

COMMUNITY OPERATIONS CHIEF

Position Assigned To: _____

You Report To: _____ (Incident Commander)

Operations Command Center: _____ Telephone: _____

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

Immediate:

- Receive appointment from Incident Commander. Obtain packet containing sections Task Sheets.
- Read entire Task Sheet and review organizational chart.
- Put on identification.
- Obtain briefing from Incident Commander.
- Appoint directors for Human Services, 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 Center in proximity with ROC. May be co-located with Facility Operations Section Center.
- Meet with Medical Officer, Facility Operations Chief and Information Leader to plan and project community patient needs.
- Request admin support as required from Labour Pool Leader.
- Notify Executive Assistant with any changes to personnel within your section.

Intermediate:

- Designate times for briefings and updates with all Community Operations Section Directors to develop/update section action plan.
- Ensure Human Services, Public Health, Home Care, and Mental Health Services Subsections are adequately staffed and supplied.
- Brief the Incident Commander routinely on the status of the Community Operations Section.

Extended:

- Document all actions and decisions.
- Assure that all communications are copied to the PIO/Communications Leader.
- Observe all staff, volunteers and clients for signs of stress and inappropriate behavior. Report any concerns to the Psychological Support Leader. Provide for staff rest periods and relief.
- Other concerns: _____

PUBLIC HEALTH DIRECTOR - IMMUNIZATION

Position Assigned To: _____

You Report To: _____ (Community Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Dependant on the incident type and scale this may be a shared position. To oversee immunizations for staff and at-risk public and provide follow up interventions as required. 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.
- According to incident type brief staff as appropriate; develop action plan.
- Obtain an overview of local incident and regional impact. Consider logistics requirements and staffing requirements.
- Evaluate ability to maintain normal operations as well as those pertaining to the event.
- Obtain the assistance of Infection Control Practitioner(s) as required.
- Gather needed supplies and staff according to plan and incident type.

Intermediate:

- In consultation with Materials Management Leader, ensure the availability of additional or specialized equipment / supplies that may be required.
- 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.
- Observe all staff, clients and volunteers for signs of stress and fatigue. Report any concerns to Psychological Support Leader. Make provisions for staff rest periods and relief.
- Other concerns: _____

PUBLIC HEALTH DIRECTOR- COMMUNICABLE DISEASES

Position Assigned To: _____

You Report To: _____ (Community Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Dependant on the incident type and scale this may be a shared position. To oversee implementation and adherence to infection control guidelines and standard practices both in the immediate incident area and across the region. 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.
- According to incident type brief staff as appropriate; develop action plan.
- Obtain an overview of local incident and regional impact. Consider logistics requirements and staffing requirements.
- Evaluate ability to maintain normal operations as well as those pertaining to the event.
- Obtain the assistance of Infection Control Practitioner(s) as required.
- Provide regular updates to Medical Officer of Health.
- Gather needed supplies and staff according to plan and incident type.

Intermediate:

- Monitor the adherence of all infection control protocols and practices.
- Continue to evaluate ability to maintain normal operations as well as those pertaining to the event.
- Dependant on situation advise staff of additional infection control procedures that might be required.
- Determine needs for a quarantine area(s) in consultation with Medical Officer of Health.
- Coordinate the establishment of quarantine area(s) with assistance of Operations Chiefs, Medical Officer, Safety & Security Officer and Incident Commander.
- In consultation with Materials Management Leader, ensure the availability of additional or specialized equipment / supplies that may be required.

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.
- Observe all staff, clients and volunteers for signs of stress and fatigue. Report any concerns to Psychological Support Leader. Make provisions for staff rest periods and relief.
- Other concerns: _____

HOME CARE DIRECTOR - North

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 the immediate incident area 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 and clients. Develop action plan.
- Assist local Case Coordinators with any additional requests for new care needs as a result of early discharges from health care facilities.
- Evaluate ability to maintain normal operations as well as those pertaining to the event.
- Ensure maintenance of care for clients already receiving care.
- Coordinate the tracking of the disposition of clients between the Patient Tracking Officer and Client Care Coordinators.
- In conjunction with the Transportation Leader arrange for any special transportation requirements for clients or staff that exceed local resources.

Intermediate:

- Monitor and evaluate staffing levels to ensure adequate staffing in community and facilities.
- Monitor and evaluate supply levels. Liaison with Materials Management Leader to ensure adequate supplies for Home Care Program.
- Continue to evaluate ability to maintain normal operations as well as those pertaining to the event.
- Keep Community Operations Chief apprised of status of Home Care program.

Extended:

- If event is prolonged, provide direction to Case Coordinators on possible alternatives for providing care to clients e.g. prioritization of services provided, families to assume a larger role in client care at home.
- Consider regional shortfalls in medication, home based oxygen or other supplies. Consult with Materials Management Leader to determine best course of action.
- Monitor all staff, volunteers, clients and their dependants for signs of stress and fatigue. Report concerns to Psychological Support Officer if local support is not available.
- Other concerns: _____

HOME CARE DIRECTOR - South

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 the immediate incident area 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 and clients. Develop action plan.
- Assist local Case Coordinators with any additional requests for new care needs as a result of early discharges from health care facilities.
- Evaluate ability to maintain normal operations as well as those pertaining to the event.
- Ensure maintenance of care for clients already receiving care.
- Coordinate the tracking of the disposition of clients between the Patient Tracking Officer and Client Care Coordinators.
- In conjunction with the Transportation Leader arrange for any special transportation requirements for clients or staff that exceed local resources.

Intermediate:

- Monitor and evaluate staffing levels to ensure adequate staffing in community and facilities.
- Monitor and evaluate supply levels. Liaison with Materials Management Leader to ensure adequate supply levels for Home Care Program.
- Continue to evaluate ability to maintain normal operations as well as those pertaining to the event.
- Keep Community Operations Chief apprised of status of Home Care program.

Extended:

- If event is prolonged, provide direction to Case Coordinators on possible alternatives for providing care to clients e.g. prioritization of services provided, families to assume a larger role in client care at home.
- Consider regional shortfalls in medication, home based oxygen or other supplies. Consult with Materials Management Leader to determine best course of action.
- Monitor all staff, volunteers, clients and their dependants for signs of stress and fatigue. Report concerns to Psychological Support Officer if local support is not available.
- Other concerns: _____

MENTAL HEALTH SERVICES DIRECTOR

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 Psychological Support and Dependant Care Leaders. Distribute corresponding Task Sheets and identification.
- Read Task Sheet and review the organizational chart.
- Put on position identification vest.
- Obtain briefing from Community Operations Chief with other section personnel and assist with the development of the Community Operations action plan.
- Conduct additional briefings with subsection leaders as required to outline action plan.
- Designate time for next subsection briefing.
- 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:

- Assist Psychological Support Leader in securing 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.
- Assist in the debriefing of staff, volunteers and patients on an as needed basis.

Extended:

- Consolidate gathered information to establish further mental health treatment requirements.
- Obtain assistance from MB Health or other agencies via request through Community Operations Chief, and Liaison Officer.
- Provide for follow up mental health treatment and assessment, post incident.
- Observe all personnel for signs of stress and fatigue. Report concerns to Psychological Support Leader.
- Report community related concerns to Community Operations Chief.
- Other concerns: _____

PSYCHOLOGICAL SUPPORT LEADER

Position Assigned To: _____

You Report To: _____ (Mental Health Services Director)

Operations Command Post: _____ Telephone: _____

Mission: Assure the provision of psychological, spiritual and emotional support to all staff, dependants. Initiate and organize the Critical Incident Stress Debriefing Process.

Immediate:

- Receive appointment from Human Services Director.
- Read Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Community Operations Chief.
- Attend additional subsection briefings to assist in development of a subsection action plan.
- Designate a secluded debriefing area where individual and group intervention may take place in the ROC. Coordinate with Staff Support/Dependant Care Leader.
- Act as a resource person for facilities and/or programs requesting psychological, emotional or spiritual support.
- As requested, arrange or assist with arrangements for Critical Incident Stress Defusing.

Intermediate:

- Support the psychological /emotional needs of staff and dependants in the ROC.
- Access additional staff; e.g. clergy, other mental health professionals, etc to assist as required in the ROC and Facilities / Programs.
- Meet regularly with other members of the Mental Health Subsection.
- Assist the Staff Support/Dependant Care Leader in establishment of staff information/status board.
- As requested, arrange or assist with arrangements for Critical Incident Stress Debriefing.

Extended:

- Observe all staff for signs of stress and fatigue. Arrange for frequent, mandatory rest periods and debriefing sessions as required.
- Schedule and post the dates and times for critical incident stress debriefing sessions during and after the immediate disaster period.
- Document all actions, decisions and interventions.
- Other concerns: _____

STAFF SUPPORT LEADER

Position Assigned To: _____

You Report To: _____ (Mental Health Services Director)

Operations Command Center: _____ Telephone: _____

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

Immediate:

- Receive assignment from Human Services Director.
- Read Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Community Operations Chief.
- Attend additional subsection briefings to assist in development of subsection action plan.
- Anticipate staff needs as they might relate to the specific disaster.

Intermediate:

- Provide calm, relaxing, rest and nutritional area for ROC staff.
- Provide for sleeping arrangements as required for the ROC staff.
- Contact Nutrition Leader for assistance in meal provisions.
- In consultation with PIO/ Communications Officer, establish a Regional Status Board to keep all staff apprised of the current situation. Obtain the assistance of the Information Leader and Mental Health subsection.
- As required, establish a Dependant Care Area separate from the ROC.
- 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.
- Act as a resource to assist Facilities/Programs in establishing Dependant Care Areas throughout the region.

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 ROC staff in dealing with any personal concerns.
- Report routinely to the Mental Health Director.
- Document all actions, decisions and interventions.
- Other concerns: _____