

## LABOR POOL AND CREDENTIALING UNIT LEADER

**Mission:** Coordinate staff call back and provide instruction on where they are to report. Coordinate the registration, orientation, and supervision of community members volunteering to assist during the incident. Verify credentials, including licensure of all volunteer personnel.

Position Reports to: <b>Support Branch Director</b>		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><b>Receive appointment</b></p> <ul style="list-style-type: none"> <li>• Obtain briefing from the Support Branch Director on:                             <ul style="list-style-type: none"> <li>○ Size and complexity of incident</li> <li>○ Expectations of the Incident Commander</li> <li>○ Incident objectives</li> <li>○ Involvement of outside agencies, stakeholders, and organizations</li> <li>○ The situation, incident activities, and any special concerns</li> </ul> </li> <li>• Assume the role of Labor Pool and Credentialing Unit Leader</li> <li>• Review this Job Action Sheet</li> <li>• Put on position identification (e.g., position vest)</li> <li>• Notify your usual supervisor of your assignment</li> </ul>		
<p><b>Assess the operational situation</b></p> <ul style="list-style-type: none"> <li>• Gather and provide information to the Support Branch Director on the operational situation of the Labor Pool and Credentialing Unit</li> <li>• Inventory existing personnel, including:                             <ul style="list-style-type: none"> <li>○ Clinical staff:                                     <ul style="list-style-type: none"> <li>▪ Physicians, residents, fellows, physician assistants, nurse practitioners</li> <li>▪ Nurses</li> <li>▪ Pharmacists</li> <li>▪ Respiratory therapists</li> <li>▪ Medical and radiologic technologists</li> <li>▪ Laboratory staff</li> <li>▪ Phlebotomists</li> <li>▪ Patient care aides</li> <li>▪ Emergency medical technicians (EMTs), Paramedics, etc.</li> <li>▪ Infection control practitioners</li> <li>▪ Behavioral health practitioners</li> </ul> </li> <li>○ Non-clinical staff:                                     <ul style="list-style-type: none"> <li>▪ Engineering and maintenance personnel</li> <li>▪ Material management</li> <li>▪ Environmental services</li> </ul> </li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>▪ Food services</li> <li>▪ Administrative support</li> <li>▪ Admissions personnel</li> <li>▪ Finance and business office personnel</li> <li>▪ Educators</li> <li>▪ Transport personnel</li> <li>▪ Clergy and Chaplains</li> <li>▪ Social service personnel</li> <li>▪ Volunteers</li> <li>▪ Students</li> </ul>		
<p><b>Determine unit objectives, tactics, and assignments</b></p> <ul style="list-style-type: none"> <li>• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List</li> <li>• Based on the incident objectives for the response period consider the issues and priorities:             <ul style="list-style-type: none"> <li>○ Appoint Labor Pool and Credentialing Unit personnel in collaboration with the Support Branch Director</li> <li>○ Determine strategies and how the tactics will be accomplished</li> <li>○ Determine needed resources</li> </ul> </li> <li>• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing</li> </ul>		
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Coordinate staff call back process</li> <li>• Assist department managers to implement staff recall process using the appropriate policy and technology</li> <li>• Coordinate with the Operations Security Branch for additional screening and issuance of special identification as needed</li> <li>• Coordinate assignments with the Operations Section Staging Manager</li> <li>• Implement emergency credentialing process for volunteer medical staff or community members using HICS 253: Volunteer Registration, per existing policy</li> <li>• Establish and communicate to the Logistics Section Chief and the Support Branch Director the process for all sections to request additional personnel for their area</li> <li>• Obtain additional personnel as needed (staff recall, use of agency personnel, mutual aid, Medical Reserve Corps, etc.) to meet staffing needs</li> <li>• Coordinate verification of credentials and licensure per the volunteer utilization plan and mutual aid sharing agreement</li> <li>• Coordinate orientation given to personnel working at the hospital for the first time:             <ul style="list-style-type: none"> <li>○ Safety and security issues</li> <li>○ Infection control issues</li> <li>○ Rest and nutrition services</li> <li>○ Role supervision</li> <li>○ Location of assignment</li> </ul> </li> <li>• Coordinate unit activities with the Operations Section Staging Manager and the Planning Section Personnel Tracking Manager to anticipate personnel needs for future response periods</li> <li>• Assign resources to requesting locations; coordinate with the Staging Manager</li> <li>• Monitor the performance of personnel assigned and make changes as warranted in coordination with the requesting location's leadership</li> <li>• Monitor the effectiveness of the emergency credentialing process and make changes as needed</li> <li>• Ensure the provision of nutrition and hydration for personnel in the Labor Pool and Credentialing area in coordination with the Food Services Unit</li> <li>• Obtain information and updates regularly from the Support Branch Director</li> </ul>		

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<ul style="list-style-type: none"> <li>• Maintain current status of all unit areas</li> <li>• Inform the Support Branch Director of activities that have occurred; keep updated with status, utilization of resources, and anticipated resource needs</li> <li>• Consider the development of a unit action plan; submit to the Support Branch if requested</li> <li>• Consider the use of outside contract personnel, services, and equipment as needed; coordinate with the Service and Support Branch Directors</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>• 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</li> <li>• HICS 253: Document all volunteer staff time on Volunteer Registration Form</li> <li>• HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report</li> <li>• HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Assess issues and needs in unit areas; coordinate resource management</li> <li>• Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> </ul>		

Intermediate Response (2 – 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate               <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> </ul> </li> <li>• Project prolonged needs for personnel based on current information and situation</li> <li>• Continue to assist department leaders to recall staff as needed</li> <li>• Implement messaging system with the Public Information Officer to advise staff of traffic delays, transportation system status, etc.</li> <li>• With requesting location's leadership, monitor the performance of personnel assigned, and make changes as warranted</li> </ul>		

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<ul style="list-style-type: none"> <li>• Monitor the effectiveness of the emergency credentialing process and make changes as needed</li> <li>• Monitor volunteer assignments to ensure proper usage, needed support, and effective supervision</li> <li>• Make requests through the Liaison Officer for additional outside personnel assistance if needed</li> <li>• Meet regularly with the Support Branch Director for status reports</li> <li>• Advise the Support Branch Director immediately of any operational issue you are not able to correct</li> <li>• Designate times for briefings and updates with unit personnel to develop or update the unit action plan and demobilization procedures</li> <li>• Ensure that staffing and supply issues are addressed</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>• 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</li> <li>• HICS 253: Document all volunteer staff time on Volunteer Registration Form</li> <li>• HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report</li> <li>• HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Assess issues and needs in unit areas; coordinate resource management</li> <li>• Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b> <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> <li>• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>• Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

Extended Response (greater than 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate                             <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> <li>● Continue to monitor the ability of the Labor Pool and Credentialing Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices</li> <li>● Continue to project food, water, and unit staffing needs; coordinate requests with the Support Branch Director</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>● HICS 205A: As directed by the Communications Unit Leader, list radio, cellular phone, or other communications assignments on the Communications List</li> <li>● HICS 213: Document all communications on a General Message Form</li> <li>● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>● 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</li> <li>● HICS 253: Document all volunteer staff time on Volunteer Registration Form</li> <li>● HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report</li> <li>● HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>● Assess issues and needs in unit areas; coordinate resource management</li> <li>● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>● Ensure that all unit personnel continue to comply with safety procedures and instructions</li> <li>● 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</li> <li>● Provide for staff rest periods and relief</li> <li>● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>● Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

Demobilization/System Recovery	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>● Transfer the Labor Pool and Credentialing Unit Leader role, if appropriate                             <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> <li>● Ensure the return, retrieval, and restocking of equipment and supplies</li> <li>● 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</li> <li>● Notify the Support Branch Director when demobilization and restoration is complete</li> <li>● Coordinate reimbursement issues with the Finance/Administration Section</li> <li>● Upon deactivation of your position, brief the Support Branch Director on current problems, outstanding issues, and follow up requirements</li> <li>● Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed</li> <li>● 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"> <li>○ Review of pertinent position descriptions and operational checklists</li> <li>○ Recommendations for procedure changes</li> <li>○ Accomplishments and issues</li> </ul> </li> <li>● Participate in stress management and after action debriefings</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 221: Demobilization Check-Out</li> <li>● Ensure all documentation is submitted to the Planning Section Documentation Unit</li> </ul>		

<b>Documents and Tools</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> HICS 203 - Organization Assignment List</li> <li><input type="checkbox"/> HICS 204 - Assignment List</li> <li><input type="checkbox"/> HICS 213 - General Message Form</li> <li><input type="checkbox"/> HICS 205A - Communications List</li> <li><input type="checkbox"/> HICS 214 - Activity Log</li> <li><input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis</li> <li><input type="checkbox"/> HICS 221 - Demobilization Check-Out</li> <li><input type="checkbox"/> HICS 252 - Section Personnel Time Sheet</li> <li><input type="checkbox"/> HICS 253 - Volunteer Registration</li> <li><input type="checkbox"/> HICS 256 - Procurement Summary Report</li> <li><input type="checkbox"/> HICS 257 - Resource Accounting Record</li> <li><input type="checkbox"/> Hospital Emergency Operations Plan</li> <li><input type="checkbox"/> Hospital Incident Specific Plans or Annexes</li> <li><input type="checkbox"/> Labor Pool Operations Plan</li> <li><input type="checkbox"/> Supply, equipment, and personnel vendor directories and support agreements</li> <li><input type="checkbox"/> Hospital organization chart</li> <li><input type="checkbox"/> Hospital telephone directory</li> <li><input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication</li> </ul>