

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
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Support Branch Director on: <ul style="list-style-type: none"> ○ 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 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • 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 		
<p>Determine unit objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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 		
<p>Activities</p> <ul style="list-style-type: none"> • Review and support the following: 		

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<ul style="list-style-type: none"> ○ Locations and staffing for short term child care and elder care, including: <ul style="list-style-type: none"> ▪ Recreation ▪ Safety and security ▪ Food and water ○ Rest and hygiene locations for overnight family accommodations, if required, including: <ul style="list-style-type: none"> ▪ Food ▪ Sleeping arrangements ▪ Sanitation facilities ▪ Recreation activities ▪ Behavioral health services ○ Locations for pet or livestock care as needed ○ 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 		
<p>Documentation</p> <ul style="list-style-type: none"> ● 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 		
<p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in unit areas; coordinate resource management ● Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> ● Ensure that all unit personnel comply with safety procedures and instructions 		

Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Employee Family Care Unit Leader role, if appropriate 		

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<ul style="list-style-type: none"> ○ 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) ● 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 		
<p>Documentation</p> <ul style="list-style-type: none"> ● 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 		
<p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in unit areas; coordinate resource management ● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> ● 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 		

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<ul style="list-style-type: none"> • Ensure personal protective equipment (PPE) is available and utilized appropriately 		
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Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Employee Family Care Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ 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 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 		
<p>Documentation</p> <ul style="list-style-type: none"> • 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 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • 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
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Employee Family Care Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ 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 • 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: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> HICS 203 - Organization Assignment List <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Time Sheet <input type="checkbox"/> HICS 256 - Procurement Summary Report <input type="checkbox"/> HICS 257 - Resource Accounting Record <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Employee Family Care Support Plan <input type="checkbox"/> Supply, equipment, and personnel vendor directories and support agreements <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication