shall review and determine the nature and scope of the outage (e.g. power, plumbing, HVAC, etc.).

*Continued on next page*

## Utility Outage Procedure, Continued

Utility outage due to emergency situation (earthquake, fire, flood, etc.), continued

Step	Action
2	<p>DBH Building Leadership shall send an email notification containing the following information. The email shall be addressed as follows:</p> <ul style="list-style-type: none"> <li>• “To”: <ul style="list-style-type: none"> <li>○ DBH FPM Administration at <a href="mailto:DBH-FPM-Managers@dbh.sbcounty.gov">DBH-FPM-Managers@dbh.sbcounty.gov</a></li> </ul> </li> <li>• “CC”: <ul style="list-style-type: none"> <li>○ DBH Human Resources Business Partners(s)</li> <li>○ DBH Executive Management Team at <a href="mailto:DBHExecutiveManagementTeam-Extended@dbh.sbcounty.gov">DBHExecutiveManagementTeam-Extended@dbh.sbcounty.gov</a></li> <li>○ DBH FPM administrative staff at <a href="mailto:DBH-FPM@dbh.sbcounty.gov">DBH-FPM@dbh.sbcounty.gov</a></li> </ul> </li> <li>• “Subject”: <ul style="list-style-type: none"> <li>○ Type of outage</li> <li>○ Location of outage, and include</li> <li>○ “THIS MESSAGE IS NOT INTENDED FOR STAFF DISTRIBUTION”</li> </ul> </li> </ul>
3	<p>DBH Building Leadership will include the following items in the body of the email:</p> <ul style="list-style-type: none"> <li>• Level of on-site leadership;</li> <li>• Total staff impacted, and</li> <li>• Any other DBH division or County department on site.</li> </ul>
4	<p>DBH Building Leadership shall complete a DBH Helpline ticket to inform DBH FPM of the utility outage or disruption.</p>
5	<p>Disaster and Safety (D&amp;S) will ensure coordination with County Fire, the Office of Emergency Services (OES), and any other relevant agencies or partners, as appropriate, based on the nature and severity of the emergency.</p>
6	<p>Upon request by DBH Director, D&amp;S will activate the Department Operations Center (DOC).</p>
7	<p>DBH Deputy Director or designee shall communicate information via the chain of command in the following order:</p> <ul style="list-style-type: none"> <li>• DBH FPM shall provide updates to executive leadership;</li> <li>• DBH FPM, in collaboration with D&amp;S, will consult with County Fire, OES, and other relevant partners;</li> <li>• D&amp;S shall provide WebEOC updates as requested by OES;</li> <li>• DBH executive leadership will notify impacted programs and instruct them to await further guidance, and</li> <li>• Human Resources Business Partners shall notify unions, as applicable.</li> </ul>

*Continued on next page*

## Utility Outage Procedure, Continued

**Utility outage due to emergency situation (earthquake, fire, flood, etc.), continued**

---

Step	Action
8	<p>Once the outage is resolved, a web-blast will be sent to inform DBH workforce members of the restoration of the affected utility and the resumption of building operations.</p> <p>If the utility issue cannot be resolved:</p> <ul style="list-style-type: none"><li>• Continued operation of the facility will be determined by the DBH Director or designee in consultation with the Chief Executive Office.</li><li>• Human Resources will advise on the use of EMACS coding for staff time.</li></ul>

---

**Referenced Forms, Policies, and Procedures**

[DBH Standard Practice Manual and Departmental Forms:](#)

- [Utility Outage Policy \(SFT7035\)](#)

**Reference(s)**

[DBH Help Desk Ticket](#)  
[State of California Department of Industrial Relations "Protecting Workers when there are Power Outages"](#)

---