**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
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| **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
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| **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
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| **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
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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 Patient Family Assistance Branch Director
* Assess issues and needs in unit areas; coordinate resource management
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| **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
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| **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
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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
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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| **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
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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
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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| **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
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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 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
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