Family Care UNIT LEADER

**Mission:** Ensure the availability of medical, logistic and mental health and day care for the families of staff members. Coordinate mass prophylaxis/vaccination/immunization of family members if required.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:** **Support 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 Support 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 Family Care Unit team members and in collaboration with Support 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 Clinical Support Services Unit.  |  |  |
| Assess current capability to provide medical logistical, mental health care and day care to staff member’s families. Project immediate and prolonged capacities to provide services based on current information and situation.  |  |  |
| Activate and manager the staff member family support center per the Emergency Management Plan. |  |  |
| Implement staff prophylaxis plan if indicated. Steps to include:* Determine medication, dosage and quantity
* Prioritization of staff to receive medication or immunization
* Point of Distribution (POD) location preparation
* Acquire/distribute medication
* Documentation
* Educational materials for distribution
* Track side effects and efficacy
* Augmentation of Unit staffing to provide services
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| Ensure prioritization of problems when multiple issues are presented. |  |  |
| Anticipate increased family care needs created by longer staff work hours, exposure to sick persons, and concerns about family welfare. |  |  |
| Meet with the Support 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 (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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| Coordinate provision of needed support to family members (physical, emotional, refreshment, food and water). |  |  |
| 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 and Clinical Support Services Unit Leader of special medication needs. |  |  |
| Continue to plan for provision for marked increase in family/dependent care services; announce options to staff. |  |  |
| Advise the Support 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 Support Branch Director. |  |  |
| Address security issues as needed with the Security Branch Director; notify Support Branch Director. |  |  |
| Evaluate family members for medical needs, including medications, medical care and nutrition. Notify the Support Branch Director of needs. |  |  |
| Report equipment and supply needs to the Supply Unit Leader. |  |  |
| Ensure staff health and safety issues being addressed; resolve with the Support Branch Director, Safety Officer and Employee Health and Well-Being Unit, as appropriate.  |  |  |
| Develop and submit an action plan to the Support Branch Director when requested. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor Unit’s ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices. |  |  |
| Anticipate and assess for possible illness outbreak of family members/dependents in your care; consult with the Support Branch Director. |  |  |
| Provide regular situation briefings to Unit Staff and family/dependents under your care. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Support Branch Director at assigned intervals and as needed.  |  |  |
| Ensure mental health support available; coordinate with Employee Health & Well-Being Unit Leader. |  |  |
| Provide spiritual support when needed with assistance of the Employee Health & Well-Being Unit Leader. |  |  |
| Continue to provide Support 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 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 Unit’s staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Anticipate need to provide service to staff /family for an extended period. |  |  |
| Coordinate long term support needs with local/state and federal mental health officials. |  |  |
| Provide normal stress reaction information sheets/incident specific education to families/dependents, in coordination with Employee Health and Well-Being Unit and Operations Section’s Mental Health Unit Leader. |  |  |
| Compile Unit activity report and submit to the Support 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 Support 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 (HICS Form 214) are submitted to the Support Branch Director or Logistics Section Chief, as appropriate. |  |  |
| Submit comments to the Support 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
 |  |  |
| 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 207 – Incident Management Team Chart
* HICS Form 213 – Incident Message Form
* HICS Form 214 – Operational Log
* Hospital emergency operations plan
* Hospital organization chart
* Hospital telephone directory
* Radio/satellite phone
* PC with internet access, as available
* Staff prophylaxis plan
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