



COMMUNICATION HARDWARE UNIT LEADER

Mission: Organize and coordinate internal and external communications connectivity. Supervise communication personnel.

| | | | | |
|--|--------|------------|-----------------------|--------------|
| Date: | Start: | End: | Position Assigned to: | Initial: |
| Positions Reports to: Services Branch Director - Signature: _____ | | | | |
| Nursing Home Command Center (NHCC) Location: _____ | | | | |
| Phone: _____ | | Fax: _____ | | Email: _____ |
| Radio Title: _____ | | | | |

| IMMEDIATE (Operational Period 0-2 Hours) | Time | Initial |
|--|------|---------|
| Receive appointment from Service Branch Director. | | |
| Read this entire Job Action Sheet. Put on position identification (i.e. vest, cap, etc.). | | |
| Notify your usual supervisor of your NHICS assignment. | | |
| Obtain a briefing from Service Branch Director. | | |
| Set up and maintain communication equipment and provide ongoing support for the facility's Incident Command Center location. | | |
| Inventory and assess all available on-hand radios and report to the Service Branch Director or Logistics Section Chief: <ul style="list-style-type: none"> • Determine radio channels for response and make radio assignments • Distribute two-way radios to pre-designated locations • Prepare radio checks from personnel that are assigned portable communication equipment • Provide training in radio operation and etiquette to appropriate facility staff as needed | | |
| Inventory and assess status of other on-site communications equipment, including two-way pagers, satellite phones, public address systems, data message boards and report to the Service Branch Director or Logistics Section Chief. Initiate repairs per the standard operating procedures. | | |
| Evaluate status of internal and external telephone/fax systems and report to Service Branch. | | |

| IMMEDIATE (Operational Period 0-2 Hours) | Time | Initial |
|--|-------------|----------------|
| Activate recorded emergency message on facility phone if indicated, informing callers of alternative number or website to check for status info. | | |
| Request the response of assigned amateur radio personnel to the facility, if indicated. | | |

| ON-GOING | Time | Initial |
|---|-------------|----------------|
| Expand communication network capability and equipment as required to meet the needs of the nursing home response. | | |
| Ensure communication equipment maintains proper functioning. | | |
| If primary communications systems fail, establish mechanism to alert Resident Services Branch Director and Safety Officer to respond to internal resident and/or physical emergencies (e.g., cardiac arrest, fire, etc.). | | |
| Develop and submit an action plan to the Service Branch Director when requested. | | |
| Receive and archive all documentation related to internal and external facility communication systems. | | |
| Advise Service Branch Director immediately of any operational issue you are not able to correct or resolve. | | |
| Document all key activities, actions, and decisions. | | |
| Observe all staff, volunteers, and residents for signs of stress and inappropriate behavior. Report concerns to Staffing/Scheduling. Provide for staff rest periods and relief. | | |
| Report unexpected problems and unresolved issues immediately. | | |

| DOCUMENTS/TOOLS |
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| <ul style="list-style-type: none"> NHICS Form 207: Incident Management Team Chart NHICS Form 213: Incident Message Form |

Nursing Home Incident Command System (NHICS) Job Action Sheets have been adapted from the Hospital Incident Command System by the American Health Care Association (AHCA) Disaster Preparedness Committee