



SUPPORT BRANCH DIRECTOR

Mission: Organize and maintain the facility's supplies, equipment, transportation, and labor pool in support of resident care and services. Ensure the provision of support services to staff and dependents in accordance with facility policy.

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

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Logistics Section Chief. Obtain packet containing Support Branch Job Action Sheets.		
Read this entire Job Action Sheet and review Incident Management Team Chart (see NHICS Form 207). Put on position identification (e.g. vest, cap, etc.).		
Notify your usual supervisor of your NHICS assignment.		
Determine the need to appoint Unit Leaders within this Branch: <ul style="list-style-type: none"> • Supply • Staffing/Scheduling • Transportation If appointed, corresponding Job Action Sheets associated with the units and position identification garments. If the position is needed but not assigned, the Branch Director keeps that Job Action Sheet and assumes that function.		
Brief Unit Leaders on current situation, incident objectives and response strategy. Outline the Unit action plan and designate time for next briefing.		
If alternative staff time tracking method is utilized, distribute the Time Sheet (see NHICS Form 252) to personnel and ensure time is recorded appropriately. Submit Time Sheet to Logistics Section Chief at the end of shift or operational period as determined.		
Maintain communications with the Logistics Section Chief and Support Branch Unit Leaders to identify critical issues and resource needs.		

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Document all key activities, actions, and decisions in an operational log (see NHICS Form 201).		
Document all key communications (internal and external) on an Incident Message Form (see NHICS Form 213). Provide a copy of the Incident Message Form to the Planning Section.		
Ensure Branch personnel comply with safety policies and procedures.		
<p>In collaboration with the Infrastructure and Service Branch Chiefs, conduct an assessment of the facility's resource status and needs as follows:</p> <ul style="list-style-type: none"> • Work with Staffing/Schedule Unit leader to inventory the number and classify staff presently available (see NHICs Forms 252 and 253) • Work with Staffing/Schedule Unit and/or Psychosocial Unit Leaders to determine number of non-staff (e.g. staff dependents, visitors) requiring shelter in the facility Determine type of supply needs and project duration of need for these individuals • Work with Supply Unit Leader to determine on-hand inventory of general equipment and supplies needed for the next 7 days, based on the type of event • Work with Transportation Unit Leader to assess transportation requirements and needs for residents, personnel, and materials • Work with the Infrastructure Branch Director to learn what supplies/services may need to be ordered. Determine on hand inventory of the critical supplies based on the type of event 		
Report on-hand and projected supply and equipment needs to the Logistics Section Chief at briefings or upon request.		
Determine location, reason, and time/resource estimates for necessary repair of any system that is not fully operational for communication to the Infrastructure Branch Director.		
Place emergency orders for the above items, or other critical supplies and equipment as needed. Notify Logistics Section Chief of items ordered in response to or in preparation for an event (see NHICS Form 207).		
Prepare to receive deliveries of additional equipment, supplies, and pharmaceuticals at designated staging area per Logistics action plan.		

ON-GOING	Time	Initial
Continue to implement the Logistics Section action plan items related to support (i.e. staffing, equipment, supplies, transportation and physical plant needs) and report resource needs to Section Chief.		
Meet regularly with the 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.		

ON-GOING	Time	Initial
Ensure that the Branch is adequately staffed and supplied.		
Coordinate 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 Operations Section (Infrastructure Branch) to provide supplies and equipment as needed.		
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).		
Expand dependent-care capacity as situation warrants and resources allow.		
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
<ul style="list-style-type: none"> • Incident Action Plan • NHICS Form 201: Incident Briefing Form • NHICS Form 207: Incident Management Team Chart • NHICS Form 213: Incident Message Form • NHICS Form 252: Section Personnel Time Sheet • NHICS Form 253: Volunteer Staff Registration 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