

FACILITY OPERATIONS CHIEF

Position Assigned To: _____

You Report To: _____ (Incident Commander)

Operations Command Center: _____ Telephone: _____

Mission: Organize and direct aspects relating to the Operations Section. Carry out directives of the Incident Commander. Coordinate and supervise the Facility Operations, EMS and Diagnostics Services Subsections.

Immediate:

- Receive appointment from Incident Commander. Obtain packet containing Section's Task Sheets.
- Read entire Task Sheet and review organizational chart.
- Put on identification.
- Obtain briefing from Incident Commander.
- Activate Directors for Diagnostics, EMS and North/South Facility Care, who will oversee operations within the facilities; and transfer the corresponding Task Sheets.
- Brief all Facility Operations Section Directors on current situation and develop the section's initial action plan.
- Designate time for next briefing.
- Establish the Facility Operations Section Center in proximity to the ROC.
- Meet with the Medical Officer, Community Operations Chief and Information Leader to plan and project for patient care 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 Operations Section directors to modify section action plan.
- Ensure that the Diagnostics, EMS and Area Facilities are adequately staffed and supplied.
- Brief the Incident Commander routinely on the status of the Facility Operations Section.

Extended:

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

DIAGNOSTICS DIRECTOR

Position Assigned To: _____

You Report To: _____ (Facility Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Maintain laboratory, radiology and 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 Directors.
- Inventory available blood supply within the region and determine what additional needs there may be.
- Report this information to Facility Operations Chief and Information Leader.
- Evaluate the sections' capacity to perform Hematology, Chemistry, and Blood Bank Services. Ascertain the approximate turn around time for study results.
- Evaluate the sections' capacity to perform x-ray and other diagnostic procedures. Considerations include the number of operational x-ray suites, and ability to send patients for CT or MRI as appropriate.

Intermediate:

- Contact Materials Management Leader in anticipation of needed supplies.
- Prepare for the possibility of requesting additional blood products from Westman Regional Lab.
- Send personnel to applicable locations if additional staff are required. Send unassigned staff to Labour Pool.
- Communicate with Patient Tracking Officer to ensure accurate routing of test results.

Extended:

- Provide for routine meetings with Facility Operations Chief and Facility Care Directors.
- Review and approve the documented recordings of actions/decisions in the Lab and X-ray Services area.
- Observe and assist any staff who exhibit signs of stress and fatigue. Report concerns to Psychological Support Leader. Provide for staff rest periods and relief.
- Other concerns. _____

EMS DIRECTOR

Position Assigned To: _____

You Report To: _____ (Facility Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Organize and direct all aspects of EMS operations. Ensure adequate ambulance coverage within all districts of the region while supporting the incident demands as they arise, with assistance of the Transportation Leader.

Immediate:

- Receive appointment from IC. You report through the Facility Operations Chief.
- Read your Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Facility Operations Chief along with other Section Directors.
- Brief the Transportation Leader, your District Coordinators and On-call Supervisor as to the nature of the incident. Have them relay any special consideration to all EMS personnel.
- Designate lines of communication for EMS / IFT dispatch. e.g. (SITE - IFT / OCS – DIR) or (SITE - Incident dispatch – DIR)
- Inventory available ambulances and EMS personnel within the region to determine what your staffing ability is.
- Obtain communications status report and forward to Information Leader the status of all Fleet Net, pager and cellular communication services as applicable to EMS operations.
- Coordinate ambulance operations within the incident zone with the Transportation Leader to provide EMS personnel with current and accurate information regarding the status and disposition of vehicle and health facility operations.

Intermediate:

- Report any EMS / Transportation related incidents to the Facility Operations Chief.
- Provide staffing for the duration of the incident.
- Keep all EMS personnel informed of the exact situation, noting any changes or special precautions.
- Provide the Transportation Leader with any changes to vehicle location or status as affected by operational requirements.

Extended:

- Maintain adequate records for all patient transports. Indicate which Transports are incident related and which are normal operations.
- Maintain EMS coverage in all districts of the RHA.
- Provide for staff rest and relief periods.
- Direct unassigned staff to the labour pool.
- Observe and assist any staff whom exhibits signs of stress or fatigue. Report concerns to Psychological Support Leader.
- Other concerns: _____

TRANSPORTATION LEADER

Position Assigned To: _____

You Report To: _____ (EMS Director)

Operations Command Center: _____ Telephone: _____

Mission: Organize and coordinate the transportation of all casualties, ambulatory and non-ambulatory. Arrange for the transportation of human resources and/or clients as required.

Immediate:

- Receive appointment from EMS Director.
- Read entire Task Sheet and review the organizational chart.
- Put on identification.
- Receive briefing from EMS Director.
- Assess transportation requirements and needs of clients, and personnel; 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 Area Managers.
- Determine the location of ambulances, handi-vans, 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 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.
- Direct unassigned personnel to labour pool.
- In conjunction with EMS Director assist in maintenance of EMS coverage for the region.
- 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: _____

FACILITY CARE DIRECTOR – North

Position Assigned To: _____

You Report To: _____ (Facility Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Organize and direct the overall delivery of medical care in all facilities under your supervision.

Immediate:

- Receive appointment from Facility Operations Chief and receive the Task Sheets for the Area Managers in your jurisdiction.
- Read entire Task Sheet and review organizational chart.
- Put on position identification.
- Meet with Facility Operations Chief and other Facility Section Directors for briefing and initial action plan.
- Assist in establishing an Operations Section Center in proximity to the ROC.
- Meet with Area Managers to discuss medical care needs and physician staffing in all patient care areas.
- Confer with the Facility Operations Chief, Community Operations Chief, Medical Officer and Information Leader to identify medical and nursing staff requirements.
- Identify materials/supplies required and relay to Logistics Section.
- Request Medical Officer to provide medical staff support to assist with patient priority assessment to designate those eligible for early discharge.

Intermediate:

- Meet regularly with Area Managers to assess patient care concerns for both current and future projections.
- Brief Facility Operations Chief routinely on the status/quality of medical care.

Extended:

- Document all actions and decisions.
- Observe all staff, volunteers and clients for signs of stress and inappropriate behavior. Report concerns to Psychological Support Leader. Provide for staff rest periods and relief.
- Other concerns: _____

AREA MANAGER - _____, _____, _____

Position Assigned To: _____

You Report To: _____ (North/South Facility Care Director)

Operations Command Center: _____ Telephone: _____

Mission: Responsible for the overall leadership and management of facility, clinical and support services for a defined geographical area. Facilitate proactive planning and management of efficient and effective use of human, fiscal and physical resources to reflect the operational needs requirements of the event for all sites within the applicable districts. Reports on facility actions or needs to either the North/South Care Director in the ROC. Send direction or instruction to facilities within the district as applicable from the ROC.

Immediate:

- Receive appointment from North/South Facility Care Director and Task Sheet.
- Read entire Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Facility Care Director and develop initial action plan with Facility Care Director and other Area Managers.
- Obtain patient census from all facilities and relay to Patient Tracking Officer.
- Contact your district facilities directly affected by event for situation update. Establish list of required resources and patient care needs to maintain operations through the immediate stages of the event (Infrastructure Status Report, material/medical supplies, pharmacy, staffing). Relay status reports to applicable Logistics Leaders.
- Establish implementation of ARHA Disaster & Emergency Plan at the facility level, if this has not been already implemented.
- Brief Coordinators as to scope of the event and establish a schedule for routine updates from each facility. Start with those sites most greatly affected by the event.
- Meet with Facility Care Director and other Area Managers to discuss any changes to or potential disruption of any acute care services.
- Receive, coordinate and forward requests for personnel and supplies to Labour Pool Leader, North/South Facility Care Director and Materials Management Leader as appropriate.

Intermediate:

- Contact the Safety & Security Officer for any security needs. Advise the North/South Facility Care Director of any actions/requests.
- Report equipment needs to Materials Management Leader.
- Assess housekeeping, maintenance, laundry, and dietary needs for all facilities. Develop an action plan to deal with the loss of any of these services as required.
- Request information on status of utility services in all facilities and relay to Infrastructure Leader. Develop an action plan to deal with the indefinite loss of utilities within a site or sites.
- Provide regular updates of Patient Census to Patient Tracking Officer.

Extended:

- Report frequently and routinely to the North/South Facility Care Director to keep apprised of the situation.
- Observe and assist any staff that exhibit signs of stress and fatigue. Report any concerns to Psychological Support Leader. Provide for staff rest periods and relief.
- Document all actions/decisions with a copy sent to Facility Care Director.
- Other concerns: _____

FACILITY CARE DIRECTOR – South

Position Assigned To: _____

You Report To: _____ (Facility Operations Chief)

Operations Command Center: _____ Telephone: _____

Mission: Organize and direct the overall delivery of medical care in all facilities under your supervision.

Immediate:

- Receive appointment from Facility Operations Chief and receive the Task Sheets for the Area Managers in your jurisdiction.
- Read entire Task Sheet and review organizational chart.
- Put on position identification.
- Meet with Facility Operations Chief and other Facility Section Directors for briefing and initial action plan.
- Assist in establishing an Operations Section Center in proximity to the ROC.
- Meet with Area Managers to discuss medical care needs and physician staffing in all patient care areas.
- Confer with the Facility Operations Chief, Community Operations Chief, Medical Officer and Information Leader to identify medical and nursing staff requirements.
- Identify materials/supplies required and request from Logistics Section.
- Request Medical Officer to provide medical staff support to assist with patient priority assessment to designate those eligible for early discharge.

Intermediate:

- Meet regularly with Area Managers to assess patient care concerns for both current and future projections.
- Brief Facility Operations Chief routinely on the status/quality of medical care.

Extended:

- Document all actions and decisions.
- Observe all staff, volunteers and clients for signs of stress and inappropriate behavior. Report concerns to Psychological Support Leader. Provide for staff rest periods and relief.
- Other concerns: _____

AREA MANAGER - _____, _____, _____

Position Assigned To: _____

You Report To: _____ (North/South Facility Care Director)

Operations Command Center: _____ Telephone: _____

Mission: Responsible for the overall leadership and management of facility, clinical and support services for a defined geographical area. Facilitate proactive planning and management of efficient and effective use of human, fiscal and physical resources to reflect the operational needs requirements of the event for all sites within the applicable districts. Reports on facility actions or needs to either the North/South Care Director in the ROC. Send direction or instruction to facilities within the district as applicable from the ROC.

Immediate:

- Receive appointment from North/South Facility Care Director and Task Sheet.
- Read entire Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Facility Care Director and develop initial action plan with Facility Care Director and other Area Managers.
- Obtain patient census from all facilities and relay to Patient Tracking Officer.
- Contact your district facilities directly affected by event for situation update. Establish list of required resources and patient care needs to maintain operations through the immediate stages of the event (Infrastructure Status Report, material/medical supplies, pharmacy, staffing). Relay status reports to applicable Logistics Leaders.
- Establish implementation of ARHA Disaster & Emergency Plan at the facility level, if this has not been already implemented.
- Brief Coordinators as to scope of the event and establish a schedule for routine updates from each facility. Start with those sites most greatly affected by the event.
- Meet with Facility Care Director and other Area Managers to discuss any changes to or potential disruption of any acute care services.
- Receive, coordinate and forward requests for personnel and supplies to Labour Pool Leader, North/South Facility Care Director and Materials Management Leader as appropriate.

Intermediate:

- Contact the Safety & Security Officer for any security needs. Advise the North/South Facility Care Director of any actions/requests.
- Report equipment needs to Materials Management Leader.
- Assess housekeeping, maintenance, laundry, and dietary needs for all facilities. Develop an action plan to deal with the loss of any of these services as required.
- Request information on status of utility services in all facilities and relay to Infrastructure Leader. Develop an action plan to deal with the indefinite loss of utilities within a site or sites.
- Provide regular updates of Patient Census to Patient Tracking Officer.

Extended:

- Report frequently and routinely to the North/South Facility Care Director to keep apprised of the situation.
- Observe and assist any staff that exhibit signs of stress and fatigue. Report any concerns to Psychological Support Leader. Provide for staff rest periods and relief.
- Document all actions/decisions with a copy sent to Facility Care Director.
- Other concerns: _____