LOGISTICS SECTION CHIEF

Mission: Organize and direct the service and support activities needed to ensure the material needs for the hospital's response to an incident are available when needed.

Position Reports to: **Incident Commander**	Command Location: _____	
Position Contact Information: Phone: (____) - _____	Radio Channel: _____	
Hospital Command Center (HCC): Phone: (____) - _____	Fax: (____) - _____	
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Incident Commander on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Logistics Section Chief
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Obtain information from the Operations Section Chief, Staging Manager, and the operational status of the Service and Support Branch Directors to assess critical issues and resource needs • Provide information to the Incident Commander on the Logistics Section operational situation including capabilities and limitations		

Determine the incident objectives, tactics, and assignments
• Determine which Logistics Section functions need to be activated:
  o Service Branch
  o Support Branch
• Document section objectives, tactics, and assignments on the HICS 204: Assignment List
• Make assignments, distribute corresponding Job Action Sheets and position identification
• Determine strategies and how the tactics will be accomplished
• Determine needed resources
• Brief section personnel on the situation, strategies, and tactics, and designate a time for the next briefing		

LOGISTICS SECTION CHIEF

Activities • Ensure the Hospital Command Center (HCC) is set up and equipped with the necessary resources and services including communications and information technology • Appoint an assistant to manage the needs of the HCC, if needed • Establish and communicate the process for other sections to request personnel and additional resources • If relocation or additional care locations are necessary, coordinate with Operations and Planning Sections to determine the infrastructure requirements that are necessary to meet the operational needs, and conduct pre-deployment assessments • Establish Logistics Section work procedures (e.g., work hours, rotation schedule, contact list, need for and monitoring of overtime hours) • Coordinate procurement and expense needs with Financial Section to determine proper authority and reimbursement ceilings • Participate in Incident Action Plan (IAP) preparation, briefings, and meetings as needed; assist in identifying strategies; determine tactics, work assignments, and resource requirements		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: Distribute the Communications List appropriately • HICS 206: Ensure that a Staff Medical Plan is created and distributed • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: Track requested equipment and services on a Procurement Summary Report • HICS 257: Track equipment used during the response on the Resource Accounting Record		
Resources • Determine equipment and supply needs; request them from the Supply Unit Leader • Assess issues and needs in section areas; coordinate resource management • Make requests for external assistance, as needed, in coordination with the Liaison Officer • Determine from all sections levels of personnel and additional resources needed for next operational period • Work with the Finance/Administration Chief on the preparation of additional service and equipment contracts • Maintain the current status of all areas in Logistics Section, inform Planning Section personnel of activities that have occurred; keep them updated with status and utilization of resources • Inform Finance/Administration Section of personnel time records and potential work-related claims		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		

LOGISTICS SECTION CHIEF

Safety and security • Ensure that all section personnel comply with safety procedures and instructions • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Intermediate Response (2 – 12 hours)	**Time**	**Initial**

Activities
 • Transfer the Logistics Section Chief role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
 • Meet regularly with the Incident Commander and Hospital Incident Management Team (HIMT) staff to update the status of the response and relay important information on the capabilities and limitations of the Logistics Section
 • Designate a time for briefing and updates with the Logistics Section personnel to develop recommended updates to the Incident Action Plan (IAP) and to develop demobilization procedures
 • Ensure the following are being adequately supported with necessary resources:
   o Clinical areas, both inpatient and outpatient
   o Staging and Labor Pool including credentialing of staff and volunteers
   o Information technology and information systems network integrity
   o Food and water for patients, staff, and visitors
   o Employee health and well-being services
   o Clinical support services
   o Patient family care supply support
   o Hospital personnel family support
   o Environmental services
   o Transportation services
 • Coordinate and process requests for personnel and resources from other sections
 • Obtain needed materials and fulfill resource requests with the assistance of the Finance/Administration Section Chief and Liaison Officer
 • Communicate regularly with Hospital Incident Management Team (HIMT) staff
 • Ensure that the Logistics Section is adequately staffed and supplied		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document actions, decisions, and information received on Activity Log		
Resources • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed, coordinating with Operations Section Chief		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		

LOGISTICS SECTION CHIEF

Safety and security • Ensure section personnel health and safety issues are being addressed; report issues to the Safety Officer and Employee Health and Well-Being Unit		

Extended Response (greater than 12 hours)	**Time**	**Initial**

Activities
• Transfer Logistics Section Chief role, if appropriate:
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of Logistics Section personnel to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Continue to maintain the HICS 257: Resource Accounting Record to track equipment used during the response
• Communicate regularly with the Hospital Incident Management Team (HIMT)
• Brief Incident Commander, Public Information Officer, and Liaison Officer regularly on the status of the Logistics Section
• Designate a time for briefing and updates with Logistics Section leadership to update the Incident Action Plan (IAP)		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document actions, decisions, and information received on Activity Log • HICS 257: Track equipment used during the response on the Resource Accounting Record		
Resources • Monitor levels of all supplies and equipment, and collaborate on needs with the Supply Unit Leader		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Observe section personnel for signs of stress and inappropriate behavior; report concerns to the Safety officer and the Employee Health and Well-Being Unit • Provide for personnel rest periods and relief • Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques		

Demobilization/System Recovery	**Time**	**Initial**
Activities • Transfer Logistics Section Chief role if appropriate		

LOGISTICS SECTION CHIEF

○ Conduct a transition meeting to brief your replacement on the current situation, demobilization actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214. and 215A) - Work with Planning and Finance/Administration Sections to complete cost data information - Debrief section personnel on lessons learned and procedural or equipment changes needed - Participate in other briefings and meetings as required - Submit comments to the Planning Section for discussion and possible inclusion in an After Action Report and Corrective Improvement Plan. Topics include: ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues - Participate in stress management and after action debriefings - As objectives are met and needs decrease, return Logistics Section personnel to their usual jobs and combine or deactivate positions in a phased manner, in coordination with the Planning Section Demobilization Unit Leader - Assist other Section Chiefs in restoring the hospital to normal operations		
Documentation - HICS 221: Demobilization Check-Out - Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents/Tools

- ❑ HICS 203 - Organization Assignment List
- ❑ HICS 204 - Assignment List
- ❑ HICS 205A - Communications List
- ❑ HICS 206 - Staff Medical Plan
- ❑ HICS 213 - General Message Form
- ❑ HICS 214 - Activity Log
- ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
- ❑ HICS 221 - Demobilization Check-Out
- ❑ HICS 252 - Section Personnel Time Sheet
- ❑ HICS 253 - Volunteer Registration
- ❑ HICS 256 - Procurement Summary Report
- ❑ HICS 257 - Resource Accounting Record
- ❑ Hospital Emergency Operations Plan
- ❑ Hospital Incident Specific Plans or Annexes
- ❑ Hospital organization chart
- ❑ Hospital telephone directory
- ❑ Master Inventory Control lists
- ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

SERVICE BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain and enhance the hospital's communication system, food service, and information technology and equipment.

Position Reports to: **Logistics Section Chief**	Command Location: _____		
Position Contact Information: Phone: (_____)_____-_____ Radio Channel: _____			
Hospital Command Center (HCC): Phone: (_____)_____-_____ Fax: (_____)_____-_____			
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Logistics Section Chief on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Service Branch Director
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation
• Assess the Service Branch's capacity to provide:
  o Internal and external communications capability
  o Hospital-wide information technology (IT) hardware and installation support
  o Continued provision of food, water and nutritional support to patients, staff, and visitors
• Provide information to the Logistics Section Chief on the operational situation of the Service Branch		

Determine the incident objectives, tactics, and assignments
• Determine which Service Branch functions need to be activated:
  o Communications Unit
  o IT Information Services Equipment Unit
  o Food Services Unit
• Document objectives, tactics, and assignments on the HICS 204: Assignment List
• Make assignments, and distribute corresponding Job Action Sheets and position identification
• Determine strategies and how the tactics will be accomplished
• Determine needed resources		

• Brief branch personnel on the situation, strategies, and tactics, and designate a time for the next briefing		
Activities • Ensure prioritization of problems when multiple issues are presented • Consider development of a branch action plan; submit to Logistics Chief if requested • Obtain information and updates regularly from the Logistics Section Chief • Maintain current status of all Service Branch areas		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Service Branch Director role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Meet regularly with the Logistics Section Chief for status reports
• Advise the Logistics Section Chief immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan
• Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures
• Ensure that Service Branch staffing and supply issues are addressed		

SERVICE BRANCH DIRECTOR

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	**Time**	**Initial**

Activities
• Transfer the Service Branch Director role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure that Service Branch staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		

SERVICE BRANCH DIRECTOR

Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	**Time**	**Initial**

Activities
• Transfer the Service Branch Director role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies
• As objectives are met and needs decrease, return branch personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Logistics Section Chief when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Logistics Section Chief on current problems, outstanding issues, and follow up requirements
• Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

SERVICE BRANCH DIRECTOR

Documents and Tools
❑ HICS 203 - Organization Assignment Sheet
❑ HICS 204 - Assignment List
❑ HICS 213 - General Message Form
❑ HICS 214 - Activity Log
❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
❑ HICS 221 - Demobilization Check-Out
❑ HICS 252 - Section Personnel Time Sheet
❑ HICS 257 - Resource Accounting Record
❑ Hospital Emergency Operations Plan
❑ Hospital Incident Specific Plans or Annexes
❑ Hospital organization chart
❑ Hospital telephone directory
❑ Supply, equipment, and personnel vendor directories and support agreements
❑ Internet and intranet-connected computer
❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

COMMUNICATIONS UNIT LEADER

Mission: Organize and coordinate internal and external communications including equipment availability.

Position Reports to: **Service Branch Director**	Command Location: _____	
Position Contact Information: Phone: (_____) - _____	Radio Channel: _____	
Hospital Command Center (HCC): Phone: (_____) - _____	Fax: (_____) - _____	

Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Service Branch Director on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Communications Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation
• Assess, maintain, and expand communications as required, including (but not limited to):
  o Telephone and fax (in cooperation with IT Services and Equipment Unit Leader if Voice Over Internet Protocol [VOIP] technology is used)
  o Cellular and satellite telephones and batteries
  o 2-way radios and batteries
  o Pager, intercom, and public address systems
  o Data message boards
  o Internet and intranet connectivity
• Provide information to the Service Branch Director on the operational situation of the Communications Unit		

Determine unit objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
  o Appoint Communications Unit personnel in collaboration with the Service Branch Director
  o Determine strategies and how the tactics will be accomplished
  o Determine needed resources		

COMMUNICATIONS UNIT LEADER

• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		
Activities • Initiate repairs to affected systems as needed • If primary notification systems fail, establish alternate notification mechanisms to alert emergency response teams and fire suppression teams to respond to patient and or physical emergencies (e.g., medical emergencies, fire, security) • Expand communications network capability and equipment as needed to meet needs of hospital response • Establish temporary communications networks at alternate care sites or work locations as needed • Install and maintain additional telephones, cellular telephones, fax, and cable television as indicated in the Hospital Communications Plan • Distribute cellular telephones, handheld radios, etc. • Assign frequencies to pre-designated areas or as indicated on HICS 205A: Communications List • Maintain accountability of all distributed communications equipment • Schedule and conduct radio checks as needed • Contact the Liaison Officer to facilitate communications needs with outside agencies • Request one or more amateur radio personnel as needed from the Labor Pool and Credentialing Unit Leader, if activated, to supplement communications as needed • Obtain information and updates regularly from the Service Branch Director • Maintain the current status of all unit areas • Inform the Service Branch Director of activities that have occurred; keep them updated with the status and utilization of resources and anticipated resource needs • Consider development of a unit action plan; submit to the Service Branch Director if requested		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: Prepare a Communications List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		

COMMUNICATIONS UNIT LEADER

Safety and security		
• Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Communications Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the following issues are being addressed:
   o Communications (telephone, radio, paging, etc.)
   o Information technology(IT) and information systems networking
   o Unit staffing and supplies
   o Documentation
• Meet regularly with the Service Branch Director for status reports
• Advise the Service Branch Director immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: Update Communications List, if necessary • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit		

COMMUNICATIONS UNIT LEADER

	Time	Initial
• Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Communications Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Communications Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Provide updates to the Service Branch Director
• Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: Update Communications List, if necessary • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

COMMUNICATIONS UNIT LEADER

Demobilization/System Recovery	Time	Initial

Activities
• Transfer the Communications Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies
• Account for all radios, cellular phones, batteries, etc., as assigned
• Ensure all communication equipment is returned to charging units, rehabilitated, or replaced as needed
• Ensure Hospital Command Center (HCC) communication equipment (phones, radios, fax) is returned to pre-incident storage location
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Service Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Service Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
   o Review of pertinent position descriptions and operational checklists
   o Recommendations for procedure changes
   o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

COMMUNICATIONS UNIT LEADER

Documents and Tools

- ❑ HICS 203 - Organization Assignment List
- ❑ HICS 204 - Assignment List
- ❑ HICS 205A - Communications List
- ❑ HICS 213 - General Message Form
- ❑ HICS 214 - Activity Log
- ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
- ❑ HICS 221 - Demobilization Check-Out
- ❑ HICS 251 - Facility System Status Report
- ❑ HICS 252 - Section Personnel Time Sheet
- ❑ HICS 256 - Procurement Summary Report
- ❑ HICS 257 - Resource Accounting Record
- ❑ Hospital Emergency Operations Plan
- ❑ Hospital Incident Specific Plans or Annexes
- ❑ Hospital Communications Plan
- ❑ Hospital Phone System and Information Technology (IT) Network Recovery Plans
- ❑ Hospital Alternative Care Site Plans
- ❑ Hospital organization chart
- ❑ Hospital telephone directory
- ❑ Supply, equipment, and personnel vendor directories and support agreements
- ❑ Radios, cellular phones, satellite phones, and batteries
- ❑ Computer with intranet and internet connection
- ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

INFORMATION TECHNOLOGY/INFORMATION SERVICES (IT/IS) EQUIPMENT UNIT LEADER

Mission: Provide computer hardware, applications, and infrastructure acquisition and installation support to the organization.

Position Reports to: **Service Branch Director**	Command Location: _____		
Position Contact Information: Phone: (____) ____ - _____	Radio Channel: _____		
Hospital Command Center (HCC): Phone: (____) ____ - _____	Fax: (____) ____ - _____		
Position Assigned to:	Date: __ / __ / __	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: __ / __ / __	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: __ / __ / __	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Service Branch Director on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Information Technology/Information Services (IT/IS) Equipment Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Evaluate current inventories of computers, peripherals (printers, scanners, etc.), network equipment, data storage, and support supplies (cables, etc.) o Anticipate increased demand as indicated by situation • Acquire and install equipment to replace nonfunctional equipment or support expansion of network to additional worksites or external Alternate Care Sites as needed • Coordinate with Communications Unit Leader on Voice Over Internet Protocol (VOIP) equipment issues (if used) • Verify vendors' ability to continue to provide equipment and services per contract or agreement; verify availability of secondary vendors as needed • Provide information to the Service Branch Director on the operational situation of the Information Technology/Information Services (IT/IS) Equipment Unit		
Determine unit objectives, tactics, and assignments • Document unit objectives, tactics, and assignments on the HICS 204: Assignment List		

• Based on the incident objectives for the response period consider the issues and priorities:
   o Appoint Information Technology/Information Services (IT/IS) Equipment Unit personnel in collaboration with the Service Branch Director
   o Determine strategies and how the tactics will be accomplished
   o Determine needed resources
 • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

Activities • With the Logistics Section Chief and the Service Branch Director, coordinate information technology (IT) issues with the Operations Section Business Continuity Branch and the Finance/Administration Section Procurement Unit to resolve issues as needed • Develop anticipated computer, network equipment, and applications needs; assist in budgeting and acquisition process • Place emergency orders for equipment or applications using existing protocols or special procedures identified by the Finance/Administration Section Procurement Unit; inform the Service Branch Director • With the Operations Section, coordinate needed delivery and set up of tele-triage or tele-medicine equipment in designated areas • Acquire and install additional computers and peripherals as needed to support Hospital Command Center (HCC) operations • Obtain information and updates regularly from the Service Branch Director • Inform the Service Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs • Monitor the Operations Section and the Business Continuity Branch for information technology networking issues • Obtain information and updates regularly from the Service Branch Director • Maintain current status of all unit areas • Consider development of a unit action plan; submit to the Service Branch Director if requested		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		

INFORMATION TECHNOLOGY/INFORMATION SERVICES (IT/IS)
EQUIPMENT UNIT LEADER

Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
 • Transfer the Information Technology/Information Services (IT/IS) Equipment Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
 • Meet regularly with the Service Branch Director for status reports
 • Advise the Service Branch Director immediately of any operational issue you are not able to correct
 • Designate times for briefings and updates with the unit members to develop or update the unit action plan and demobilization procedures
 • Ensure that staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques		

	Time	Initial
• Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	**Time**	**Initial**

Activities
• Transfer the Information Technology/Information Services (IT/IS) Equipment Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Information Technology/Information Services (IT/IS) Equipment Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Provide updates to the Service Branch Director
• Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief		

• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	Time	Initial

Activities
• Transfer the Information Technology/Information Services (IT/IS) Equipment Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies
• Work with Communications Unit Leader to return distributed communication equipment to designated storage location
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Service Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Service Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

INFORMATION TECHNOLOGY/INFORMATION SERVICES (IT/IS) EQUIPMENT UNIT LEADER

Documents and Tools

- ❑ HICS 203 - Organization Assignment List
- ❑ HICS 204 - Assignment List
- ❑ HICS 213 – General Message Form
- ❑ HICS 214 - Activity Log
- ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
- ❑ HICS 221 - Demobilization Check-Out
- ❑ HICS 251 - Facility System Status Report
- ❑ HICS 252 - Section Personnel Time Sheet
- ❑ HICS 256 - Procurement Summary Report
- ❑ HICS 257 - Resource Accounting Record
- ❑ Hospital Emergency Operations Plan
- ❑ IT Network Recovery Plans including:
- ❑ Network diagram
- ❑ External connectivity inventory
- ❑ Internal computer and network hardware inventory list
- ❑ Application inventory list and licensing
- ❑ Temporary network plans to support additional internal work locations and external Alternative Care Sites
- ❑ Hospital organization chart
- ❑ Hospital telephone directory
- ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication
- ❑ Supply, equipment, and personnel vendor directories and support agreements
- ❑ Computer with intranet and internet connection

FOOD SERVICES UNIT LEADER

Mission: Organize and maintain food preparation and delivery services for patients, staff, families, and visitors.

Position Reports to: **Service Branch Director** Command Location: _____		
Position Contact Information: Phone: (_____) - _____ Radio Channel: _____		
Hospital Command Center (HCC): Phone: (_____) - _____ Fax: (_____) - _____		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Service Branch Director on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Food Services Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Determine ability to prepare and heat meals; report issues to the Operations Section Infrastructure Branch • Determine need for use of emergency food supply; activate acquisition plan as needed • Estimate the number of patient and staff meals that can be served utilizing existing food stores; implement rationing if situation dictates • Consult dietician concerning alternatives to patient nutrition needs • Inventory the current emergency drinking water supply and estimate time when re-supply will be necessary • Provide information to the Service Branch Director on the operational situation of the Food Services Unit		

Determine unit objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
  o Appoint Food Services Unit personnel in collaboration with the Service Branch Director
  o Determine strategies and how the tactics will be accomplished		

FOOD SERVICES UNIT LEADER

o Determine needed resources • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		
Activities • Report food supply and equipment status and staffing needs to the Service Branch Director • Working with the Service Branch Director, notify vendors of needed food, water, and other supply needs • Ensure availability of food and water to Hospital Command Center (HCC) personnel • Ensure appropriate monitoring and allocation of patient, staff, and visitor food and water needs • Obtain information and updates regularly from the Service Branch Director • Maintain current status of all unit areas • Inform the Service Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs • Consider development of a unit action plan; submit to the Service Branch Director if requested		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Food Services Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate		

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- o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
- Monitor patient surge and staff supplementation data to determine impact on food service; advise the Service Branch Director of any issues
- Continue to monitor the ability of the Food Services Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
- Meet with the Logistics Section Labor Pool and Credentialing Unit Leader to discuss the location of personnel refreshment and nutritional break areas for the Hospital Command Center (HCC), labor pool, staff, and visitors
- Notify the Service Branch Director of incoming food deliveries; coordinate supply arrivals with the Operations Section Staging Manager
- Communicate the hospital food and water status to vendors as appropriate; alert them to a possible need for additional supplies
- Prepare to receive donated food items from vendors, restaurants, and others; consider appointing unit personnel to manage donations
- Secure nutritional and water inventories with the assistance of the Operations Section Security Branch Director
- Meet regularly with the Service Branch Director for status reports
- Advise the Service Branch Director immediately of any operational issue you are not able to correct
- Designate times for briefings and updates with the unit members to develop or update the unit action plan and demobilization procedures
- Ensure that staffing and supply issues are addressed

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Documentation
- HICS 204: Document assignments and operational period objectives on Assignment List
- HICS 213: Document all communications on a General Message Form
- HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
- HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report
- HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response

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Resources
- Assess issues and needs in unit areas; coordinate resource management
- Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed

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Communication
Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners

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Safety and security
- Ensure that all unit personnel comply with safety procedures and instructions
- Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques
- Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit
- Ensure personal protective equipment (PPE) is available and utilized appropriately

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FOOD SERVICES UNIT LEADER

Extended Response (greater than 12 hours)	Time	Initial

Activities
 • Transfer the Food Services Unit Leader role, if appropriate
    o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
    o Address any health, medical, and safety concerns
    o Address political sensitivities, when appropriate
    o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
 • Continue to monitor the capability of the unit to meet workload demands, staff health and safety, resource needs, and documentation practices
 • Continue to project food, water, and unit staffing needs; coordinate requests with the Service Branch Director
 • Provide updates to the Service Branch Director
 • Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	Time	Initial
Activities • Transfer the Food Services Unit Leader role, if appropriate		

- o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital - o Address any health, medical, and safety concerns - o Address political sensitivities, when appropriate - o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) - Ensure the return, retrieval, and restocking of equipment and supplies - As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader - Notify the Service Branch Director when demobilization and restoration is complete - Coordinate reimbursement issues with the Finance/Administration Section - Upon deactivation of your position, brief the Service Branch Director on current problems, outstanding issues, and follow up requirements - Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed - Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: - o Review of pertinent position descriptions and operational checklists - o Recommendations for procedure changes - o Accomplishments and issues - Participate in stress management and after action debriefings		
Documentation - HICS 221: Demobilization Check-Out - Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
☐ HICS 203 - Organization Assignment List   ☐ HICS 204 - Assignment List   ☐ HICS 213 - General Message Form   ☐ HICS 214 - Activity Log   ☐ HICS 215A - Incident Action Plan (IAP) Safety Analysis   ☐ HICS 221 - Demobilization Check-Out   ☐ HICS 252 - Section Personnel Time Sheet   ☐ HICS 256 - Procurement Summary Report   ☐ HICS 257 - Resource Accounting Record   ☐ Hospital Emergency Operations Plan   ☐ Hospital Incident Specific Plans or Annexes   ☐ Hospital organization chart   ☐ Supply, equipment, and personnel vendor directories and support agreements   ☐ Hospital telephone directory   ☐ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

SUPPORT BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain the hospital's supplies, alternate care areas and work locations, transportation, and labor pool. Ensure the provision of logistical, psychological, and medical support of employees and their families.

Position Reports to: **Logistics Section Chief**	Command Location: _____	
Position Contact Information: Phone: (_____) _____-_____	Radio Channel: _____	
Hospital Command Center (HCC): Phone: (_____) _____-_____	Fax: (_____) _____-_____	
Position Assigned to:	Date: **/ /**	Start: _____:_____ hrs.
Signature:	Initials:	End: _____:_____ hrs.
Position Assigned to:	Date: **/ /**	Start: _____:_____ hrs.
Signature:	Initials:	End: _____:_____ hrs.
Position Assigned to:	Date: **/ /**	Start: _____:_____ hrs.
Signature:	Initials:	End: _____:_____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Logistics Section Chief on:
  o Size and complexity of incident
  o Expectations of Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Support Branch Director
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation
• Assess the Support Branch's capacity to provide:
  o Additional credentialed and non-credentialed personnel
  o Employee health care, including prophylaxis and medical monitoring
  o Behavioral health support to staff
  o Support to staff family members
  o Medical equipment and supplies
  o Internal and external transportation support
  o Alternate care and worksite locations and furnishings
• Provide information to the Logistics Section Chief on the operational situation of the Support Branch		

Determine the incident objectives, tactics, and assignments
• Determine which Support Branch functions need to be activated:
  o Employee Health and Well-Being Unit
  o Supply Unit
  o Transportation Unit
  o Labor Pool and Credentialing Unit
  o Employee Family Care Unit		

• Document objectives, tactics, and assignments on the HICS 204: Assignment List • Make assignments, and distribute corresponding Job Action Sheets and position identification • Determine strategies and how the tactics will be accomplished • Determine needed resources • Brief branch personnel on the situation, strategies, and tactics, and designate a time for the next briefing		

Activities
• Initiate the process for requesting, acquiring, and distributing equipment and supplies, including personal protective equipment (PPE)
  o Ensure that medication and patient care supply inventories are reported to Supply Unit
  o Coordinate procurement with the Finance/Administration Section
• Initiate and communicate procedures for others to use to request additional personnel; ensure that a process is in place to acquire additional personnel from inside and outside the organization
• Ensure a process for addressing staff medical and behavioral health issues
• Ensure that employee family and dependent-care services are activated
• Ensure there is a process to respond to requests for internal and external transport of patients, supplies, and equipment
• Initiate procedures for providing facilities and logistical support to expanded patient care areas, alternate care areas, and other work locations, as needed
• Obtain information and updates regularly from the Logistics Section Chief
• Maintain current status of all Support Branch areas
• Consider development of a branch action plan; submit to the Logistics Section Chief if requested
• Inform the Logistics Section Chief of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 206: Ensure that a Staff Medical Plan is created and distributed • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Determine equipment and supply needs; request from the Supply Unit Leader • Make requests for external assistance, as needed, in coordination with the Liaison Officer		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel comply with safety procedures and instructions		

SUPPORT BRANCH DIRECTOR

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Support Branch Director role, if appropriate
  ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  ○ Address any health, medical, and safety concerns
  ○ Address political sensitivities, when appropriate
  ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Meet regularly with the Logistics Section Chief for status reports
• Advise the Logistics Section Chief immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan, if needed
• Schedule planning meetings with Unit Leaders to update the plans and demobilization procedures
• Ensure that Support Branch staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Support Branch Director role, if appropriate
  ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  ○ Address any health, medical, and safety concerns
  ○ Address political sensitivities, when appropriate		

SUPPORT BRANCH DIRECTOR

o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan, if needed • Schedule planning meetings with Unit Leaders to update the plans and demobilization procedures • Ensure that Support Branch staffing and supply issues are addressed • Provide updates to the Logistics Section Chief and branch personnel • Provide information to the Logistics and Planning Sections • Meet with Unit Leaders to address ongoing issues		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Monitor levels of all supplies and equipment, and collaborate needs with the Supply Unit Leader		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all branch personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	Time	Initial

Activities
• Transfer the Support Branch Director role, if appropriate
    o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
    o Address any health, medical, and safety concerns
    o Address political sensitivities, when appropriate
    o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies		

• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Logistics Section Chief when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Logistics Section Chief on current problems, outstanding issues, and follow up requirements
• Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
❑ HICS 203 - Organization Assignment Sheet ❑ HICS 204 - Assignment List ❑ HICS 206 - Staff Medical Plan ❑ HICS 213 - General Message Form ❑ HICS 214 - Activity Log ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis ❑ HICS 221 - Demobilization Check-Out ❑ HICS 252 - Section Personnel Time Sheet ❑ HICS 253 - Volunteer Registration ❑ HICS 257 - Resource Accounting Record ❑ Hospital Emergency Operations Plan ❑ Hospital Incident Specific Plans or Annexes ❑ Hospital organization chart ❑ Hospital telephone directory ❑ Master Inventory Control lists ❑ Supply, equipment, and personnel vendor directories and support agreements ❑ Internet and intranet-connected computer ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

EMPLOYEE HEALTH AND WELL-BEING UNIT LEADER

Mission: Ensure the provision of logistical, psychological, and medical support of staff and their dependents.

Position Reports to: **Support Branch Director**	Command Location: _____	
Position Contact Information: Phone: ( ) -	Radio Channel: _____	
Hospital Command Center (HCC): Phone: ( ) -	Fax: ( ) -	

Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Support Branch Director on:
   o Size and complexity of incident
   o Expectations of the Incident Commander
   o Incident objectives
   o Involvement of outside agencies, stakeholders, and organizations
   o The situation, incident activities, and any special concerns
• Assume the role of Employee Health and Well-Being Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Obtain critical information from the Operations Section Chief, Staging Manager, and Branch Directors to assess critical issues and resource needs for employees and volunteers • Provide information to the Support Branch Director on the operational situation of the Employee Health and Well-Being Unit		

Determine the incident objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
   o Appoint Employee Health and Well-Being Unit personnel in collaboration with the Support Branch Director
   o Determine strategies and how the tactics will be accomplished
   o Determine needed resources
• Brief unit personnel on the situation, strategies, and tactics and designate a time for the next briefing		

Activities • Ensure injured staff and volunteers receive care as needed		

- Project potential injury and illness impacts with the Operations Section Medical Care Branch Director - Develop a medical care plan for staff, assign staff, levels of care, and identify needed personnel and resources - Document plan on HICS 206: Staff Medical Plan and submit to the Support Branch Director for approval and incorporation into the Incident Action Plan (IAP) - Coordinate claims with the Finance/Administration Section Compensation/Claims Unit - Track and trend staff illness and absenteeism; in coordination with the Operations Section Medical Care Branch Director implement additional intervention plans to address identified issues - Institute monitoring programs for staff exposed to biological, chemical, or radioactive agents - Implement behavioral health services for employees and volunteers as needed: - Determine strategies to address issues created by extended work hours, family separation, injuries and illness exposures, and frequent poor patient outcomes - Ensure that there is a process to refer personnel to needed resources (e.g., Employee Assistance Programs, faith based services, counseling) - Work with the Operations Section Behavioral Health Unit to assign therapists to strategic locations (e.g., cafeteria, staff lounges, emergency department) to provide easy access for staff - Ensure line-of-duty death procedures are implemented as appropriate and according to the Hospital Fatality Management Plan - Ensure behavioral health services and staff are available for the Hospital Incident Management Team (HIMT) - Implement Staff Prophylaxis Plan if indicated: - Augment unit staffing to provide services; request supplementation from the Labor Pool and Credentialing Unit Leader - Prepare Point of Dispensing (POD) location as per staff prophylaxis procedures - Determine medication, dosage, and quantity with the Operations Section Medical Care Branch Director - With the Operations Section Medical Care Branch Director and the appropriate Medical-Technical Specialist, recommend to the Incident Commander the priority of staff to receive medication or immunization - Acquire and distribute medication from the pharmacy, a vendor, or local public health - Prepare documentation related to medication administration - Provide educational materials for distribution - Track the side effects and efficacy - Obtain information and updates regularly from other Support Branch Units - Maintain current status of all Employee Health and Well-Being Unit areas - Inform the Support Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs - Consider development of a unit action plan; submit to the Support Branch Director if requested - Consider use of outside contract personnel and equipment as needed; coordinate with the Service and Support Branch Directors		
Documentation - HICS 204: Document assignments and operational period objectives on Assignment List - HICS 206: Initiate Staff Medical Plan - HICS 213: Document all communications on a General Message Form - HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis		

• HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer Employee Health and Well-Being Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Employee Health and Well-Being Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Continue to monitor the success and need for Point of Dispensing (POD) operation
• Ensure unit personnel participate in behavioral health monitoring programs
• Meet regularly with the Support Branch Director for status reports
• Advise the Support Branch Director immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with the Employee Health and Well-Being Unit personnel to develop or update the unit action plan and demobilization procedures
• Ensure that Employee Health and Well-Being Unit staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		

Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and coordinate resolution • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	**Time**	**Initial**

Activities
• Transfer Employee Health and Well-Being Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor unit personnel's ability to meet workload demands, resource needs, and documentation practices
• Continue to monitor the success and need for Point of Dispensing (POD) operation
• Submit requested documentation to local health department
• Provide updates to the Support Branch Director
• Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		

EMPLOYEE HEALTH AND WELL-BEING UNIT LEADER

Safety and security		
• Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and coordinate resolution • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	**Time**	**Initial**

Activities
• Transfer Employee Health and Well-Being Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Restore Point of Dispensing (POD) location to normal operating mode
• Repair, return, or replace POD used materials
• Coordinate medication return and documentation submission with local health department
• Ensure staff with ongoing physical or behavioral health problems receive needed care and that required documentation is prepared and sent to the Finance/Administration Section Compensation/Claims Unit Leader
• Submit final POD data and report to local health department
• Ensure the return, retrieval, and restocking of equipment and supplies
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Support Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

EMPLOYEE HEALTH AND WELL-BEING UNIT LEADER

Documents and Tools
❑ HICS 203 - Organization Assignment List
❑ HICS 204 - Assignment List
❑ HICS 206 - Staff Medical Plan
❑ HICS 213 - General Message Form
❑ HICS 214 - Activity Log
❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
❑ HICS 221 - Demobilization Check-Out
❑ HICS 252 - Section Personnel Time Sheet
❑ HICS 256 - Procurement Summary Report
❑ HICS 257 - Resource Accounting Record
❑ Hospital Emergency Operations Plan
❑ Hospital Incident Specific Plans or Annexes
❑ Hospital organization chart
❑ Behavioral Health Support Plan
❑ Line-of-duty death procedures
❑ Hospital Fatality Management Plan
❑ Mass Vaccination and Prophylaxis Plan
❑ Staff prophylaxis procedures or Point of Dispensing (POD) Plan for Employees
❑ Supply, equipment, and personnel vendor directories and support agreements
❑ Hospital telephone directory
❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

SUPPLY UNIT LEADER

Mission: Acquire, inventory, maintain, and provide medical and non-medical care equipment, supplies, and pharmaceuticals.

Position Reports to: **Support Branch Director**	Command Location: _____		
Position Contact Information: Phone: ( ) - ___	Radio Channel: _____		
Hospital Command Center (HCC): Phone: ( ) - ___	Fax: ( ) - ___		
Position Assigned to:	Date: / /	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	
Position Assigned to:	Date: / /	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	
Position Assigned to:	Date: / /	Start: ____:____ hrs.	
Signature:	Initials:	End: ____:____ hrs.	

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Support Branch Director on:
  o Size and complexity of incident
  o Expectations of the Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o The situation, incident activities, and any special concerns
• Assume the role of Supply Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Evaluate current inventories of patient care, pharmaceutical, linen, and hospital support supplies • Anticipate increased demand for supplies as indicated by situation • Evaluate internal or external supply distribution system; coordinate issues with the Liaison Officer, Labor Pool and Credentialing, and Transportation Units, as needed • Verify vendors' ability to continue to support hospital operations per contract or agreement • Verify availability of secondary vendors, if needed		

Determine unit objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
  o Appoint Supply Unit personnel in collaboration with the Support Branch Director
  o Determine strategies and how the tactics will be accomplished
  o Determine needed resources
• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

SUPPLY UNIT LEADER

Activities
• With the Logistics Section Chief and the Support Branch Director, coordinate supply issues with the Operations Section Medical Care and Infrastructure Branches as well as hospital materials management, pharmacy, etc., as needed to develop anticipated supply needs list and resolve issues
    o Include potentially affected specialty departments (e.g., emergency department, operating rooms, critical care units)
    o Make recommendations on use reduction measures to preserve existing stockpiles
    o Review existing contracts and Memoranda of Understanding (MOU) to ensure needs are met as expected
• Replace or increase inventories of patient care supplies, as indicated and include patient care supplies, oxygen, pharmaceuticals, food, water, and linen
• Replace or increase inventories of office supplies, as indicated
• With the Operations Section Medical Care Branch Director and appropriate Medical-Technical Specialists, determine specialty supplies necessary for response (e.g., pediatric, burn, chemical, radiological, etc.) not routinely on hand
• Place emergency orders of supplies, pharmaceuticals, etc., using existing protocols or special procedures identified by the Finance/Administration Section Procurement Unit
• Assure distribution of reserve supplies to areas as indicated in the operational plan, such as carts containing additional:
    o Airway equipment
    o Dressings and bandages
    o Chest tubes
    o Burn kits
    o Suture materials
    o Intravenous (IV) equipment and fluids
    o Antimicrobial skin cleanser; waterless hand cleaner
    o Immobilization equipment (backboards, non-rigid transporting devices, litters)
    o Splinting materials
    o Oxygen with administration masks
    o Airway and ventilation support and suction devices
    o Pharmaceuticals
    o Personal protective equipment (PPE) such as clothing, masks, and respirators
• Prepare to receive additional equipment, supplies, and pharmaceuticals from vendors; collaborate with the Planning Section Materiel Tracking Manager to track arriving supplies
• Obtain information and updates regularly from the Support Branch Director
• Maintain current status of all unit areas
• Inform the Support Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs
• Consider development of a unit action plan; submit to the Support Branch Director if requested
• Consider use of outside contract personnel and equipment as needed; coordinate with the Service and Support Branch Directors		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period		

SUPPLY UNIT LEADER

• HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Supply Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Work through the Support Branch Director and the Liaison Officer to request external resource acquisition assistance (e.g., specialized or operational vendors)
• With the Planning Section Materiel Tracking Manager, monitor equipment, supply, and pharmaceutical usage
• Monitor the operational integrity and inventory of all dispensing machines
• Notify the Operations Section Security Branch Director to ensure security of medications, equipment, and supplies, as needed
• Restock carts and treatment areas per request, normal protocol, or as indicated in operational plan
• Project prolonged capacities to provide supplies and equipment based on current information and situation
• Meet regularly with the Support Branch Director for status reports
• Advise the Support Branch Director immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report		

SUPPLY UNIT LEADER

• HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Supply Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Supply Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Continue to project food, water, and unit staffing needs; coordinate requests with the Support Branch Director
• Provide updates to the Support Branch Director
• Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced		

SUPPLY UNIT LEADER

Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	**Time**	**Initial**

Activities
• Transfer the Supply Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Support Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

SUPPLY UNIT LEADER

Documents and Tools
❑ HICS 203 - Organization Assignment List
❑ HICS 204 - Assignment List
❑ HICS 213 - General Message Form
❑ HICS 214 - Activity Log
❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
❑ HICS 221 - Demobilization Check-Out
❑ HICS 252 - Section Personnel Time Sheet
❑ HICS 256 - Procurement Summary Report
❑ HICS 257 - Resource Accounting Record
❑ Hospital Emergency Operations Plan
❑ Hospital Incident Specific Plans or Annexes
❑ Hospital organization chart
❑ Supply, equipment, and personnel vendor directories and support agreements
❑ Hospital telephone directory
❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

TRANSPORTATION UNIT LEADER

Mission: Organize and coordinate the transportation of all ambulatory and non-ambulatory patients. Arrange for the transportation of personnel and material resources within or outside of the hospital.

Position Reports to: **Support Branch Director**	Command Location: _____		
Position Contact Information: Phone: (____) - _____	Radio Channel: _____		
Hospital Command Center (HCC): Phone: (____) - _____	Fax: (____) - _____		
Position Assigned to:	Date: _/_ _/_	Start: ___:___ hrs.	
Signature:	Initials:	End: ___:___ hrs.	
Position Assigned to:	Date: _/_ _/_	Start: ___:___ hrs.	
Signature:	Initials:	End: ___:___ hrs.	
Position Assigned to:	Date: _/_ _/_	Start: ___:___ hrs.	
Signature:	Initials:	End: ___:___ hrs.	

Immediate Response (0 – 2 hours)	Time	Initial
Receive appointment • Obtain briefing from the Support Branch Director on: o Size and complexity of incident o Expectations of the Incident Commander o Incident objectives o Involvement of outside agencies, stakeholders, and organizations o The situation, incident activities, and any special concerns • Assume the role of Transportation Unit Leader • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment		
Assess the operational situation • Evaluate current capabilities and resources for patient transportation within the hospital • Evaluate internal and external transportation support contingencies; coordinate issues with the Liaison Officer and the Supply Unit • Verify vendors' ability to support or expand hospital operations per contract or agreement • Verify availability of secondary vendors as needed		
Determine unit objectives, tactics, and assignments • Document unit objectives, tactics, and assignments on the HICS 204: Assignment List • Based on the incident objectives for the response period consider the issues and priorities: o Appoint Transportation Unit personnel in collaboration with the Support Branch Director o Determine strategies and how the tactics will be accomplished o Determine needed resources • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

TRANSPORTATION UNIT LEADER

Activities • Designate resources (e.g., people and wheelchairs) to support ambulance off-loading areas during influx of patients; coordinate with the Operations Section Staging Manager and the Security Branch Director, and local emergency medical services • Locate existing inventories of wheelchairs, stretchers, etc., and move them to locations designated in hospital plans • Designate resources (e.g., people and gurneys or carts) to move patients, equipment, or supplies within the hospital as needed; coordinate with the Operations Section Staging Manager and the Medical Care Branch Director • Designate resources (e.g., people and wheelchairs) to support movement of patients and equipment to ambulance or other loading areas during a controlled patient discharge or evacuation; coordinate with the Operations Section Staging Manger and the Medical Care Branch Director • Coordinate requests for ambulance or medical air transport of patients to and from the hospital in concert with the Operations Section Medical Care Branch Director and the Liaison Officer • Consider activation of local agreements for transportation services (bus companies, hotel shuttle operators, other local vendors) • Coordinate issues related to vehicle access to ambulance and supply loading areas with the Operations Section Security Branch Director • Anticipate increased demand for transportation resources as indicated by the situation • Obtain information and updates regularly from the Support Branch Director • Maintain current status of all unit areas • Inform the Support Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs • Consider development of a unit action plan; submit to the Support Branch Director if requested		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List; coordinate with the Communications Unit • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		

TRANSPORTATION UNIT LEADER

Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	**Time**	**Initial**

Activities
• Transfer the Transportation Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Work through the Support Branch Director, the Logistics Section Chief, and the Liaison Officer to request external resource acquisition assistance (e.g., specialized transportation or other vendor-supplied services from the local Emergency Operations Center [EOC])
• Project capacities to provide services based on current information and situation
• Meet regularly with the Support Branch Director for status reports
• Advise the Support Branch Director immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures
• Ensure that staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: As directed by the Communications Unit Leader, update the Communications List if necessary • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit		

• Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Transportation Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Transportation Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: As directed by the Communications Unit Leader, update the Communications List if necessary • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

TRANSPORTATION UNIT LEADER

Demobilization/System Recovery	Time	Initial

Activities
• Transfer the Transportation Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure equipment borrowed from other hospitals is cleaned, repaired, replaced, and then returned to them
• Coordinate the return of all used transportation equipment to their proper storage sites after appropriate cleaning and repairing
• Document the return of leased or borrowed equipment
• Ensure the return, retrieval, and restocking of all supplies
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Support Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
  o Review of pertinent position descriptions and operational checklists
  o Recommendations for procedure changes
  o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

TRANSPORTATION UNIT LEADER

Documents and Tools

- ❑ HICS 203 - Organization Assignment List
- ❑ HICS 204 - Assignment List
- ❑ HICS 205A - Communications List
- ❑ HICS 213 - General Message Form
- ❑ HICS 214 - Activity Log
- ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis
- ❑ HICS 221 - Demobilization Check-Out
- ❑ HICS 252 - Section Personnel Time Sheet
- ❑ HICS 256 - Procurement Summary Report
- ❑ HICS 257 - Resource Accounting Record
- ❑ Hospital Emergency Operations Plan
- ❑ Hospital Incident Specific Plans or Annexes
- ❑ Hospital Evacuation Plan
- ❑ Alternate Care Site Plan
- ❑ Supply, equipment, and personnel vendor directories and support agreements
- ❑ Hospital organization chart
- ❑ Hospital telephone directory
- ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

LABOR POOL AND CREDENTIALING UNIT LEADER

Mission: Coordinate staff call back and provide instruction on where they are to report. Coordinate the registration, orientation, and supervision of community members volunteering to assist during the incident. Verify credentials, including licensure of all volunteer personnel.

Position Reports to: **Support Branch Director**	Command Location: _____	
Position Contact Information: Phone: (_____) - _____	Radio Channel: _____	
Hospital Command Center (HCC): Phone: (_____) - _____	Fax: (_____) - _____	
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/** **/**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Support Branch Director on:
  ○ Size and complexity of incident
  ○ Expectations of the Incident Commander
  ○ Incident objectives
  ○ Involvement of outside agencies, stakeholders, and organizations
  ○ The situation, incident activities, and any special concerns
• Assume the role of Labor Pool and Credentialing Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation
• Gather and provide information to the Support Branch Director on the operational situation of the Labor Pool and Credentialing Unit
• Inventory existing personnel, including:
  ○ Clinical staff:
    ▪ Physicians, residents, fellows, physician assistants, nurse practitioners
    ▪ Nurses
    ▪ Pharmacists
    ▪ Respiratory therapists
    ▪ Medical and radiologic technologists
    ▪ Laboratory staff
    ▪ Phlebotomists
    ▪ Patient care aides
    ▪ Emergency medical technicians (EMTs), Paramedics, etc.
    ▪ Infection control practitioners
    ▪ Behavioral health practitioners
  ○ Non-clinical staff:
    ▪ Engineering and maintenance personnel
    ▪ Material management
    ▪ Environmental services		

- Food services - Administrative support - Admissions personnel - Finance and business office personnel - Educators - Transport personnel - Clergy and Chaplains - Social service personnel - Volunteers - Students		
Determine unit objectives, tactics, and assignments - Document unit objectives, tactics, and assignments on the HICS 204: Assignment List - Based on the incident objectives for the response period consider the issues and priorities: - Appoint Labor Pool and Credentialing Unit personnel in collaboration with the Support Branch Director - Determine strategies and how the tactics will be accomplished - Determine needed resources - Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		
Activities - Coordinate staff call back process - Assist department managers to implement staff recall process using the appropriate policy and technology - Coordinate with the Operations Security Branch for additional screening and issuance of special identification as needed - Coordinate assignments with the Operations Section Staging Manager - Implement emergency credentialing process for volunteer medical staff or community members using HICS 253: Volunteer Registration, per existing policy - Establish and communicate to the Logistics Section Chief and the Support Branch Director the process for all sections to request additional personnel for their area - Obtain additional personnel as needed (staff recall, use of agency personnel, mutual aid, Medical Reserve Corps, etc.) to meet staffing needs - Coordinate verification of credentials and licensure per the volunteer utilization plan and mutual aid sharing agreement - Coordinate orientation given to personnel working at the hospital for the first time: - Safety and security issues - Infection control issues - Rest and nutrition services - Role supervision - Location of assignment - Coordinate unit activities with the Operations Section Staging Manager and the Planning Section Personnel Tracking Manager to anticipate personnel needs for future response periods - Assign resources to requesting locations; coordinate with the Staging Manager - Monitor the performance of personnel assigned and make changes as warranted in coordination with the requesting location's leadership - Monitor the effectiveness of the emergency credentialing process and make changes as needed - Ensure the provision of nutrition and hydration for personnel in the Labor Pool and Credentialing area in coordination with the Food Services Unit - Obtain information and updates regularly from the Support Branch Director		

	Time	Initial
• Maintain current status of all unit areas • Inform the Support Branch Director of activities that have occurred; keep updated with status, utilization of resources, and anticipated resource needs • Consider the development of a unit action plan; submit to the Support Branch if requested • Consider the use of outside contract personnel, services, and equipment as needed; coordinate with the Service and Support Branch Directors		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 253: Document all volunteer staff time on Volunteer Registration Form • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Project prolonged needs for personnel based on current information and situation
• Continue to assist department leaders to recall staff as needed
• Implement messaging system with the Public Information Officer to advise staff of traffic delays, transportation system status, etc.
• With requesting location's leadership, monitor the performance of personnel assigned, and make changes as warranted		

- Monitor the effectiveness of the emergency credentialing process and make changes as needed - Monitor volunteer assignments to ensure proper usage, needed support, and effective supervision - Make requests through the Liaison Officer for additional outside personnel assistance if needed - Meet regularly with the Support Branch Director for status reports - Advise the Support Branch Director immediately of any operational issue you are not able to correct - Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures - Ensure that staffing and supply issues are addressed		
Documentation - HICS 204: Document assignments and operational period objectives on Assignment List - HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List - HICS 213: Document all communications on a General Message Form - HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis - HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period - HICS 253: Document all volunteer staff time on Volunteer Registration Form - HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report - HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources - Assess issues and needs in unit areas; coordinate resource management - Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security - Ensure that all unit personnel comply with safety procedures and instructions - Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques - Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit - Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial
Activities - Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate - Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital - Address any health, medical, and safety concerns		

LABOR POOL AND CREDENTIALING UNIT LEADER

○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) - Continue to monitor the ability of the Labor Pool and Credentialing Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices - Continue to project food, water, and unit staffing needs; coordinate requests with the Support Branch Director		
Documentation - HICS 204: Document assignments and operational period objectives on Assignment List - HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List - HICS 213: Document all communications on a General Message Form - HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis - HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period - HICS 253: Document all volunteer staff time on Volunteer Registration Form - HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report - HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources - Assess issues and needs in unit areas; coordinate resource management - Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security - Ensure that all unit personnel continue to comply with safety procedures and instructions - Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader - Provide for staff rest periods and relief - Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques - Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	Time	Initial
Activities - Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns		

o Address political sensitivities, when appropriate o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Ensure the return, retrieval, and restocking of equipment and supplies • As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader • Notify the Support Branch Director when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements • Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: o Review of pertinent position descriptions and operational checklists o Recommendations for procedure changes o Accomplishments and issues • Participate in stress management and after action debriefings		
Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
❑ HICS 203 - Organization Assignment List ❑ HICS 204 - Assignment List ❑ HICS 213 - General Message Form ❑ HICS 205A - Communications List ❑ HICS 214 - Activity Log ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis ❑ HICS 221 - Demobilization Check-Out ❑ HICS 252 - Section Personnel Time Sheet ❑ HICS 253 - Volunteer Registration ❑ HICS 256 - Procurement Summary Report ❑ HICS 257 - Resource Accounting Record ❑ Hospital Emergency Operations Plan ❑ Hospital Incident Specific Plans or Annexes ❑ Labor Pool Operations Plan ❑ Supply, equipment, and personnel vendor directories and support agreements ❑ Hospital organization chart ❑ Hospital telephone directory ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication

EMPLOYEE FAMILY CARE UNIT LEADER

Mission: Ensure the availability of medical, logistic, behavioral health, and day care for the families of staff members. Coordinate mass prophylaxis, vaccination, or immunization of family members if required.

Position Reports to: **Support Branch Director**	Command Location: _____	
Position Contact Information: Phone: (____) ____-_____	Radio Channel: _____	
Hospital Command Center (HCC): Phone: (____) ____-_____	Fax: (____) ____-_____	

Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: **/ /**	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Support Branch Director on:
   ○ Size and complexity of incident
   ○ Expectations of the Incident Commander
   ○ Incident objectives
   ○ Involvement of outside agencies, stakeholders, and organizations
   ○ The situation, incident activities, and any special concerns
• Assume the role of Employee Family Care Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Project immediate and prolonged capacities to provide services based on current information and situation • Provide information to the Support Branch Director on the operational situation of the Employee Family Care Unit		

Determine unit objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
   ○ Appoint Employee Family Care Unit personnel in collaboration with the Support Branch Director
   ○ Determine strategies and how the tactics will be accomplished
   ○ Determine needed resources
• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

Activities • Review and support the following:		

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- o Locations and staffing for short term child care and elder care, including:
  - Recreation
  - Safety and security
  - Food and water
- o Rest and hygiene locations for overnight family accommodations, if required, including:
  - Food
  - Sleeping arrangements
  - Sanitation facilities
  - Recreation activities
  - Behavioral health services
- o Locations for pet or livestock care as needed
- o Locations for staff families to receive prophylaxis services in cooperation with Employee Health and Well Being Unit or community based services
- Consider use of outside contract services (hotels, shelters, child care centers, elder day care, pet shelters, etc.) as needed; coordinate with the Support Branch Director
- Obtain information and updates regularly from the Support Branch Director
- Maintain current status of all Employee Family Care Unit areas
- Inform the Support Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs
- Consider development of a unit action plan; submit to the Support Branch Director if requested

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Documentation
- HICS 204: Document assignments and operational period objectives on Assignment List
- HICS 213: Document all communications on a General Message Form
- HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
- HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period
- HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report
- HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response

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Resources
- Assess issues and needs in unit areas; coordinate resource management
- Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed

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Communication
Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners

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Safety and security
- Ensure that all unit personnel comply with safety procedures and instructions

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Intermediate Response (2 – 12 hours)	Time	Initial
Activities - Transfer the Employee Family Care Unit Leader role, if appropriate		

o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
    o Address any health, medical, and safety concerns
    o Address political sensitivities, when appropriate
    o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Verify all employee family support operations are safe and have appropriate supervision, recreation, sanitation, and nutritional support
• Verify shelter and nutrition are available to employees and their families as indicated in the Hospital Emergency Operations Plan (EOP)
• Assist in identifying transitional housing and other support; coordinate with the Liaison Officer as needed
• Assist in identifying resources for family medical needs, including medications, medical care and equipment, and specialized nutritional support
• Follow up on any prophylaxis administered to employee families to track side effects and efficacy as needed
• Monitor for any outbreak of illness; coordinate with the Operations Section Medical Care Branch Director
• Continue to provide access to behavioral health and spiritual support
• Project the prolonged capacities to provide above services based on current information and situation
• Meet regularly with the Support Branch Director for status reports
• Advise the Support Branch Director immediately of any operational issue you are not able to correct
• Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures
• Ensure that unit staffing and supply issues are addressed		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit		

EMPLOYEE FAMILY CARE UNIT LEADER

• Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Employee Family Care Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Continue to monitor the ability of the Employee Family Care Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Continue to project food, water, and unit staffing needs; coordinate requests with the Support Branch Director
• Provide updates to the Support Branch Director
• Meet with unit personnel to address ongoing issues		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response		
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Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

EMPLOYEE FAMILY CARE UNIT LEADER

Demobilization/System Recovery	Time	Initial

Activities
• Transfer the Employee Family Care Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Ensure the return, retrieval, and restocking of equipment and supplies
• As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
• Notify the Support Branch Director when demobilization and restoration is complete
• Coordinate reimbursement issues with the Finance/Administration Section
• Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements
• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
   o Review of pertinent position descriptions and operational checklists
   o Recommendations for procedure changes
   o Accomplishments and issues
• Participate in stress management and after action debriefings		

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
❑ HICS 203 - Organization Assignment List ❑ HICS 204 - Assignment List ❑ HICS 213 - General Message Form ❑ HICS 214 - Activity Log ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis ❑ HICS 221 - Demobilization Check-Out ❑ HICS 252 - Section Personnel Time Sheet ❑ HICS 256 - Procurement Summary Report ❑ HICS 257 - Resource Accounting Record ❑ Hospital Emergency Operations Plan ❑ Hospital Incident Specific Plans or Annexes ❑ Employee Family Care Support Plan ❑ Supply, equipment, and personnel vendor directories and support agreements ❑ Hospital organization chart ❑ Hospital telephone directory ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication