FOOD SERVICES UNIT LEADER

**Mission:** Organize and maintain food preparation and delivery services for patients, families and visitors.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to: Infrastructure 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 Infrastructure 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 Food Services Unit members and complete the Branch Assignment List (HICS Form 204). |  |  |
| 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. |  |  |
| Coordinate all activities with the Logistics Section’s Staff Food & Water Unit. |  |  |
| Estimate the number of patient meals which can be served utilizing existing food stores. In conjunction with Staff Food & Water Unit Leader, implement rationing if situation dictates. |  |  |
| 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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| Meet regularly with the Infrastructure Branch Director for status reports, and relay important information to Unit members. |  |  |
| Coordinate with Labor Pool & Credentialing Unit Leader and Support Branch Director to position personnel refreshment and nutritional areas. |  |  |
| Advise Infrastructure Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |
| Communicate status and potential need for rapid restocking with vendors, as appropriate.  |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Maintain normal patient food service if possible. |  |  |
| Coordinate external food service support. |  |  |
| Continue to provide regular situation updates to the Infrastructure Branch Director. |  |  |
| Coordinate with Logistics Section to provide food service support to HCC, family support center, Labor Pool & Credentialing Unit, and other areas, as appropriate. |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest and stress management techniques. |  |  |
| Observe all staff, volunteers and patients for signs of stress and inappropriate behavior. Report concerns to 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 Food Services Unit staff decrease, return staff to their normal jobs and combine or deactivate positions in a phased manner. |  |  |
| Notify Infrastructure Branch Director when clean-up/restoration is complete. |  |  |
| Coordinate return to normal food service. |  |  |
| Repair/replace used or broken items. |  |  |
| 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, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Infrastructure Branch Director or Operations Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Infrastructure Branch Director or Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Infrastructure 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 and mitigation efforts
* 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 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
* Food inventory
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