SERVICE CONTINUITY UNIT LEADER

**Mission:** Ensure business/clinical/ancillary service functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to: Business Continuity 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, briefing, and any appropriate materials from the Business Continuity 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 Unit members, as appropriate; distribute any appropriate forms or information to the Unit. |  |  |
| Brief Unit members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing. |  |  |
| Ensure Unit members comply with safety policies and procedures. |  |  |
| Evaluate business capabilities, recovery plan actions, projected minimum and maximum duration of disruption, and progress in meeting RTOs; report status to the Business Continuity Branch Director. |  |  |
| With Unit members, identify priorities for system restoration for service maintenance/resumption. Initiate migration to secondary or replacement systems, if available, in cooperation with other Business Continuity Branch Unit Leaders. |  |  |
| Regularly meet with the Business Continuity Branch Director to discuss plan of action and staffing in all alternate business sites. |  |  |
| Participate in briefings and meetings as requested. |  |  |
| 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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| Evaluate all activated business continuity plans and modify, as necessary any predicted unmet RTOs. |  |  |
| Identify specific activities or resources needed to ensure timely resumption of business services. |  |  |
| Through Business Continuity Branch Director, coordinate with Infrastructure Branch Director for access to critical power needs or building assessments. |  |  |
| Develop and submit an action plan to the Business Continuity Branch Director when requested. |  |  |
| Advise the Business Continuity 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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| Brief the Business Continuity Branch Director regularly on current condition of all operations; communicate needs in advance. |  |  |
| Prepare and maintain records and reports, as appropriate. |  |  |
| 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. |  |  |
| Notify the Business Continuity Branch Director when restoration is complete. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Business Continuity Branch Director. |  |  |
| Upon deactivation of your position, brief the Business Continuity Branch Director on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Business Continuity 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 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
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