

SUPPORT BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain the hospital's supplies, facilities, transportation, and labor pool. Ensure the provision of logistical, psychological, and medical support of hospital staff and their dependents.

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 |
|--|------|---------|
| Receive appointment and briefing from the Logistics Section Chief. Obtain packet containing Support 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 Unit Leaders; distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204). | | |
| Brief the Support Branch Unit Leaders on current situation and incident objectives; outline Branch action plan and designate time for next briefing. | | |
| Assess Support Branch areas capacity to deliver needed: <ul style="list-style-type: none"> • Employee health care • Mental health support to staff • Family support to staff • Medical equipment and supplies • Facility cleanliness • Internal and external transportation support • Supplemental personnel management | | |
| Complete the Staff Medical Plan (HICS Form 206) and distribute to Command Staff, Section Chiefs and Documentation Unit Leader. | | |
| In collaboration with the Safety Officer and the Operations Section's HazMat Branch Director, determine need for staff personal protective equipment; implement protective actions as required. | | |
| Regularly report Service Branch status to the Logistics Section Chief. | | |
| Instruct all Unit Leaders to evaluate on-hand equipment, supply, and medication inventories and staff needs; report status to the Supply Unit Leader. | | |
| Assess mental health status concerns and; determine need for expanded support. Coordinate activities with the Operations Section's Mental Health Unit Leader. | | |
| Assess problems and needs in each Unit area; coordinate resource management. | | |
| Meet with the Logistics Section Chief to discuss plan of action and staffing in all Support | | |



| Immediate (Operational Period 0-2 Hours) | Time | Initial |
|---|-------------|----------------|
| Branch activities. | | |
| Receive, coordinate and forward requests for personnel to the Labor Pool and Credentialing Unit Leader and supplies to the Supply Unit Leader. | | |
| 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 |
|--|-------------|----------------|
| Continue assessing and coordinating Support Branch's ability to provide needed personnel and support services. | | |
| Ensure prioritization of problems when multiple issues are presented | | |
| Continue to evaluate the need for staff personal protection measures, in coordination with the Safety Officer and Operations Section's HazMat Branch Director and implement actions as indicated. | | |
| Update and revise the Staff Medical Plan (HICS Form 206) and distribute to Command Staff, Section Chiefs and Documentation Unit Leader. | | |
| Assign mental health personnel to visit patient care areas and evaluate staff needs; in coordination with the Operations Section's Mental Health Unit Leader and report issues to the Logistics Section Chief. | | |
| Implement dependent care service support per the Emergency Management Plan. | | |
| Coordinate use of external resources to assist with service delivery. | | |
| Advise the Logistics Section Chief immediately of any operational issue you are not able to correct or resolve. | | |
| Meet routinely with the Logistics Section Chief for status reports, and relay important information to staff. | | |
| Assess environmental services (housekeeping) needs in all staff activity areas. | | |
| Report equipment needs to the Supply Unit Leader. | | |
| Supervise salvage operations with the Operations Section Chief when indicated. | | |
| Ensure staff health and safety issues being addressed; resolve with the Safety Officer when appropriate. | | |
| Develop and submit a branch action plan to the Logistics Section Chief when requested. | | |

| Extended (Operational Period Beyond 12 Hours) | Time | Initial |
|---|-------------|----------------|
| Continue to monitor Support Branch staff's ability to meet workload demands, staff health and safety, resource needs, and documentation practices. | | |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Support Branch Director at assigned intervals and as needed. | | |
| Coordinate support to sick/injured staff. Collaborate and communicate with the Finance/Administration Section Compensation/Claims Unit Leader. | | |
| Coordinate staff "line of duty death" response plan. | | |



| Extended (Operational Period Beyond 12 Hours) | Time | Initial |
|--|-------------|----------------|
| Expand dependent care capacity as situation warrants and resources allow. | | |
| Continue to provide Logistics Section Chief with periodic situational updates. | | |
| Assess staff medical health status regularly; note absenteeism trends and investigate; report findings and recommendations to the Logistics Section Chief and Employee Health and Well-Being Unit. | | |
| Provide continuing mental health information and assistance for staff as needed; coordinate pastoral care and solicited volunteer's assistance, in coordination with Operations Section's Mental Health Unit Leader; update the Logistics Section Chief. | | |
| 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 |
|--|-------------|----------------|
| As needs for Support 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 addressing staff health and medical concerns. | | |
| Assist the Logistics Section Chief and Unit Leaders with returning Support Branch operations to normal. | | |
| 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: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues | | |
| Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required. | | |

| Documents/Tools |
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| <ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 206 – Staff Medical Plan • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form |

Documents/Tools

- 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