

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
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Service Branch Director on: <ul style="list-style-type: none"> ○ 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 Food Services 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"> • 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 		
<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 Food Services Unit personnel in collaboration with the Service Branch Director ○ Determine strategies and how the tactics will be accomplished 		

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<ul style="list-style-type: none"> ○ 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"> ● 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 		
<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 Food Services 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 		

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<ul style="list-style-type: none"> ○ 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 		
<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 ● 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 Food Services 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 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 		
<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 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Food Services 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) ● 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: <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"/> Hospital organization chart <input type="checkbox"/> Supply, equipment, and personnel vendor directories and support agreements <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication