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

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| 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. |

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| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment**   * Obtain briefing from the Service Branch Director on: * Size and complexity of incident * Expectations of Incident Commander * Incident objectives * Involvement of outside agencies, stakeholders, and organizations * 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): * Telephone and fax (in cooperation with IT Services and Equipment Unit Leader if Voice Over Internet Protocol [VOIP] technology is used) * Cellular and satellite telephones and batteries * 2-way radios and batteries * Pager, intercom, and public address systems * Data message boards * 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: * Appoint Communications Unit personnel in collaboration with the Service 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**   * 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* |  |  |

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

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Communications 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 * 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) * Ensure the following issues are being addressed: * Communications (telephone, radio, paging, etc.) * Information technology( IT) and information systems networking * Unit staffing and supplies * 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 * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the Communications 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 * 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 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 |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer the Communications 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 * 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) * 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: * Review of pertinent position descriptions and operational checklists * Recommendations for procedure changes * 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 |  |  |

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| **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 |