

LOGISTICS SECTION CHIEF

Mission: Organize and direct those operations associated with maintenance of the physical environment and with the provision of human resources, materiel, and services to support the incident activities. Participate in Incident Action Planning.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
Position Reports to: Incident Commander	Signature: _____
Hospital Command Center (HCC) Location: _____	Telephone: _____
Fax: _____ Other Contact Info: _____	Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Incident Commander. Obtain packet containing Logistics Section Job Action Sheets.		
Notify your usual supervisor of your HICS assignment.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Determine need to appoint Branch Directors and Unit Leaders in Logistics Section; distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204).		
Brief Logistics Section Branch Directors on current situation, incident objectives and strategy; outline Section action plan and designate time for next briefing.		
Distribute the Section Personnel Time Sheet (HICS Form 252) to Logistic Section personnel and ensure time is recorded appropriately. Submit the Section Personnel Time Sheet to the Finance/Administration Section's Time Unit Leader at the completion of a shift or at the end of each operational period.		
Participate in Incident Action Plan preparation, briefings, and meetings as needed; assist in identifying strategies; determine tactics, work assignments, and resource requirements.		
Maintain communications with Operations Section Chief, Staging Manager and Branch Directors to assess critical issues and resource needs.		
Ensure resource ordering procedures are communicated to appropriate Sections and requests are timely and accurately processed.		
Ensure Logistics Section personnel comply with safety policies and procedures.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Meet regularly with the Incident Commander, Command Staff and other Section Chiefs to update status of the response and relay important information to Logistics Section's Staff.		
Ensure the following are being addressed: <ul style="list-style-type: none"> • Communications • Information technology/information services • Provision of food and water for staff 		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
<ul style="list-style-type: none"> • Employee health and well-being • Employee Recovery • Family care • Provision of supplies • Facility maintenance • Transportation services • Establishment of Labor Pool • Credentialing of staff and volunteers • Documentation 		
Initiate the Resource Accounting Record (HICS Form 257) to track equipment used during the response.		
Obtain needed materiel and fulfill resource requests with the assistance of the Finance/Administration Section Chief and Liaison Officer.		
Ensure that the Logistics Section is adequately staffed and supplied.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Logistics Section staff's ability to meet workload demands, staff health and safety, resource needs, and documentation practices.		
Continue to conduct regular situation briefings with Logistics Section.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and on an Incident Message Form (HICS Form 213).		
Continue to maintain the Resource Accounting Record (HICS Form 257) to track equipment used during the response.		
Continue to meet regularly with Logistics Section Branch Directors to update the Section action plan and implement demobilization procedures, in coordination with Planning Section's Demobilization Unit Leader.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit and Employee Recovery Branch Director. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs decrease, return Logistics Section staff to their usual jobs and combine or deactivate positions in a phased manner.		
Coordinate return of all assigned equipment to appropriate locations and restock HCC supplies.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Coordinate replacement of broken or misplaced items.		
Work with Planning and Finance/Administration Sections to complete cost data information.		
Debrief Section staff on lessons learned and procedural/equipment changes needed.		

Demobilization/System Recovery	Time	Initial
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Incident Commander.		
Upon deactivation of your position, brief the Incident Commander on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Planning Section Chief for discussion and possible inclusion in an after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment Sheet • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • HICS Form 252 – Section Personnel Time Sheet • HICS Form 257 – Resource Tracking Record • Hospital emergency operations plan • Hospital organization chart • Mental health treatment plan • Hospital telephone directory • Radio/satellite phone • Master inventory control lists

SPECIAL SERVICES BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain the hospital's supplies, facilities, transportation, and labor pool.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____
Position Reports to: Logistics Section Chief Signature: _____
 Hospital Command Center (HCC) Location: _____ Telephone: _____
 Fax: _____ Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Logistics Section Chief. Obtain packet containing Special Services Branch Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions and decisions in an Operational Log (HICS Form 214).		
Determine need for and appropriately appoint Unit Leaders; distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204).		
Brief the Special Services Branch Unit Leaders on current situation and incident objectives; outline Branch action plan and designate time for next briefing.		
Assess Special Services Branch areas capacity to deliver needed: <ul style="list-style-type: none"> • Medical & Language Interpreters • ADA Compliance for any shelter or facility • Internal and external functional needs transportation support • Supplemental personnel management & Use of GIS 		
Regularly report Service Branch status to the Logistics Section Chief.		
Instruct all Unit Leaders to evaluate on-hand equipment, supply, and medication inventories and staff needs; report status to the Supply Unit Leader.		
Assess problems and needs in each Unit area; coordinate resource management.		
Meet with the Logistics Section Chief to discuss plan of action and staffing in all Special Services Branch activities.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Continue assessing and coordinating Special Services Branch's ability to provide needed personnel and support services.		
Ensure prioritization of problems when multiple issues are presented		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Coordinate use of external resources to assist with service delivery.		
Advise the Logistics Section Chief immediately of any operational issue you are not able to correct or resolve.		
Meet routinely with the Logistics Section Chief for status reports, and relay important information to staff.		
Assess environmental services (housekeeping) needs in all staff activity areas.		
Report equipment needs to the Supply Unit Leader.		
Supervise Cultural & Diversity operations with the Operations Section Chief when indicated.		
Develop and submit a branch action plan to the Logistics Section Chief when requested.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Special Services Branch staff's ability to meet workload demands, resource needs, and documentation practices.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Special Services Branch Director at assigned intervals and as needed.		
Continue to provide Logistics Section Chief with periodic situational updates.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for Special Services Branch staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Assist the Logistics Section Chief and Unit Leaders with returning Special Services Branch operations to normal.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Logistics Section Chief.		
Upon deactivation of your position, brief the Logistics Section Chief on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Logistics Section Chief for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 207 – Incident Management Team Chart

Documents/Tools

- HICS Form 213 – Incident Message Form
- HICS Form 214 – Operational Log
- Hospital emergency operations plan
- Hospital organization chart
- Hospital telephone directory
- Radio/satellite phone
- Facility maps and ancillary services schematics
- Vendor support and repair directory

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CULTURAL SUPPORT UNIT LEADER

Mission: Ensure the availability of cultural and linguistic support services for the community during a disaster or mass shelter situation.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
Position Reports to: Special Services Branch Director Signature: _____	
Emergency Operations Center (EOC) Location: _____	Telephone: _____
Fax: _____ Other Contact Info: _____	Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Special Services Branch Director. Obtain packet containing the Unit's Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (PHICS Form 207). Put on position identification.		
Notify your usual supervisor of your PHICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (PHICS Form 214) on a continual basis.		
Cultural Support Unit team members and in collaboration with the Special Services Branch Director, complete the Branch Assignment List (PHICS Form 204).		
Brief Unit team members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing.		
Assess current capability to provide cultural and linguistic support to staff members. Project immediate and prolonged capacities to provide services based on current information and situation.		
Ensure staff are using recommended PPE and following other safety recommendations.		
Implement language interpretation plan if indicated. Steps to include: <ul style="list-style-type: none"> • Determine linguistic needs to respond to incident • Acquire/distribute language and medical interpreters as needed • Documentation • Educational materials for distribution • Track side effects and efficacy • Augmentation of Unit staffing to provide services 		
Prepare for the possibility that a staff member or their family member may be a victim and anticipate a need for psychological support.		
Ensure prioritization of problems when multiple issues are presented.		
Determine the number of medical interpreters available for immediate deployment		
Meet with Special Services Branch Director to discuss plan of action and staffing emergency shelters with language interpretation and religious services if needed.		
Notify Safety Officer of any health risks or other clinical problems related to staff.		
Receive, coordinate, and forward requests for personnel and supplies to the Supply Unit Leader.		
Document all communications (internal and external) on an Incident Message Form (PHICS Form 213). Provide a copy of the Incident Message Form to the Doc. Unit		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Coordinate continuing support to staff members; strategically place personnel to assess staff in cafeteria, emergency department, staff lounges, and HCC.		
Assign mental health personnel to visit patient care areas and evaluate staff needs.		
Coordinate external request for resources with the Liaison Officer and Support Branch Director; follow community plan if available; develop plan for using outside mental and employee health resources.		
Notify Logistics Section Chief of special language, ethnic or religious needs.		
Continue to plan for a marked increase in medical interpretation services		
Monitor EOC and Mass Care Shelters for language interpretation needs		
Assign staff to support personnel in EOC and provide medical language interpretation /advice; contact the Special Services Branch Director for additional personnel, if needed.		
Collaborate with local religious and ethnic leaders on mass care support		
Meet routinely with Unit Members for status reports, and relay important information to Special Services Branch Director.		
Address cultural issues as needed with the Special Services Branch Director; notify Logistics Section Chief.		
Report equipment and supply needs to the Supply Unit Leader.		
Ensure cultural issues are being addressed in the Incident Action Plan		
Assess need to assign additional Unit staff to support Emergency Operations Center operations.		
Develop and submit an action plan to the Special Services Branch Director when requested.		
Advise the Special Services Branch Director immediately of any operational issue you are not able to correct or resolve.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor the Unit staff's ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices.		
Continue to monitor language, cultural and ethnic issues.		
Continue to document actions and decisions on an Operational Log (PHICS Form 214) and send to the Special Services Branch Director at assigned intervals and as needed.		
Continue to provide the Special Services Branch Director with periodic updates.		
Continue to provide Unit staff with regular situation briefings.		
Coordinate support to sick and injured staff and report information to the Compensation/Claims Unit Leader.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Logistics Section Chief. Provide for staff rest periods and relief.		
Report concerns to Employee Recovery Unit Leader.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for the Unit's staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Coordinate with Demobilization Unit Leader regarding the need to provide service to staff and their family for an extended period.		
Assist the Special Services Branch Director and Unit Leaders with restoring normal operations.		
Coordinate long term cultural support needs with the Special Services Branch Director.		
Provide education on normal stress reaction information sheets/education to staff.		
Compile and finalize cultural and language interpretation needs records and report to the Support and the Finance/Administration's Compensation/Claims Unit Leader.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, brief the Special Services Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Unit Operational Logs (PHICS Form 214) are submitted to the Special Services Branch Director or Logistics Section Chief, as appropriate.		
Submit comments to the Special Services Branch Director for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Hospital emergency operations plan • Hospital organization chart • Mental health treatment plan • Hospital telephone directory • Radio/satellite phone • PC with internet access, as available • Staff prophylaxis plan

CULTURAL GIS UNIT LEADER

Mission: Ensure the availability of maps and geographic information systems as they pertain to minority and special populations of the affected area. Provide detailed population maps for the deployment of language and medical interpreters.

Date: _____	Start: _____	End: _____	Position Assigned to: _____	Initial: _____
Position Reports to: Special Services Branch Director Signature: _____				
Emergency Operations Center (EOC) Location: _____			Telephone: _____	
Fax: _____		Other Contact Info: _____		Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Special Services Branch Director. Obtain packet containing the Unit's Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (ICS Form 207). Put on position identification.		
Notify your usual supervisor of your ICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (ICS Form 214) on a continual basis.		
Appoint Cultural GIS Unit team members and in collaboration with Special Services Branch Director, complete the Branch Assignment List (HICS Form 204).		
Brief Unit members on current situation, incident and strategy; outline Unit action plan; and designate time for next briefing.		
Coordinate activities with Operations Section's response capabilities.		
In conjunction with Special Services Branch, assess current capability to provide comprehensive maps of cultural and ethnic populations as needed by command and generals staff.		
Activate and manage the staff GIS center per the Emergency Management Plan.		
Implement Culturally accurate GIS mapping using following steps: <ul style="list-style-type: none"> • Documentation • Educational materials for distribution • Track side effects and efficacy • Augmentation of Unit staffing to provide services 		
Ensure prioritization of problems when multiple issues are presented.		
Anticipate increased staff Information technology needs to produce accurate GIS maps as requested by Special Services Branch Director.		
Meet with the Special Services Branch Director to discuss plan of action and staffing patient care areas requiring assistance;		
Document all communications (internal and external) on an Incident Message Form (ICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Coordinate provision of maps as needed by command and general staff members.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Coordinate external request for resources with the Liaison Officer; per the community plan if available; develop plan for how outside expertise will be utilized.		
Notify Supply Unit Leader of special information technology needs		
Continue to plan for provision for marked increase in multiple maps of specific areas		
Advise the Special Services Branch Director immediately of any operational issue you are not able to correct or resolve.		
Meet routinely with Unit members for status reports, and relay important information to the Special Services Branch Director.		
Address IT security issues with Special Services Branch Director		
Evaluate IT software being utilized to produce maps		
Report equipment and supply needs to the Supply Unit Leader.		
Ensure all staff have required equipment to perform tasks		
Develop and submit an action plan to the Special Services Branch Director when requested.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Unit's ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices.		
Anticipate possible IT and power failures and develop COOP plan for GIS as needed		
Provide regular situation briefings to Unit Staff under your direction.		
Continue to document actions and decisions on an Operational Log (ICS Form 214) and send to the Special Services Branch Director at assigned intervals and as needed.		
Ensure information technology support is available as needed		
Provide technical support for copiers and printers for map printing		
Continue to provide Special Services Branch Director with periodic situational updates.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Special Services Branch Director. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for the Unit's staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
In conjunction with the Supply Unit Leader, anticipate need to provide more computer and IT equipment to support mapping operation.		
Coordinate long term support needs with the Special Services Branch Director for multiple operational periods.		

Demobilization/System Recovery	Time	Initial
Provide normal stress reaction information sheets/incident specific education to families/dependents, in coordination Demobilization policy.		
Compile Unit activity report and submit to the Special Services Branch Director.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, brief the Special Services Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Operational Logs (ICS Form 214) are submitted to the Special Services Branch Director or Logistics Section Chief, as appropriate.		
Submit comments to the Special Services Branch Director for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • ICS Form 204 – Branch Assignment List • ICS Form 207 – Incident Management Team Chart • ICS Form 213 – Incident Message Form • ICS Form 214 – Operational Log

ADA COMPLIANCE UNIT LEADER

Mission: Ensure the availability of American With Disabilities Act compliant facilities and services for shelters and emergency operations centers or other areas as required by the Incident commander.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
Position Reports to: Special Services Branch Director Signature: _____	
Emergency Operations Center (EOC) Location: _____	Telephone: _____
Fax: _____ Other Contact Info: _____	Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Special Services Branch Director. Obtain packet containing the Unit's Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (ICS Form 207). Put on position identification.		
Notify your usual supervisor of your ICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (ICS Form 214) on a continual basis.		
Appoint ADA Compliance Unit team members and in collaboration with the Special Services Branch Director, complete the Branch Assignment List (ICS Form 204).		
Brief Unit team members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing.		
In conjunction with Special Services Branch Director, anticipate increased need to evaluate current and projected needs to assist those persons with functional or special needs including transportation issues.		
In conjunction with Special Services Branch Director, assess current capability to provide ADA facilities to staff members. Project prolonged capabilities and needs to provide services based on current information and situation.		
In anticipation of staffing shortages, plan for a list of ADA professionals to assist with multiple operational periods.		
Ensure prioritization of problems when multiple issues are presented.		
Meet with Special Services Branch Director to discuss plan of action and staffing mass care areas requiring assistance and transporting functional needs evacuees to the emergency shelters.		
Document all communications (internal and external) on an Incident Message Form (ICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Coordinate continuing support to staff members; strategically place personnel to assess access in cafeteria, emergency shelters, mass care facilities and EOC.		
Assign ADA personnel to visit mass care shelter areas and evaluate staff needs.		
Ensure that ADA unit managers understand their responsibility to monitor their staff for needs when hardship is noted.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Develop plan for using outside health and access resources.		
Continue to plan for a marked increase in ADA service needs for staff; announce options and program to staff.		
Coordinate ADA documentation distribution		
Ensure medical records of staff receiving services are prepared correctly and maintain confidentiality of records.		
Meet routinely with Unit Members for status reports, and relay important information to Special Services Branch Director.		
Address security issues as needed with the Security Branch Director; notify Special Services Branch Director.		
Report equipment and supply needs to the Supply Unit Leader.		
Ensure ADA access issues being addressed; resolve with Safety Officer and Special Services Branch Director as needed.		
Develop and submit an action plan to the Special Services Branch Director on functional needs transportation if needed.		
Coordinate with Functional Needs Communication Task Force Leader to identify plan for sign language and visual impairment translation services.		
Advise the Special Services Branch Director immediately of any operational issue you are not able to correct or resolve including transportation.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor the Unit staff's ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices.		
Investigate causes related to increased delays and complaints of access to the Special Services Branch Director.		
Continue to document actions and decisions on an Operational Log (ICS Form 214) and send to the Special Services Branch Director at assigned intervals and as needed.		
Continue to provide the Special Services Branch Director with periodic updates.		
Continue to provide Unit staff with regular situation briefings.		
Coordinate support to sick and injured staff and report information to the Compensation/Claims Unit Leader.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Special Services Branch Director. Provide for staff rest periods and relief.		
In conjunction with the Functional Needs Communication Task Force Leader, develop procedures for performing functional needs communication evaluations or assessments at regular intervals, to be decided by the Special Services Branch Director.		
Finalize ADA integration plan for staff to institute at mass care and emergency shelters		
Brief Special Services Branch Director on all plans.		
When appropriate, activate Functional Needs Communication TF for multiple operations		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
Activate additional Task Forces as needed.		
Coordinate long term support needs with external resources including contracted, local, state and federal ADA and EEO officials.		
As needs for the Unit's staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Assist the Special Services Branch Director and Unit Leaders with restoring employee health to normal operations.		
Provide education on normal stress reaction information sheets/education to staff.		
Identify staff at high risk for post-incident traumatic stress reactions and provide debriefing/stress management programs and activities.		
Plan to conduct stress debriefings for staff periodically for an extended period.		
Compile and ADA patient information and records and report to the Support and the Finance/Administration's Compensation/Claims Unit Leader. Ensure confidentiality of mental health interactions and related records.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
In needed, activate plan for coordination of ADA compliance professionals		
In conjunction with the Incident Commander, ensure that ADA compliance has been met for the emergency operations centers, shelters and mass care sites.		
In conjunction with the Public Information Officer, coordinate information releases for those with functional needs regarding shelter locations and accessibility.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, brief the Special Services Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Unit Operational Logs (ICS Form 214) are submitted to the Employee Health Branch Director or Logistics Section Chief, as appropriate.		
Submit comments to the Special Services Branch Director for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • ICS Form 204 – Branch Assignment List

Documents/Tools

- HICS Form 207 – Incident Management Team Chart
- HICS Form 213 – Incident Message Form
- HICS Form 214 – Operational Log
- Hospital emergency operations plan
- Hospital organization chart
- Mental health treatment plan
- Employee Re-Integration Plan
- Incident Tribute Plan
- Hospital telephone directory
- Radio/satellite phone
- PC with internet access, as available
- Staff prophylaxis plan

MENTAL HEALTH UNIT LEADER

Mission: Address issues related to mental health emergency response, manage the mental health care area, and coordinate mental health response activities.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____

Position Reports to: Medical Care Branch Director Signature: _____

Hospital Command Center (HCC) Location: _____ Telephone: _____

Fax: _____ Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment, briefing, and appropriate forms and materials from the Medical Care Branch Director.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Appoint Mental Health team members and complete the Branch Assignment List (HICS Form 204).		
Brief Unit team members on current situation, incident objectives and strategy; outline Unit action plan and designate time for next briefing.		
Meet with the Command staff and Employee Health & Well-Being Unit Leader to plan, project, and coordinate mental health care needs of patients, their family, and staff. The plan should include addressing the mental health needs of people who arrive at the hospital with concerns that they are or may be victims of the disaster.		
Participate in briefings and meetings, as requested.		
Communicate with the Medical Care Branch Director and obtain information, as follows: <ul style="list-style-type: none"> • Type and location of incident. • Number and condition of expected patients. • Estimated arrival time to facility. • Unusual or hazardous environmental exposure. • Location(s) of surge of people (who may or may not be victims of the disaster) who have arrived at the facility or who are calling to ask for assistance (e.g., facility phones, reception area, ED, decontamination area, isolation area, etc.). • Any special circumstances that must be addressed due to the nature of the incident, such as special languages, cultural needs, or security concerns. 		
Provide mental health guidance and recommendations to Medical Care Branch Director and Employee Health Branch Director, based on response needs and potential triggers of psychological effects (trauma exposure, perceived risk to staff and family, restrictions on movement, resource limitations, information unavailability).		
Communicate and coordinate with Logistics Section Chief to determine <ul style="list-style-type: none"> • Available staff (mental health, nursing, chaplains, experienced volunteers, etc.) that can be deployed to key areas of the facility to provide psychological support, and intervention. • Location and type of resources that can be used to assist with a mental health response, such as toys and coloring supplies for children, mental health disaster 		

Immediate (Operational Period 0-2 Hours)	Time	Initial
recovery brochures, fact sheets on specific hazards (e.g., information on chemical agents that include symptoms of exposure), private area in the facility where family members can wait for news regarding their loved ones, etc. <ul style="list-style-type: none"> • Availability of psychotropic medications (particularly anxiolytics). 		
Communicate with Planning Section Chief to determine: <ul style="list-style-type: none"> • Bed availability in inpatient psychiatry units, if applicable. • Additional short and long range mental health response needs. • Need to provide mental health care guidance to medical community. 		
In conjunction with the Employee Health Branch, establish an overall mental health treatment plan for the disaster including priorities for mental health response for patients, families, and staff; staffing recommendations; recommended mental health activities/interventions; resources available and needed; and problems to be addressed in the next operational period.		
Regularly meet with Medical Care Branch Director to discuss medical care plan of action and staffing in all mental health areas.		
Receive, coordinate, and forward requests for personnel and supplies to the Medical Care Branch Director.		
Request clerical support from the Labor Pool and Credentialing Unit Leader, if necessary.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Communicate and coordinate with Logistics Section Chief on the availability of: <ul style="list-style-type: none"> • Mental health staff needed to deliver psychological support and intervention • Availability of psychotropic medications (particularly anxiolytics) 		
Coordinate with Logistics and Planning Section Chiefs to expand/create a recognized provisional Mental Health Patient Care Area, if necessary.		
Ensure that appropriate mental health standards of care are being followed and mental health needs are being met.		
Establish regular meeting schedule with mental health staff responding to the incident and the Medical Care Branch Director for updates on the situation regarding hospital operation needs.		
Maintain communication with Logistics and Planning Sections to monitor situation updates and maintain information resource availability.		
Communicate with local governmental mental health department, in collaboration with the Liaison Officer, to ascertain community mental health status and assess available resources.		
Participate in development of risk communication and public information that addresses mental health concerns.		
Ensure patient records are being prepared correctly and collected.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Advise Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Assess environmental services (housekeeping) needs in all mental health care areas; contact the Environmental Services Unit Leader for assistance.		
Report equipment and supply needs to the Medical Care Branch Director and Supply Unit Leader.		
Ensure staff health and safety issues are being addressed; resolve with Medical Care Branch Director and Employee Health Branch Director, when appropriate.		
Develop and submit an action plan to Medical Care Branch Director when requested.		
Ensure that patient status and location information is being regularly submitted to the Patient Tracking Officer.		
In collaboration with the Medical Care Branch Director, prioritize and coordinate patient transfers to other hospitals with Transportation Unit Leader.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue mental health care supervision, including monitoring quality of care, document completion, and safety practices.		
Continue to meet regularly with the mental health staff responding to the incident and the Medical Care Branch Director to keep apprised of current conditions.		
Continue to ensure the provision of resources for mental health and recovery, and education to children and families.		
Observe staff, volunteers, and patients for signs of stress and inappropriate behavior. Report concerns to the Medical Care Branch Director, the Employee Health and Well-Being Unit and the Employee Recovery Unit. Provide for staff rest periods and relief.		
Rotate staff on a regular basis.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Medical Care Branch Director at assigned intervals and as needed.		
Continue to provide Medical Care Branch Director with regular situation updates.		
Provide staff with situation update information and revised patient care practice standards.		
Continue to ensure mental health needs of patient and family are being met.		
Respond to reports or concerns from other staff regarding signs of staff stress and inappropriate behavior. Report mental health needs of staff to Employee Health and Well-Being Unit and Employee Recovery Unit.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for Mental Health Unit staff decrease, return staff to their normal jobs and combine or deactivate positions in a phased manner.		
Coordinate a plan to address the ongoing mental health needs of patients, families, and staff, in conjunction with the Employee Recovery Unit.		
Assist Medical Care Branch Director and Unit Leaders with restoring mental health care areas to normal operating condition.		

Demobilization/System Recovery	Time	Initial
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Upon deactivation of your position, brief the Medical Care Branch Director and Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to Medical Care Branch Director or Operations Section Chief, as appropriate.		
Submit comments to Medical Care Branch Director for discussion and possible inclusion in after action report. Comments should include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Procedures for recommended changes • Section accomplishments and issues 		
Coordinate stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Local public health department reporting forms • Hospital emergency operations plan • Hospital organization chart • Mental health treatment plan • Hospital telephone directory • Radio/satellite phone