

## COMMUNITY OPERATIONS CHIEF

Position Assigned To: \_\_\_\_\_

You Report To: \_\_\_\_\_ (Incident Commander)

Facility Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** Organize and direct aspects relating to the Community Operations Section. Carry out directives of the Incident Commander. Coordinate and supervise Public Health, Home Care and Mental Health subsections.

**Immediate:** \_\_\_ Receive appointment from Incident Commander (IC). Obtain packet containing sections Task Sheets and identification.  
\_\_\_ Read entire Task Sheet and review organizational chart.  
\_\_\_ Put on identification.  
\_\_\_ Obtain briefing from IC.  
\_\_\_ Appoint directors for Public Health, Home Care Services, and Mental Health Services.  
\_\_\_ Brief all Community Operations Section Directors on current situation and develop the section's initial action plan. Designate time for the next briefing.  
\_\_\_ Establish Community Operations Section area within the facility.  
\_\_\_ Meet with Medical Director, Facility Operations Chief and Information Leader to plan and project community patient needs.  
\_\_\_ Request admin support as required from Labour Pool Leader.

**Intermediate:** \_\_\_ Designate times for briefings and updates with all Community Operations Section Directors to develop/update section action plan.  
\_\_\_ Ensure Public Health, Home Care, and Mental Health Services Subsections are adequately staffed and supplied.  
\_\_\_ Brief the IC routinely on the status of the Community Operations Section.

**Extended:** \_\_\_ Document all actions and decisions.  
\_\_\_ Assure that all communications are copied to the Information Leader.  
\_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.  
\_\_\_ Observe all staff, volunteers and clients for signs of stress and inappropriate behavior.  
\_\_\_ Provide for staff rest periods and relief.  
\_\_\_ Other concerns:

## PUBLIC HEALTH LEADER

Position Assigned To: \_\_\_\_\_

You Report To: \_\_\_\_\_ (Community Operations Chief)

Operations Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** To oversee immunizations for staff and at-risk public and provide follow up interventions as required. To oversee implementation and adherence to infection control guidelines and standard practices within the health care facility. Ensure the maintenance of public health standards.

- Immediate:
- \_\_\_ Receive appointment from Community Operations Chief.
  - \_\_\_ Read Task Sheet and review the organizational chart.
  - \_\_\_ Put on position identification.
  - \_\_\_ Receive briefing from Community Operations Chief with other directors.
  - \_\_\_ Obtain an overview of local incident and regional impact.
  - \_\_\_ Consider logistics and staffing requirements.
  - \_\_\_ Evaluate ability to maintain normal operations as well as those pertaining to the event.
  - \_\_\_ Provide for regular updates for the Incident Commander (IC).
  - \_\_\_ Gather needed supplies and staff according to plan and incident type.

- Intermediate:
- \_\_\_ In consultation with the Logistics Chief, ensure the availability of additional or specialized equipment / supplies that may be required.
  - \_\_\_ Advise staff on any infection control standards relevant to the incident.
  - \_\_\_ Establish quarantine areas as directed by the IC.
  - \_\_\_ Continue to evaluate ability to maintain normal operations as well as those pertaining to the event.

- Extended:
- \_\_\_ Document all actions/decisions for post incident follow up.
  - \_\_\_ Regularly and routinely report to Community Operations Chief to report status of incident and any problems encountered.
  - \_\_\_ Follow up on any personnel injuries that were caused as a result of the incident.
  - \_\_\_ All documentation to utilize Operations/Event Log, Communications Log and Facility Status Report forms.
  - \_\_\_ Observe all staff, clients and volunteers for signs of stress and fatigue.
  - \_\_\_ Make provisions for staff rest periods and relief.
  - \_\_\_ Other concerns:

## HOME CARE LEADER

Position Assigned To: \_\_\_\_\_

You Report To: \_\_\_\_\_ (Community Operations Chief)

Operations Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** Ensure the continuance of Home Care, where possible, for those clients receiving these services at the time of the incident. Assess the ability to maintain services in your district and to arrange alternate or supplementary care for the duration of the incident. Direct an initiative to care for those clients who may have been discharged ahead of schedule to create needed bed space for the incident.

**Immediate:**

- \_\_\_ Receive appointment from Community Operations Chief.
- \_\_\_ Read Task Sheet and review the organizational chart.
- \_\_\_ Put on position identification.
- \_\_\_ Receive briefing from Community Operations Chief along with other section directors.
- \_\_\_ Brief Home Care staff to the status of the incident and projected impact on Home Care staff and clients. Develop action plan.
- \_\_\_ Assess new client care needs as a result of early discharges from health care facilities.
- \_\_\_ Ensure maintenance of care for clients, unless directed to implement the Home Care Emergency Preparedness Plan.
- \_\_\_ If directed, coordinate staffing levels to reflect the care needs of those clients that have been identified "high risk".
- \_\_\_ Coordinate the tracking of the disposition of clients between the Information Leader and Client Care Coordinators.
- \_\_\_ Request assistance to arrange for any special transportation requirements for clients or staff that exceed local resources. (e.g. snow plow or snow mobile access for staff.)

**Intermediate:**

- \_\_\_ Monitor and evaluate staffing levels. Liaise with Labour Pool Leader to ensure adequate staffing in community and facilities.
- \_\_\_ Monitor and evaluate supply levels. Liaise with Logistics Chief to ensure adequate supplies for Home Care Program.
- \_\_\_ Keep Community Operations Chief / Program Manager apprised of the status of the Home Care program.

**Extended:**

- \_\_\_ If event is prolonged, provide direction to Case Coordinator to assess needs of medium and low risk clients to ensure they are being safely maintained with existing plan.
- \_\_\_ Utilize possible alternatives for providing care to clients e.g. prioritization of services provided, families to assume a larger role in client care at home.
- \_\_\_ Determine local inventory or supplies and make requests as required.
- \_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.
- \_\_\_ Monitor all staff, volunteers, clients and their dependants for signs of stress and fatigue.
- \_\_\_ Other concerns:

## MENTAL HEALTH LEADER

Position Assigned To: \_\_\_\_\_

You Report To: \_\_\_\_\_ (Community Operations Chief)

Operations Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** Where possible, ensure the continuation of existing mental health services. Supervise those services associated with the social and psychological needs of staff, volunteers, dependants and guests during and post incident.

**Immediate:**

- \_\_\_ Receive appointment from Community Operations Chief.
- \_\_\_ Obtain subsection Task Sheets.
- \_\_\_ Appoint Staff Support Leader. Distribute corresponding Task Sheet and identification.
- \_\_\_ Read Task Sheet and review the organizational chart.
- \_\_\_ Put on position identification.
- \_\_\_ Obtain briefing from Community Operations Chief with other section leaders and assist with the development of the Community Operation Section's action plan.
- \_\_\_ Conduct additional briefings with Staff Support Officer as required to outline action plan.
- \_\_\_ Evaluate informally, the mental well being of staff, volunteers, patients and dependants.
- \_\_\_ Document observations for further evaluation and actions.
- \_\_\_ Monitor the ability of staff to continue with the existing mental health services and develop alternate plans as required.
- \_\_\_ Evaluate the ability to maintain normal operations as well as those pertaining to the event.

**Intermediate:**

- \_\_\_ If required, secure a debriefing area.
- \_\_\_ Consult with Section Chiefs on needs for staff, physician and volunteer responder food and shelter. Consider needs for dependants. Draft plan of action.
- \_\_\_ Continue to evaluate ability to maintain normal operations as well as those pertaining to the event.
- \_\_\_ Assist staff in prioritizing additional demands for services as a result of the incident.
- \_\_\_ Meet regularly with subsection leaders to receive updates and requests.
- \_\_\_ Communicate frequently with Community Operations Chief.
- \_\_\_ Debrief staff, volunteers and patients on an as needed basis.

**Extended:**

- \_\_\_ Consolidate gathered information to establish further mental health treatment requirements.
- \_\_\_ Request Incident Commander to obtain assistance from MB Health or other agencies if additional mental health resources are required.
- \_\_\_ Provide for follow up mental health treatment and assessment, post incident.
- \_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.
- \_\_\_ Observe all personnel for signs of stress and fatigue.
- \_\_\_ Report community related concerns to Community Operations Chief.
- \_\_\_ Other concerns:

## STAFF SUPPORT OFFICER

Position Assigned To: \_\_\_\_\_

You Report To: \_\_\_\_\_ (Mental Health Leader)

Operations Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** Assure the provision of the social needs of staff, volunteers, and dependants.

Immediate: \_\_\_ Receive assignment from Mental Health Leader.  
\_\_\_ Read Task Sheet and review the organizational chart.  
\_\_\_ Put on position identification.  
\_\_\_ Receive briefing from Mental Health Leader.  
\_\_\_ Attend subsection briefings to assist in development of subsection action plan.  
\_\_\_ Anticipate staff needs as they might relate to the specific disaster.

Intermediate: \_\_\_ Provide a calm, relaxing rest and nutritional area for facility staff.  
\_\_\_ Provide for sleeping arrangements as required for facility staff.  
\_\_\_ Consult Nutrition Leader for arranging of meal provisions.  
\_\_\_ In consultation with the Information Leader, establish a Facility Status Board to keep all staff apprised of the current situation.  
\_\_\_ Establish a dependant care area if required.  
\_\_\_ Request volunteers from Labour Pool to staff the Dependant Care Area.  
    > Make tentative plans for extended care.  
    > Implement a positive I.D. system for all children and guardians.  
Document all personnel in the area.

Extended: \_\_\_ Observe all staff and dependants for signs of stress and fatigue; intervene appropriately. Provide for staff rest periods and relief.  
\_\_\_ Assure that those dependants taking medications have sufficient supply for estimated length of stay.  
\_\_\_ Assist facility staff in dealing with any personal concerns.  
\_\_\_ Report routinely to the Mental Health Leader.  
\_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.  
\_\_\_ Other concerns: