SAN BERNARDINO COUNTY | SBSafe Employee Alert System

Frequently Asked Questions

What is the SB Safe Employee Alert System?

The SB Safe Employee Alert System is an employee emergency notification system that will send mass notifications in the event of an emergency.

What constitutes an emergency?

An emergency is defined as any rapidly emerging manmade or natural disaster that potentially threatens the health and safety of County employees.

Who do I call in an emergency?

During an emergency situation, County employees should call 9-1-1 to report the emergency.

Who decides when an emergency warrants a notification from the SB Safe Employee Alert System?

As the County is made aware of emergency situations either by reported 9-1-1 calls, Designated County Department Assignee calls to the Office of Emergency Services (OES) requesting activation of the SB Safe Employee Alert System, or other means, OES will contact the Office of County Safety and Security (OCSS) to assess the situation and determine whether the situation meets the emergency criteria as defined.

Who is a Designated County Department Assignee?

Department Heads and any other department employee(s) selected by the Department Head to request activation of the system.

How does the SB Safe Employee Alert System work?

During an emergency situation, the system will be initiated by OES and OCSS. OES and OCSS will identify which County employees are threatened by the emergency and will draft a clear and concise instructional message, such as “Shelter in Place” or “Evacuate,” to those employees who subscribe to the system. The system will utilize contact information provided by employees to deliver important information about the situation.

How do I sign up/subscribe to receive emergency notifications?

Input your preferred mobile device number and/or email address(es) into the Employee Management and Compensation System (EMACS) on the SB Safe page under the Personal Information menu to receive text and/or email messages during an emergency. Please ensure you keep this information current and that alerts are sent to mobile devices and email accounts that you check regularly, which may include your County email address.

Am I required to sign up to receive emergency notifications?

No. Your enrollment is voluntary.

Is there a charge when text messages are sent to my phone?

The County offers this service for free. However, your cell phone service provider's normal text messaging fees and data rates may apply.

Will I be reimbursed for text messages expenses?

The SB Safe Employee Alert System is a voluntary program. Any text messaging or data incurred fees will be the responsibility of the individual.

What kind of messages will I receive from the SB Safe Employee Alert System?

The SB Safe Employee Alert System will only send emergency notifications.

Can a County department or agency utilize the SB Safe Employee Alert System to distribute non-emergency messages to its employees?

No. County departments and agencies wishing to distribute non-emergency messages to its employees must use another method or tool for distributing non-emergency messages.

Does the County keep confidential the personal contact information I may provide to SB Safe Employee Alert System?

If you are represented by an employee organization, any personal mobile device number and/or personal email address you may have provided will be disclosed to your employee organization pursuant to California law. If you do NOT want this personal information disclosed, you may request non-disclosure by checking the appropriate box on the SB Safe page in EMACS. Note: The County is not required to – and does not – disclose personal phone numbers of employees performing law enforcement-related functions to their employee organization.

How do I unsubscribe or opt out of text messaging?

The County encourages all County employees to sign up for at least one of the notification methods of the SB Safe Employee Alert System by providing their preferred mobile device numbers and/or email addresses in EMACS. You may unsubscribe or opt out of the text messaging method by removing your mobile device information from EMACS.

What if I change my mind and wish to continue to receive emergency notifications via text messaging?

To sign up again, make sure your mobile device information is current in EMACS.

Where can I view my contact information and how should I update it?

Make sure that you update your contact information in EMACS on the SB Safe page under the Personal Information menu.