OPERATIONS SECTION CHIEF

Mission: Develop and implement strategy and operations to carry out the objectives established in the Incident Action Plan (IAP). Oversee the direct implementation of nursing home's resident care and services, and infrastructure operations.

Date: _____	Start: _____	End: _____	Name of Person Assigned to Position: _____		
Phone: _____		Signature: _____		Initial: _____	
NHCC Location: _____			Email: _____		

Immediate Response (0-2 hours)	Time	Initial
Receive appointment • Receive appointment from the Incident Commander • Put on position identification (e.g., vest, cap, etc.) • Read this entire Job Action Sheet • Notify your usual supervisor that you have been assigned to the Incident Management Team (IMT) • Report to the Incident Commander until demobilized		
Assess the operational situation • Obtain information and status from Operations Branch Directors, if assigned • Provide initial information to the Incident Commander on the operational situation including capabilities and limitations		

Activities
• Establish an Operations Section area (preferably in close proximity to IC) to support section briefings, meetings and the updating of assignments
• Participate in briefings and Incident Action Plan preparation/meetings with Incident Commander:
   o Gather and share critical incident and resident status information
   o Discuss section-level objectives, assignments, strategies/tactics, and resources needed.
• Identify projected resident care needs with the Medical Director/Specialist and Resident Services Branch Director.
• Serve as primary contact with the Medical Director/Specialist
• Initiate Activity Log (see NHICS 214). Submit to Planning at end of shift or operational period as determined
• Brief the Incident Commander on facility's internal factors that may impact the decision to evacuate or shelter in place (e.g. Resident acuity, physical plant damage, etc.)		

Immediate Response (0-2 hours)	Time	Initial
Documentation • NHICS 214: Document all key activities, actions, communications, and decisions in a Activity Log on a continual basis • NHICS 251: As appropriate, complete a Facility System Status Report and report the results to the Incident Commander • NHICS 252: Submit Time Sheet to the Finance/Administration Time Unit Leader at end of shift or operational period as determined		
Resources • Maintain communications with Resident Services Branch Director and Logistics Section Chief to ensure the accurate movement and tracking of residents, personnel and resources to appropriate areas • Maintain communications with the Infrastructure Branch Director to ensure repair and cleanup (plant operations)		
Communication • Communicate Branch-level activities and concerns to the Incident Commander		
Safety and Security • Ensure Operations Section personnel comply with safety policies and procedures • Determine if a communicable disease risk exists; implement appropriate response procedures collaborating with the appropriate Medical-Technical Specialist, if activated • Ensure personal protective equipment (PPE) is available and utilized appropriately in coordination with the Safety Officer		

Intermediate Response (2-12 hours)	Time	Initial

• Meet regularly with the Incident Commander; Command Staff, and other Section Chiefs to update them the status of the Operations Section and obtain important info to relay to Resident and Infrastructure Branches
• Implement evacuation procedures at the direction of the Incident Commander and with the assistance of the Resident Services Branch Director and other Section Chiefs
• Ensure the following are being addressed:
   o Section Staff health and safety
   o Resident tracking on appropriate NHICS forms *(see **Documents and Tools**)*
   o Resident care
   o Bed availability
   o Inter-facility transfers (into and from facility)
   o Fatality management *(See NHICS 259: Master Facility Casualty/Fatality Report)*
   o Information sharing with local Emergency Operations Center, local hospitals, public health, and law enforcement in coordination with the Incident Commander and Liaison
• Resident-related resource movement through Staging Area Documentation
• Schedule planning meetings with Branch Directors to update the Section objectives, strategies, tactics and resources
• Coordinate resident care treatment standards and case definitions of infectious diseases with public health officials, as appropriate
• Ensure that the Operations Section is adequately staffed and supplied		

Intermediate Response (2-12 hours)	Time	Initial
• Coordinate personnel, supply, and equipment needs with Logistics, projections and needs with the Planning Section, and financial matters with the Finance/Administration Section		
Documentation • NHICS 214: Continue documentation of key activities, actions, communications, and decisions on a Activity Log • NHICS 251: As appropriate, update the Facility System Status Report and report the results to the Incident Commander • Ensure emergency admission, evacuation and tracking documentation is captured using NHICS resident tracking forms: o 254: Emergency Admit Tracking o 255: Master Resident Evacuation Tracking o 260: Resident Evacuation Tracking • NHICS 259: Document incident victims using the Facility Casualty/Fatality Report		
Resources • Maintain communications with Resident Services Branch Director and Logistics Section Chief to ensure the accurate movement and tracking of residents, personnel and resources to appropriate areas • Maintain communications with the Infrastructure Branch Director to ensure repair and cleanup (plant operations)		
Communication • Continue communicating Branch-level activities and concerns to the Incident Commander		

Extended Response (greater than 12 hours)	Time	Initial
• Continue to monitor Operations Section personnel's ability to meet workload demands, staff health and safety, resource needs and documentation practices • Conduct regular situation briefings with Operations Section Branch Directors ***Resident Care*** • Address the following issues: o Ongoing resident arrivals and discharges o Bed availability o Resident transfers o Resident tracking o Resident health and safety o Mental/Behavioral health for residents, staff, and dependents sheltering at the facility o Fatality management o Staffing needs o Staff prophylaxis o Medications o Medical equipment and supplies o Resident-related resource movement through Staging Area o Linkages with the medical community, area facilities, and other healthcare facilities		

Extended Response (greater than 12 hours)	Time	Initial

Infrastructure
 	
• Assess capacity to deliver:
   o Nutrition/hydration Facility heating and air conditioning
   o Power
   o Telecommunications
   o Potable and non-potable water
   o Medical gas delivery
   o Sanitation
   o Road clearance
   o Damage assessment and repair
   o Facility cleanliness
   o Vertical transport/airlift
   o Facility access
• Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information		

Documentation • NHICS 214: Continue documentation of key activities, actions, communications, and decisions on a Activity Log • NHICS 251: As appropriate, update the Facility System Status Report and report the results to the Incident Commander • Continue to ensure resident tracking and documentation using NHICS resident tracking forms • NHICS 259: Continue to document incident victims using the Facility Casualty/Fatality Report		

Resources
• Continue to maintain communications with:
   o Resident Services Branch Director and Logistics Section Chief to ensure the accurate movement and tracking of residents, personnel and resources to appropriate areas
   o Infrastructure Branch Director to ensure repair and cleanup (plant operations)		

Communication • Continue communicating Branch-level activities and concerns to the Incident Commander		

Demobilization/System Recovery	Time	Initial
• As needs decrease, return Operations Section staff to their usual jobs and combine or deactivate positions in a phased manner, in coordination with the Planning Chief • Coordinate resident care restoration to normal services • Coordinate final reporting of resident information with external agencies through Incident Commander • Work with Planning and Finance/Administration Sections to complete cost data information • Debrief staff on lessons learned and procedural/equipment changes needed • Upon deactivation of your position, brief the Incident Commander on current problems, outstanding issues, and follow-up requirements • Submit comments to the Incident Commander for discussion and possible inclusion in an after-action report; topics include:		

Demobilization/System Recovery	Time	Initial

o   Review of pertinent position descriptions and operational checklists
      o   Recommendations for procedure changes
      o   Section accomplishments and issues
• Participate in after-action meetings and debriefings as required
• Provide behavioral health support to staff if needed or requested		

Documentation • NHICS 214: Upon deactivation of your position, submit Activity Logs and all completed documentation • NHICS 252: Submit Time Sheet to the Finance/Administration Section Chief at end of shift or operational period as determined • Continue to ensure documentation is captured using all NHICS resident tracking forms		

Documents and Tools
☐ NHICS 200: Incident Action Plan (IAP) Quick Start
☐ NHICS 207: Incident Management Team (IMT) Chart
☐ NHICS 214: Activity Log
☐ NHICS 252: Section Personnel Time Sheet
☐ NHICS 254: Emergency Admit Tracking
☐ NHICS 255: Master Resident Evacuation Tracking
☐ NHICS 259: Facility Casualty/Fatality Report
☐ NHICS 260: Resident Evacuation Tracking
☐ Facility emergency operations plan
☐ Communication plan
☐ Facility organizational chart
☐ Facility telephone directory

Nursing Home Incident Command System (NHICS) Job Action Sheets have been adapted from the Hospital Incident Command System 5th Edition (2014) Guidebook by the American Health Care Association (AHCA) Disaster Preparedness Committee