**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
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| **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
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| **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
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| **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
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| **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
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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** |
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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
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| **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
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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* |  |  |
| **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
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| **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
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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* |  |  |
| **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
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| **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
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