

SERVICE BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain and enhance the hospital's communication system, food service, and information technology and equipment.

Position Reports to: Logistics Section Chief		Command Location: _____
Position Contact Information: Phone: (____) _____ - _____		Radio Channel: _____
Hospital Command Center (HCC): Phone: (____) _____ - _____		Fax: (____) _____ - _____
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Logistics Section Chief on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Service Branch Director • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Assess the Service Branch's capacity to provide: <ul style="list-style-type: none"> ○ Internal and external communications capability ○ Hospital-wide information technology (IT) hardware and installation support ○ Continued provision of food, water and nutritional support to patients, staff, and visitors • Provide information to the Logistics Section Chief on the operational situation of the Service Branch 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Determine which Service Branch functions need to be activated: <ul style="list-style-type: none"> ○ Communications Unit ○ IT Information Services Equipment Unit ○ Food Services Unit • Document objectives, tactics, and assignments on the HICS 204: Assignment List • Make assignments, and distribute corresponding Job Action Sheets and position identification • Determine strategies and how the tactics will be accomplished • Determine needed resources 		

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<ul style="list-style-type: none"> Brief branch personnel on the situation, strategies, and tactics, and designate a time for the next briefing 		
Activities <ul style="list-style-type: none"> Ensure prioritization of problems when multiple issues are presented Consider development of a branch action plan; submit to Logistics Chief if requested Obtain information and updates regularly from the Logistics Section Chief Maintain current status of all Service Branch areas 		
Documentation <ul style="list-style-type: none"> HICS 204: Document assignments and operational period objectives on Assignment List HICS 213: Document all communications on a General Message Form HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response 		
Resources <ul style="list-style-type: none"> Assess issues and needs in branch areas; coordinate resource management Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed 		
Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		
Safety and security <ul style="list-style-type: none"> Ensure that all branch personnel comply with safety procedures and instructions 		

Intermediate Response (2 – 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> Transfer the Service Branch Director role, if appropriate <ul style="list-style-type: none"> Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital Address any health, medical, and safety concerns Address political sensitivities, when appropriate Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) Meet regularly with the Logistics Section Chief for status reports Advise the Logistics Section Chief immediately of any operational issue you are not able to correct Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures Ensure that Service Branch staffing and supply issues are addressed 		

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<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all branch personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Service Branch Director role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Ensure that Service Branch staffing and supply issues are addressed 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		

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<p>Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all branch personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Service Branch Director role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Ensure the return, retrieval, and restocking of equipment and supplies • As objectives are met and needs decrease, return branch personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader • Notify the Logistics Section Chief when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Logistics Section Chief on current problems, outstanding issues, and follow up requirements • Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit 		

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Documents and Tools

- HICS 203 - Organization Assignment Sheet
- HICS 204 - Assignment List
- HICS 213 - General Message Form
- HICS 214 - Activity Log
- HICS 215A - Incident Action Plan (IAP) Safety Analysis
- HICS 221 - Demobilization Check-Out
- HICS 252 - Section Personnel Time Sheet
- HICS 257 - Resource Accounting Record
- Hospital Emergency Operations Plan
- Hospital Incident Specific Plans or Annexes
- Hospital organization chart
- Hospital telephone directory
- Supply, equipment, and personnel vendor directories and support agreements
- Internet and intranet-connected computer
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication