

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 Facilities, 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 Regional Operations Center (ROC) as required.
- Meet with the Medical Officer, Community Operations Chief and Planning Director to plan and project for client care needs.
- Request admin support as required from Labour Pool Director.
- 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, Pharmacy, Infection Control and Facilities are adequately staffed and supplied as required.
- 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 and Planning Director.
- 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 Planning/HR Chief.
- 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.
- Communicate with Information Management Officer to ensure accurate routing of test results.

Extended:

- Provide for routine meetings with Facility Operations Chief and Area Managers.
- 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.
- Liaise with MTCC to coordinate and special instructions or event related requirements that may impact routine operations.
- Inventory available ambulances and EMS personnel within the region to determine what your staffing ability is.
- Obtain communications status report and forward to Information Technology 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 OCS & all District Coordinators informed of the exact situation, noting any changes or special precautions.
- With the Transportation Leader, develop an EMS Action Plan to provide continuity of regular services as well as to handle event assignments or requests for service as required by the Facility Operations Chief.

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.
- 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 Director 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 the EMS Director to develop an Action Plan to meet 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.
- Assist to identify staff and EMS units that could be made available on short notice to respond event specific incidents while maintaining coverage in EMS Districts.

Extended:

- Maintain transportation assignment record.
- Maintain accurate tracking of all EMS and regional vehicle resources.
- 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: _____

PHARMACY/IC FACILITY 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 and specific departments 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 Regional Operations Center (ROC) as required.
- Identify and activate Pharmacy and Infection Control Leaders as required.
- Meet with Area Managers and Section Leaders to assess medical care needs & physician staffing; to obtain Facility Status reports & develop site action plans.
- Confer with the Facility Operations Chief, Medical Officer and Planning/HR Chief to identify & coordinate medical and nursing staff requirements.
- Report Infection Control or Pharmacy related concerns to Facility Operations Chief.
- 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 and Section Leaders to receive status reports and implement action plans as required.
- Brief Facility Operations Chief routinely on the status/quality of medical care and site specific concerns.

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: _____ (Facility 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 Facility Director in the Regional Operations Center (ROC). Send direction or instruction to facilities within the district as applicable from the ROC.

Immediate:

- Receive appointment from Facility Director and Task Sheet.
- Read entire Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Facility Director and develop initial action plan with Facility Director and other Area Managers.
- Obtain patient census from all facilities and relay to Information Management 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 (Facility Status Report). Relay status reports to the Logistics Chief.
- Establish implementation of Facility ICS at the facility level, if this has not been already implemented.
- Brief Facility/Client 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 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 Director, North/South Facility Director, Logistics Chief, and Disaster Management Officer as appropriate.

Intermediate:

- Contact the Safety & Security Officer for any security needs. Advise the Facilities Director of any actions/requests.
- Report equipment needs to Logistics Chief.
- 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 Information Management Officer.

Extended:

- Report frequently and routinely to the Facilities 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 Facilities Director.
- Other concerns: _____

FACILITIES 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 Regional Operations Center (ROC) if required.
- Meet with Area Managers to discuss medical care needs and physician staffing; to obtain Facility Status reports & develop site action plans.
- Confer with the Facility Operations Chief, Medical Officer and Planning/HR Chief to identify & coordinate 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 and Section Leaders to receive status reports and implement action plans as required.
- Brief Facility Operations Chief routinely on the status/quality of medical care and site specific concerns.

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 Facility Director in the Regional Operations Center (ROC). Send direction or instruction to facilities within the district as applicable from the ROC.

Immediate:

- Receive appointment from Facility Director and Task Sheet.
- Read entire Task Sheet and review the organizational chart.
- Put on position identification.
- Receive briefing from Facility Director and develop initial action plan with Facility Director and other Area Managers.
- Obtain patient census from all facilities and relay to Information Management 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 (Facility Status Report). Relay status reports to the Logistics Chief.
- Establish implementation of Facility ICS at the facility level, if this has not been already implemented.
- Brief Facility/Client 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 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 Director, North/South Facility Director, Logistics Chief, and Disaster Management Officer as appropriate.

Intermediate:

- Contact the Safety & Security Officer for any security needs. Advise the Facilities Director of any actions/requests.
- Report equipment needs to Logistics Chief.
- 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 Information Management Officer.

Extended:

- Report frequently and routinely to the Facilities 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 Facilities Director.
- Other concerns: _____

PHARMACY SUPPLY LEADER

Position Assigned To: _____

You Report To: _____ (Pharmacy/IC Director)

Logistics Command Center: _____ Telephone: _____

Mission: Ensure the availability of pharmaceutical and pharmacy services.

Immediate:

- Receive appointment from Pharmacy/IC Director.
- Read Task Sheet and the review the organizational chart.
- Put on position identification.
- Receive briefing from Pharmacy/IC Director and develop an action plan.
- Inventory most commonly utilized pharmaceutical items and provide for the continual update of this inventory.
- Obtain inventory, as possible, from Area Managers.
- Assign pharmacists to receive and dispense requests from facilities as appropriate.
- Identify and communicate a list of inventories that might be transferred upon request to another facility. Provide list to the Pharmacy/IC Director.

Intermediate:

- Contact key suppliers to determine anticipated interruptions in service.
- Communicate with Pharmacy/IC Director to assure a smooth method of requisitioning and delivery of pharmaceutical inventories within the region.

Extended:

- Provide for routine meetings with Pharmacy/IC Director.
- Review and approve the documented recordings of actions/decisions in the Pharmacy Service Area; forward copy to Pharmacy/IC Director.
- Observe and assist any staff that exhibit signs of stress and fatigue. Report concerns to Pharmacy/IC Director. Provide for staff rest periods and relief.
- Other concerns: _____

INFECTION CONTROL LEADER

Position Assigned To: _____

You Report To: _____ (Pharmacy/IC Director)

Logistics Command Center: _____ Telephone: _____

Mission: Provide for the continuity of Infection Control resource management for the duration of the event. Identify event specific infection control related risks or concerns.

Immediate:

- Receive appointment from Pharmacy/IC Director.
- Read Task Sheet and the review the organizational chart.
- Put on position identification.
- Receive briefing from Pharmacy/IC Director and develop an action plan.
- Identify event specific infection control risks or concerns and report to Pharmacy/IC Director as relevant.
- Continue to maintain routine infection control practices.
- Develop or implement pre-existing plans for reporting infection control risks so that all staff are aware and can follow the required practices.
- Request staff resources as required to conduct infection control operations.

Intermediate:

- Monitor infection control situation as relevant to the event and report any new or previously unidentified infection control concerns to Pharmacy/IC Director.
- Request resources to manage events as required.
- Provide follow-up for any infection control events to investigate impact at the site and in relation to the event.
- Assign personnel as required to follow-up or investigate non-event related outbreaks or occurrences.

Extended:

- Provide for routine meetings with Pharmacy/IC Director.
- Review and approve the documented recordings of actions/decisions in the Infection Control area; forward copy to Pharmacy/IC Director.
- Observe and assist any staff that exhibit signs of stress and fatigue. Report concerns to Pharmacy/IC Director. Provide for staff rest periods and relief.
- Other concerns: _____