**Mission:** Organize and manage the delivery of assistance to meet patient family care needs, including communication, lodging, food, health care, spiritual, and emotional needs that arise during the incident.

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| Position Reports to: **Operations Section Chief** 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 Operations Section Chief 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 Patient Family Assistance Branch Director * Review this Job Action Sheet * Put on position identification (e.g., position vest) * Notify your usual supervisor of your assignment |  |  |
| **Assess the operational situation**   * Assess the status of actual and projected patient family needs * Provide information to the Operations Section Chief of the status |  |  |
| **Determine the incident objectives, tactics, and assignments**   * Document branch objectives, tactics, and assignments on the HICS 204: Assignment List * Based on the incident objectives for the response period consider the issues and priorities: * Determine which Patient Family Assistance Branch functions need to be activated: * Social Services Unit * Family Reunification Unit * Make assignments, and distribute corresponding Job Action Sheets and position identification * Determine strategies and how the tactics will be accomplished * Determine needed resources * Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing |  |  |
| **Activities**   * Ensure the provision of patient family assistance resources to children, families, and those with special needs * Coordinate external community resource requests with the Liaison Officer * Ensure the following are being addressed: * Family reunification * Social Service needs * Cultural and spiritual needs * Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer * Documentation and record keeping * Patient family assistance area security * Share up-to-date information with patients and their families * Provide status updates to the Operations Section Chief regularly, advising of accomplishments and issues encountered * Consider development of a branch action plan; submit it to the Operations Section Chief if requested * Provide regular updates to branch personnel and inform them of strategy or tactical changes, as needed |  |  |
| **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 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 |  |  |
| **Resources**   * Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Operation Section Chief * Assess issues and needs in branch areas; coordinate resource management * Make requests for external assistance, as needed, in coordination with the Liaison Officer |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all branch personnel comply with safety procedures and instructions * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Patient Family Assistance Branch Director 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 ensure the provision of patient family assistance resources to children, elders, and those with special needs * Continue to coordinate external community resource requests with the Liaison Officer * Continue to ensure the following are being addressed:   + Patient family reunification * Social Service needs * Cultural and spiritual needs   + Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer   + Documentation and record keeping   + Patient family assistance area security * Share up-to-date information with patients and their families * Meet regularly with the Operations Section Chief for status reports * Advise the Operations Section Chief immediately of any operational issue you are not able to correct * Ensure patient data is collected and shared with appropriate internal and external officials, in collaboration with the Liaison Officer |  |  |
| **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 |  |  |
| **Resources**   * Assess issues and needs in branch 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 branch personnel comply with safety procedures and instructions * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section 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 Patient Family Assistance Branch Director 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 ensure the provision of patient family assistance resources to children, elders, and those with special needs * Continue to coordinate external community resource requests with the Liaison Officer * Continue to ensure the following are being addressed: * Patient family reunification * Social Service needs * Cultural and spiritual needs * Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer * Documentation and record keeping * Patient family assistance area security |  |  |
| **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 |  |  |
| **Resources**   * Assess issues and needs in branch 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 branch 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 Logistics Section 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 Patient Family Assistance Branch Director 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) * Assist the Operations Section Chief and unit leaders with restoring family assistance areas to normal operations * Ensure the return, retrieval, and restocking of equipment and supplies * As objectives are met and needs decrease, return branch 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 Operations Section Chief when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements * Debrief branch 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 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 * Hospital Emergency Operations Plan * Hospital Incident Specific Plans or Annexes * Hospital Surge Plan * Hospital policies and procedures * Hospital organization chart * Hospital resource directory * Community resource directory * Hospital telephone directory * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |