**Mission:** Organize and manage the services required to maintain and enhance the hospital’s communication system, food service, and information technology and equipment.

|  |  |  |
| --- | --- | --- |
| Position Reports to: **Logistics 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. |

|  |  |  |
| --- | --- | --- |
| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment**   * Obtain briefing from the Logistics Section Chief on: * 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 Service 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 Service Branch’s capacity to provide: * Internal and external communications capability * Hospital-wide information technology (IT) hardware and installation support * Continued provision of food, water and nutritional support to patients, staff, and visitors * Provide information to the Logistics Section Chief on the operational situation of the Service Branch |  |  |
| **Determine the incident objectives, tactics, and assignments**   * Determine which Service Branch functions need to be activated: * Communications Unit * IT Information Services Equipment Unit * Food Services Unit * Document objectives, tactics, and assignments on the HICS 204: Assignment List * 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 a time for the next briefing |  |  |
| **Activities**   * Ensure prioritization of problems when multiple issues are presented * Consider development of a branch action plan; submit to Logistics Chief if requested * Obtain information and updates regularly from the Logistics Section Chief * Maintain current status of all Service Branch areas |  |  |
| **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 * 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 branch 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 branch personnel comply with safety procedures and instructions |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
| --- | --- | --- |
| **Activities**   * Transfer the Service 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) * Meet regularly with the Logistics Section Chief for status reports * Advise the Logistics Section Chief immediately of any operational issue you are not able to correct * Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan * Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures * Ensure that Service Branch 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 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 Employee Health and Well-Being Unit * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

|  |  |  |
| --- | --- | --- |
| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the Service 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) * Ensure that Service Branch 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 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 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** |
| **Activities**   * Transfer the Service 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) * 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 Logistics Section Chief when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Logistics 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 |  |  |

|  |
| --- |
| **Documents and Tools** |
| * HICS 203 - Organization Assignment Sheet * 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 * HICS 257 - Resource Accounting Record * Hospital Emergency Operations Plan * Hospital Incident Specific Plans or Annexes * Hospital organization chart * Hospital telephone directory * Supply, equipment, and personnel vendor directories and support agreements * Internet and intranet-connected computer * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |