

SUPPORT BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain the hospital's supplies, alternate care areas and work locations, transportation, and labor pool. Ensure the provision of logistical, psychological, and medical support of employees and their families.

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 Support 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 Support Branch's capacity to provide: <ul style="list-style-type: none"> ○ Additional credentialed and non-credentialed personnel ○ Employee health care, including prophylaxis and medical monitoring ○ Behavioral health support to staff ○ Support to staff family members ○ Medical equipment and supplies ○ Internal and external transportation support ○ Alternate care and worksite locations and furnishings • Provide information to the Logistics Section Chief on the operational situation of the Support Branch 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Determine which Support Branch functions need to be activated: <ul style="list-style-type: none"> ○ Employee Health and Well-Being Unit ○ Supply Unit ○ Transportation Unit ○ Labor Pool and Credentialing Unit ○ Employee Family Care Unit 		

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<ul style="list-style-type: none"> • 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 • Brief branch personnel on the situation, strategies, and tactics, and designate a time for the next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Initiate the process for requesting, acquiring, and distributing equipment and supplies, including personal protective equipment (PPE) <ul style="list-style-type: none"> ○ Ensure that medication and patient care supply inventories are reported to Supply Unit ○ Coordinate procurement with the Finance/Administration Section • Initiate and communicate procedures for others to use to request additional personnel; ensure that a process is in place to acquire additional personnel from inside and outside the organization • Ensure a process for addressing staff medical and behavioral health issues • Ensure that employee family and dependent-care services are activated • Ensure there is a process to respond to requests for internal and external transport of patients, supplies, and equipment • Initiate procedures for providing facilities and logistical support to expanded patient care areas, alternate care areas, and other work locations, as needed • Obtain information and updates regularly from the Logistics Section Chief • Maintain current status of all Support Branch areas • Consider development of a branch action plan; submit to the Logistics Section Chief if requested • Inform the Logistics Section Chief of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 206: Ensure that a Staff Medical Plan is created and distributed • 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 		
<p>Resources</p> <ul style="list-style-type: none"> • Determine equipment and supply needs; request from the Supply Unit Leader • Make requests for external assistance, as needed, in coordination with the Liaison Officer 		
<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 		

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Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Support 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, if needed • Schedule planning meetings with Unit Leaders to update the plans and demobilization procedures • Ensure that Support 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"> • 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 Support 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 		

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<ul style="list-style-type: none"> ○ 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) ● Designate times for briefings and updates with Unit Leaders to develop or update the branch action plan, if needed ● Schedule planning meetings with Unit Leaders to update the plans and demobilization procedures ● Ensure that Support Branch staffing and supply issues are addressed ● Provide updates to the Logistics Section Chief and branch personnel ● Provide information to the Logistics and Planning Sections ● Meet with Unit Leaders to address ongoing issues 		
<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"> ● Monitor levels of all supplies and equipment, and collaborate needs with the Supply Unit Leader 		
<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 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 Support 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 		

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<ul style="list-style-type: none"> • As objectives are met and needs decrease, return unit 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 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> HICS 203 - Organization Assignment Sheet <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 206 - Staff Medical Plan <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Time Sheet <input type="checkbox"/> HICS 253 - Volunteer Registration <input type="checkbox"/> HICS 257 - Resource Accounting Record <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Master Inventory Control lists <input type="checkbox"/> Supply, equipment, and personnel vendor directories and support agreements <input type="checkbox"/> Internet and intranet-connected computer <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication