Communications UNIT LEADER

**Mission:** Organize and coordinate internal and external communications connectivity.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:** **Service Branch Director** Signature: Hospital Command Center (HCC) Location: Telephone: Fax: Other Contact Info: Radio Title:  |

| **Immediate (Operational Period 0-2 Hours)** | **Time** | **Initial** |
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| Receive appointment and briefing from the Service Branch Director. Obtain packet containing the Unit’s 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) on a continual basis. |  |  |
| Appoint Communications Unit team members and in collaboration with the Service Branch Director, complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief Communications Unit team members on current situation; outline Unit action plan and designate time for next briefing. |  |  |
| Set up and maintain communication equipment and provide ongoing support for the HCC. |  |  |
| Initiate the Incident Communications Log (HICS Form 205) and distribute to all HCC positions. |  |  |
| Inventory and assess all available on-hand radios and report to the Service Branch Director and Support Branch’s Supply Unit Leader. |  |  |
| Determine radio channels for response and make radio assignments. Distribute two-way radios to pre-designated areas.  |  |  |
| Prepare for radio checks from personnel that are assigned hand-held radios and other portable communications equipment. |  |  |
| Assess status of all on-site communications equipment, including two-way pagers, satellite phones, public address systems, data message boards, and inter and intra-net connectivity. Initiate repairs per the standard operating procedures.  |  |  |
| Evaluate status of internal and external telephone/fax systems and report to Service Branch Director. |  |  |
| Request the response of assigned amateur radio personnel to the facility, if indicated. |  |  |
| Establish contact with the Liaison Officer.  |  |  |
| 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** |
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| Expand communication network capability and equipment as required to meet the needs of the hospital response. |  |  |
| Ensure communication equipment maintains proper functioning. |  |  |
| If primary communications systems fail, establish mechanism to alert Code team and fire suppression team to respond to internal patient and/or physical emergencies (e.g., cardiac arrest, fire, etc.) |  |  |
| Develop and submit an action plan to the Service Branch Director when requested. |  |  |
| Receive and archive all documentation related to internal and external facility communication systems. |  |  |
| Advise Service Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor the Communications Unit staff’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Review and update the Incident Communications Log (HICS Form 205) and distribute to all HCC positions. |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Service Branch Director at assigned intervals and as needed.  |  |  |
| Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. 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** |
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| As needs for the Communications Unit staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| Ensure that all radios and battery operated equipment is serviced and recharged. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, brief the Service Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Upon deactivation of your position, ensure that Operational Logs (HICS Form 214) and all documentation are submitted to the Service Branch Director or Logistics Section Chief, as appropriate. |  |  |
| Submit comments to the Service Branch Director for discussion and possible inclusion in the after-action report; topics include:* Review of pertinent position descriptions and operational checklists
* Recommendations for procedure changes
* Section accomplishments and issues
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| Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required. |  |  |

| **Documents/Tools** |
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| * Incident Action Plan
* HICS Form 204 – Branch Assignment List
* HICS Form 205 – Incident Communications Log (Internal and External)
* HICS Form 207 – Incident Management Team Chart
* HICS Form 213 – Incident Message Form
* HICS Form 214 – Operational Log
* Hospital emergency operations plan, including the Communications Plan and Auxiliary Communications Plan
* Hospital organization chart
* Hospital telephone directory
* Radio/satellite phone
* PC with internet access, as available
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