



### SERVICE BRANCH DIRECTOR

**Mission:** Organize and manage the services required to maintain the nursing home’s communication system and information technology/systems. Ensure critical business functions are maintained or restored as quickly as possible. Participate in developing facility’s Incident Action Plan.

Date:	Start:	End:	Position Assigned to:	Initial:
Positions Reports to: <b>Logistics Section Chief</b> - Signature: _____				
Nursing Home Command Center (NHCC) Location: _____				
Phone: _____		Fax: _____		Email: _____
Radio Title: _____				

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Receive appointment from Logistics Section Chief. Obtain Branch’s Job Action Sheets and position identification garments.		
Read this entire Job Action Sheet. Put on position identification (e.g. vest, cap, etc.).		
Notify your usual supervisor of your NHICS assignment.		
Obtain a briefing from Logistics Section Chief.		
Assess need for Unit Leaders within this Branch: <ul style="list-style-type: none"> <li>• Communication Hardware</li> <li>• IT/IS Unit</li> </ul>		
Distribute the Job Action Sheets associated with the units as well as the position identification garments. If a Unit Leader is not assigned, Service Branch Director keeps the Job Action Sheets from that unit and assumes all functions.		
Meet with Unit Leaders and brief them on the incident: <ul style="list-style-type: none"> <li>• Discuss/document the groups’ objectives for the next operational period</li> <li>• Develop initial projection/status report</li> <li>• Review the Service Branch chain of command</li> <li>• Set time and location for next meeting</li> <li>• Communicate how personnel time is to be recorded</li> <li>• Communicate how equipment, supplies, and personnel are to be ordered</li> </ul>		

<b>IMMEDIATE (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Evaluate Service Branch capacity to: <ul style="list-style-type: none"> <li>• Meet needs for critical communication resources and support</li> <li>• Meet recovery objectives for all impacted business functions</li> <li>• Acquire access to all essential business records (residents records, purchasing contracts, billing and insurance data)</li> <li>• Support recovery and relocation of critical data to alternative location</li> </ul>		
Ensure that all key activities, actions, and decisions are documented on a continual basis (see NHICS Form 201).		
Meet regularly with the Logistics Section Chief to discuss status, plan of action, critical issues and staffing in Service Branch.		
Instruct Unit Leaders to: <ul style="list-style-type: none"> <li>• Immediately set-up the communications and IT systems at the facility's Incident Command Center location to ensure connectivity</li> <li>• Evaluate on-hand communications equipment required for response and project need for repair and expanded inventory</li> <li>• Assess and evaluate IT/IS capability, and determine need for repair or expansion of service and support</li> <li>• Inventory and assessment of communications equipment and project need for repair and expanded inventory</li> <li>• Report inventories and needs to Logistics Section's Support Branch Supply Unit Leader</li> </ul>		
Assess problems and needs in each Service Branch area; coordinate resource management.		

<b>ON-GOING</b>	<b>Time</b>	<b>Initial</b>
Continue to implement the Logistics Section action plan items as related to service (i.e. Communication/hardware and IT/IS).		
Meet regularly with the Logistics Section Chief and others as needed to update status of the response and relay important information to Branch staff.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Section Chief or Staffing Scheduling Unit Leader. Provide staff rest periods.		
Report unexpected problems and unresolved issues immediately.		
Ensure that the Branch is adequately staffed and supplied.		
Coordinate the use of external resources to assist with service delivery and utilize staging areas as designated in the Logistics Incident Action plan.		
Ensure Unit Leaders coordinate with Finance/Administration Section and Planning to provide information services and equipment as needed for business continuity and NHCC operation.		

Continue to monitor Service Branch staff's ability to meet workload demands, staff health and safety, resource needs, and documentation practices.		
Continue to conduct regular situation briefings with Section Chief and Unit Leaders.		
Continue to document key actions and decisions on an Operational Log (see NHICS Form 201) and key communications on an Incident Message Form (see NHICS Form 213).		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to human resources. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

**DOCUMENTS/TOOLS**

- Incident Action Plan
- NHICS Form 201: Incident Briefing Form
- NHICS Form 213: Incident Message Form
- Facility emergency operations plan
- Facility organizational chart
- Facility telephone directory
- Radio/satellite phone
- Facility maps and ancillary services schematics
- Vendor support and repair directory

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