**SERVICES CONTINUITY UNIT LEADER**

**Mission:** Ensure business, clinical, and support service functions are maintained, restored, or augmented to meet designated objectives. Work to minimize interruptions to continuity of essential business operations.

<table>
<thead>
<tr>
<th>Position Reports to: Business Continuity Branch Director</th>
<th>Command Location: ____________________________</th>
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<tbody>
<tr>
<td>Position Contact Information: Phone: ( ) - Radio Channel: ____________________________</td>
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<tr>
<td>Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) -</td>
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**Immediate Response (0 – 2 hours)**

**Receive appointment**
- Obtain briefing from the Business Continuity Branch Director 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 Services Continuity Unit Leader
- Review this Job Action Sheet
- Put on position identification (e.g., position vest)
- Notify your usual supervisor of your assignment

**Assess the operational situation**
- Identify services that have been suspended and when they may be reestablished
- Provide information to the Business Continuity Branch Director on the status

**Determine the incident objectives, tactics, and assignments**
- 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:
  - Appoint Services Continuity Unit personnel in collaboration with the Business Continuity Branch Director
  - Determine strategies and how the tactics will be accomplished
  - Determine needed resources
- Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing
### SERVICES CONTINUITY UNIT LEADER

#### Activities
- Evaluate business capabilities, recovery plan actions, projected minimum and maximum duration of any disruptions, and progress in meeting any recovery objectives
- Discuss plan of action and staffing in alternate business sites with the Business Continuity Branch Director
- Coordinate activities with the other Business Continuity Units
- Provide status updates to the Business Continuity Branch Director regularly, advising of accomplishments and problems encountered
- Provide regular updates to unit personnel and inform of strategy changes as needed
- Consider development of a unit action plan; submit to the Business Continuity Branch Director if requested

#### 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 Business Continuity Branch Director
- Assess issues and needs in unit areas; coordinate resource management

#### Communication
*Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*

#### Safety and Security
- Ensure that all unit personnel comply with safety procedures and instructions
- Ensure personal protective equipment (PPE) is available and utilized appropriately

#### Intermediate Response (2 – 12 hours)

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<td>Transfer the Services Continuity Unit Leader role, if appropriate</td>
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<td>- 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</td>
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<td>- Address any health, medical, and safety concerns</td>
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<td>- 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)</td>
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<tr>
<td>- Monitor unit work performance, ability of unit personnel to meet workload demands, staff health and safety, resource needs, and documentation practices</td>
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<tr>
<td>- Evaluate all activated Business Continuity Plans and modify, as necessary, to complete any unmet objectives</td>
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<tr>
<td>- Identify specific activities or resources needed to ensure timely resumption of business services</td>
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## SERVICES CONTINUITY UNIT LEADER

- Coordinate with the Infrastructure Branch Director for access to critical power needs or building assessments
- Meet regularly with the Business Continuity Branch Director for status reports
- Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct
- Relay important information and updates to unit personnel

### 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 unit 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 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 Logistics Section Employee Health and Well-Being Unit
- Ensure personal protective equipment (PPE) is available and utilized appropriately

### Extended Response (greater than 12 hours)

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<td>• Monitor levels of all supplies, equipment, and needs relevant to all system performance detection and monitoring operations</td>
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<td>• Meet with unit personnel to address ongoing issues</td>
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<tr>
<td>• Continue to monitor the ability of the Services Continuity Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices</td>
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<tr>
<td>• Provide updates to the Business Continuity Branch Director and unit personnel</td>
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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
### SERVICES CONTINUITY UNIT LEADER

- **HICS 214**: Document all key activities, actions, and decisions in an Activity Log on a continual basis

### Resources
- Assess issues and needs in unit 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 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 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

### Demobilization/System Recovery

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  - 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 Business Continuity Branch Director when demobilization and restoration is complete
- Coordinate reimbursement issues with the Finance/Administration Section
- Upon deactivation of your position, brief the Business Continuity 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:
  - 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 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
- IT Failure Incident Response Guide
- Business Continuity and Recovery Plans
- Hospital blueprints and maps
- Hospital organization chart
- Hospital telephone directory
- Supply, equipment, and vendor directories
- Computer with intranet and internet access
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication