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

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| 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. |

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| **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 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: * Appoint Employee Health and Well-Being 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 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** |
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| **Activities**   * Transfer Employee Health and Well-Being 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 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 |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer Employee Health and Well-Being 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 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* |  |  |

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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 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 |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer Employee Health and Well-Being 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) * 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: * 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 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 |