

## FACILITY OPERATIONS CHIEF

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

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

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

**Mission:** Organize and direct aspects relating to the Operations Section. Carry out directives of the Incident Commander. Coordinate and supervise the Diagnostics, Triage and Nursing Subsections.

- Immediate:**
- \_\_\_ Receive appointment from Incident Commander (IC). Obtain packet containing Section's Task Sheets and identification.
  - \_\_\_ Read entire Task Sheet and review organizational chart.
  - \_\_\_ Put on identification.
  - \_\_\_ Obtain briefing from IC.
  - \_\_\_ Activate Leaders for Diagnostics, and Nursing and Triage, that will oversee operations within the facility; and transfer their corresponding Task Sheets.
  - \_\_\_ Brief all Facility Operations Section Leaders on current situation and develop the section's initial action plan.
  - \_\_\_ Designate time for next briefing.
  - \_\_\_ Establish the Facility Operations Section Center within the facility.
  - \_\_\_ Meet with the Medical Director, Community Operations Chief and Information Leader to plan and project for patient care needs.
  - \_\_\_ Request admin support as required from Labour Pool Leader.
- Intermediate:**
- \_\_\_ Designate times for briefings and updates with all Operations Section directors to modify section action plan.
  - \_\_\_ Ensure that the Facility Operations Subsections are adequately staffed and supplied.
  - \_\_\_ Brief the IC routinely on the status of the Facility Operations Section.
- Extended:**
- \_\_\_ Assure that all communications are copied to the Information Leader.
  - \_\_\_ All documentation to utilize Operations/Event Log, communications Log and Facility Status Report forms.
  - \_\_\_ Observe all staff, volunteers, and client for signs of stress and inappropriate behavior.
  - \_\_\_ Provide for staff rest periods and relief.
  - \_\_\_ Other concerns:

## DIAGNOSTICS LEADER

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

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

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

**Mission:** Maintain diagnostics services and blood products at appropriate levels. Ensure the highest quality of service under the current conditions. Prioritize and manage the activity of department staff.

- Immediate:
- \_\_\_\_\_ Receive appointment from Facility Operations Chief.
  - \_\_\_\_\_ Read Task Sheet and review the organizational chart.
  - \_\_\_\_\_ Put on position identification.
  - \_\_\_\_\_ Receive briefing from Facility Operations Chief along with the other Section Leaders.
  - \_\_\_\_\_ Inventory available blood supply within the facility and estimate what additional needs there may be.
  - \_\_\_\_\_ Report this information to Facility Operations Chief and Information Leader.
  - \_\_\_\_\_ Evaluate the sections' capacity to perform diagnostic services. Ascertain the approximate turn around time for study results.
- Intermediate:
- \_\_\_\_\_ Contact Logistics Chief in anticipation of needed supplies.
  - \_\_\_\_\_ Prepare for the possibility of requesting additional blood products.
- Extended:
- \_\_\_\_\_ Provide for routine meetings with Facility Operations Chief.
  - \_\_\_\_\_ Review and approve the documented recordings of actions/decisions in the Diagnostics area.
  - \_\_\_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.
  - \_\_\_\_\_ Observe and assist any staff that exhibit signs of stress and fatigue.
  - \_\_\_\_\_ Provide for staff rest periods and relief.
  - \_\_\_\_\_ Other concerns.

## TRIAGE LEADER

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

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

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

**Mission:** Sort casualties according to priority of injuries, and assure their disposition to the proper treatment area.

**Immediate:**

- \_\_\_ Receive appointment from Facility Operations Chief.
- \_\_\_ Read the Task Sheet and review the organizational chart.
- \_\_\_ Put on position identification.
- \_\_\_ Establish patient Triage Area; consult with EMS Leader to designate the ambulance off-loading area.
- \_\_\_ Ensure sufficient transport equipment and personnel for Triage Area.
- \_\_\_ Assess problems, triage-treatment needs relative to specific incident.
- \_\_\_ Assist the General Nursing Care Leader with the triage of internal hospital patients, if required.
- \_\_\_ Develop action plan, request needed resources from Facility Operations Chief.
- \_\_\_ Assign triage teams.

**Intermediate:**

- \_\_\_ Identify location of Immediate, Delayed, Minor Treatment, Discharge and Morgue areas; coordinate with Facility Operations Chief.
- \_\_\_ Contact Safety & Security Officer for security and traffic flow needs in the Triage Area. Inform Facility Operations Chief of action.

**Extended:**

- \_\_\_ Report emergency care equipment needs to Facility Operations Chief.
- \_\_\_ Ensure that the disaster chart and admission forms are utilized. Request documentation / clerical personnel from Labour Pool if necessary.
- \_\_\_ Keep Facility Operations Chief apprised of status, number of injured in the Triage Area or expected to arrive there.
- \_\_\_ Observe and assist any staff whom exhibit signs of stress and fatigue. Report concerns to Facility Operations Chief.
- \_\_\_ Provide for staff rest periods and relief.
- \_\_\_ All documentation to utilize Operations/Event Log, Communications Log and Facility Status Report forms.
- \_\_\_ Review and approve the documented recordings of actions/decisions in the Triage Area and forward copy to Facility Operations Chief.
- \_\_\_ Direct non-utilized personnel to Labour Pool.
- \_\_\_ Other concerns:

## LONG TERM CARE LEADER

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

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

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

**Mission:** Supervise and maintain long term care / transitional nursing services to the best possible level to meet the needs of the incident within the community.

- Immediate:**
- \_\_\_ Receive appointment from Facility Operations Chief.
  - \_\_\_ Read Task Sheet and review organizational chart.
  - \_\_\_ Put on position identification.
  - \_\_\_ Receive briefing from Facility Operations Chief with other section leaders.
  - \_\_\_ Assess current status. Project immediate and prolonged capabilities to provide nursing services based on current data.
  - \_\_\_ Begin priority assessment; designate those eligible for potential discharge.
  - \_\_\_ Develop an action plan in cooperation with other section leaders.
  - \_\_\_ Request needed resources from the Facility Operations Chief.
  - \_\_\_ Assign patient care teams as necessary; obtain additional personnel from Labour Pool.
- Intermediate:**
- \_\_\_ Obtain assistance from Safety & Security Officer if security and traffic flow needs are an issue. Inform Facility Operations Chief.
  - \_\_\_ Report equipment/material needs to Facility Operations Chief.
  - \_\_\_ Ensure that all required documentation is completed.
- Extended:**
- \_\_\_ Coordinate staffing needs with Labour Pool.
  - \_\_\_ Direct non-utilized personnel to Labour Pool
  - \_\_\_ All documentation to utilize Operations/Event Log, Communications Log and Facility Status Report forms.
  - \_\_\_ Observe and assist any staff whom exhibit signs of stress and fatigue.
  - \_\_\_ Provide for staff rest periods and relief
  - \_\_\_ Request documentation/clerical personnel from Labour Pool if necessary.
  - \_\_\_ Keep Facility Operations Chief apprised of status, concerns and projected service.
  - \_\_\_ Other concerns:

## ACUTE CARE LEADER

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

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

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

**Mission:** Supervise and maintain acute care capabilities to the best possible level to meet the needs of in-house and newly admitted patients.

**Immediate:** \_\_\_ Receive appointment from Facility Operations Chief.  
\_\_\_ Read entire Task Sheet and review organizational chart.  
\_\_\_ Put on position identification.  
\_\_\_ Receive briefing from Facility Operations Chief with other section leaders.  
\_\_\_ Assess current status. Project immediate and prolonged capabilities to provide nursing services based on current data.  
\_\_\_ Develop action plan in cooperation with other section leaders.  
\_\_\_ Request needed resources from the Facility Operations Chief.  
\_\_\_ Assign patient care teams as necessary; obtain additional personnel from Labour Pool.

**Intermediate:** \_\_\_ Identify location of Discharge Area; inform patient transportation personnel.  
\_\_\_ Obtain assistance from Safety & Security Officer if security and traffic flow needs are an issue. Inform Facility Operations Chief.  
\_\_\_ Report equipment/material needs to Facility Operations Chief.  
\_\_\_ Ensure that all required documentation is completed.

**Extended:** \_\_\_ Coordinate staffing needs with Labour Pool.  
\_\_\_ Direct non-utilized personnel to Labour Pool.  
\_\_\_ All documentation to utilize Operations/Event Log, Communication Log and Facility Status Report forms.  
\_\_\_ Observe and assist any staff who exhibit signs of stress and fatigue.  
\_\_\_ Provide for staff rest periods and relief.  
\_\_\_ Request documentation/clerical personnel from Labour Pool if necessary.  
\_\_\_ Other concerns:

## TRANSPORTATION LEADER

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

You Report To: \_\_\_\_\_ (Logistics Chief)

Logistics Command Center: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Mission:** Organize and coordinate the transportation of all casualties, ambulatory and non-ambulatory.

- Immediate:**
- \_\_\_ Receive appointment from Logistics Chief.
  - \_\_\_ Read entire Task Sheet and review the organizational chart.
  - \_\_\_ Put on identification.
  - \_\_\_ Receive briefing from Logistics Chief.
  - \_\_\_ Assess transportation requirements and needs of clients, personnel and materials; request personnel from Labour Pool Leader to assist in transportation needs.
  - \_\_\_ Provide transportation resources as requested from the EMS Director.
  - \_\_\_ Designate ambulance loading/unloading areas in conjunction with the Safety & Security Officer and Facility Operations Chief.
  - \_\_\_ Determine the location of ambulances, handi-vans, alternate vehicles and stretchers. Coordinate distribution as required.
  - \_\_\_ Assist in filling transportation requests as required.
- Intermediate:**
- \_\_\_ Contact Safety & Security Officer on security needs of loading areas.
  - \_\_\_ Provide for the transportation/shipment of resources as requested.
  - \_\_\_ Provide for transportation needs for ambulatory casualties.
  - \_\_\_ Support EMS Director with updates regarding the status of the regions vehicle fleet and transportation equipment.
- Extended:**
- \_\_\_ Maintain transportation assignment record.
  - \_\_\_ Keep Logistics Chief apprised of status.
  - \_\_\_ Direct unassigned personnel to labor pool.
  - \_\_\_ All documentation to utilize Operations/Event Log, Communications Log and Facility Status Report forms.
  - \_\_\_ Observe and assist any staff whom exhibits signs of stress or fatigue. Report concerns to Psychological Support Leader.
  - \_\_\_ Provide for staff rest periods and relief.
  - \_\_\_ Other concerns: