**Mission:** Organize and manage support to meet patient social service requirements during a disaster, coordinating with community and government resources.

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| Position Reports to: **Patient Family Assistance Branch Director** 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 Patient Family Assistance 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 Social Services 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**   * Determine the status of social services in the hospital and the community including: * Housing and shelters (e.g., hotels, motels, and community facilities) * Government authorized care sites * Medically fragile care sites * Food and water distribution centers and resources (e.g., Meals-on-Wheels) * Clothing distribution centers * Community warming and cooling stations * Medical transportation * Non-medical transportation, including bus routes, taxi and shuttle services, and handicapped or disabled transport services * Pharmacies, including 24 hour availability * Faith-based organizations * Pet and animal shelters * Interpreters or translation services * Child, adult, and dependent day care * Access to government services (such as food stamps, government aid, Federal Emergency Management Agency [FEMA] assistance centers) * Insurance response and coordination centers * American Red Cross (ARC), Salvation Army, other community resources * Assess current capabilities and project immediate and prolonged capacities to address needs based on current data, including coordinating needs of patients, families, and staff * Provide information to the Patient Family Assistance 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 Social Services Unit personnel in collaboration with the Patient Family Assistance 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 |  |  |
| **Activities**   * Meet with the Patient Family Assistance Branch Director to plan, project, and coordinate patient social service needs * Assess affected patients for social service needs * Coordinate use of hospital, hospital partner, and community resources * Ensure the provision of social services resources to children, families, and those with special needs * Provide guidance and recommendations to the Patient Family Assistance Branch director based on response needs * Implement communication with patient family members, as appropriate * Provide status updates to the Patient Family Assistance 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 Patient Family Assistance 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 Patient Family Assistance 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)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Social Services Unit Leader 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 that appropriate documentation is completed and that needs are being met * Participate in the development of risk communication and public information that addresses social service concerns * Meet regularly with the Patient Family Assistance Branch Director for status reports * Advise the Patient Family Assistance 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 |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the Social Services Unit Leader 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 social service needs of patients and families are being met * Continue to ensure the provision of resources for social service to children, families, and those with special needs * Meet with unit personnel to address ongoing issues * Continue Social Services Unit supervision, including monitoring, documentation, and safety practices * Provide updates to the Patient Family Assistance Branch Director and 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 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 Social Services Unit Leader 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) * Coordinate a plan to address the ongoing social service needs of patients, families, and staff, in conjunction with the Logistics Section Employee Health and Well-Being Unit * 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 Patient Family Assistance Branch Director when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Patient Family Assistance 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 |  |  |

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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 organization chart * Hospital telephone directory * Supply, equipment, and vendor directories * Community resource directory * Hospital resource directory * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |