SERVICE BRANCH DIRECTOR

**Mission:** Organize and manage the services required to maintain the hospital’s communication system, food and water supply for staff, and information technology and systems.

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| 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** |
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| Receive appointment and briefing from the Logistics Section Chief. Obtain packet containing Service 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 Logistics Section Service Branch Unit Leaders; distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief the Service Branch Unit Leaders on current situation and incident objectives; outline Branch action plan and designate time for next briefing. |  |  |
| Assess the Service Branch’s capacity to deliver needed:* Internal and external communication capability
* Information technology hardware, software and support
* Food and water for staff (Patient feeding is under Operations Section Infrastructure Branch)
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| Meet regularly with the Logistics Section Chief to discuss status, plan of action, critical issues and staffing in Service Branch. |  |  |
| Instruct Unit Leaders to:* Immediately set-up the HCC communications and IT systems to ensure connectivity
* Evaluate on-hand communications equipment required for response and project need for repair and expanded inventory
* Inventory on-hand food and water supply
* Assess and evaluate IT/IS capability, and determine need for repair or expansion of service and support
* Inventory and assessment of communications equipment and project need for repair and expanded inventory
* Report inventories and needs to Logistics Section’s Support Branch Supply Unit Leader
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| Assess problems and needs in each Service Branch area; coordinate resource management. |  |  |
| Ensure Service Branch personnel comply with safety policies and procedures. |  |  |
| 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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| Ensure prioritization of problems when multiple issues are presented. |  |  |
| Continue coordinating the Service Branch’s ability to provide needed communication and IT/IS support services. |  |  |
| Coordinate use of external resources to assist with equipment, software and hardware maintenance and repairs. |  |  |
| Advise Logistics Section Chief immediately of any operational issue you are not able to correct or resolve. |  |  |
| Continue to meet regularly with the Logistics Section Chief for status reports and relay important information to Unit Leaders. |  |  |
| Report equipment needs to Supply Unit Leader. |  |  |
| Ensure staff health and safety issues are being addressed; resolve with the Logistics Section Chief, Safety Officer and Employee Health and Well-Being, as appropriate. |  |  |
| Develop and submit a Branch action plan to Logistics Section Chief when requested. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor Service Branch staff’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Conduct regular situation briefings with the Service Branch Unit Leaders and update operational action plan as needed. |  |  |
| Continue to meet with the Logistics Section Chief to update the Service Branch action plan and implement demobilization procedures. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Logistics Section Chief at assigned intervals and as needed.  |  |  |
| 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 Service 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 restoring hospital infrastructure services to normal operations. |  |  |
| 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:* 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 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
* Facility maps and ancillary services schematics
* Vendor support and repair directory
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