**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
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| **Assess the operational situation*** Assess the status of actual and projected patient family needs
* Provide information to the Operations Section Chief of the status
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| **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
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| **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
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| **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
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| **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
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| **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
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| **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
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