

LIAISON OFFICER

Mission: Function as the incident contact person in the facility for representatives from other agencies such as local emergency management, law enforcement, licensing agencies.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____
Positions Reports to: Incident Commander - 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 Incident Commander.		
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.		
Establish contact with local, county and/or state emergency organization agencies to ascertain current status, appropriate contacts and message routing.		
Consider need to deploy a Liaison Officer to local Emergency Operations Center; make recommendation to the Incident Commander.		
Communicate information obtained and coordinate with Public Information Officer and Situation Unit Leader.		
Obtain initial status and information from the Planning Section Chief to provide as appropriate to external stakeholders, and local and/or county Emergency Operations Center, upon request: <ul style="list-style-type: none"> • Resident Care Capacity: Current census and the number of residents that can be accommodated within the nursing home • Nursing Home's Overall Status: Current condition of nursing home structure, security, and utilities • Any current or anticipated shortage of critical resources including personnel, equipment, supplies, medications, etc. • Number of residents and mode of transportation for residents requiring transfer to hospitals or receiving facilities, if applicable • Any resources that are requested by other facilities (e.g., personnel, equipment, supplies, medications, etc.) • Media relations efforts being initiated, in conjunction with the Public Information Officer 		

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Establish contact with assisting and cooperating organizations (e.g. other facilities, local Emergency Operations Center (EOC), and/or public health). Report current nursing home status; communicate changes, critical issues and unmet resource needs.		
Document all key activities, actions, and decisions in an Operational Log (see NHICS Form 201) on a continual basis.		
Document all critical communications (internal and external) on an Incident Message Form (see NHICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

INTERMEDIATE (Operational Period 2-12 Hours)	Time	Initial
Attend all command briefings and Incident Action Planning meetings to gather and share incident and facility information. Contribute information and community response activities and provide Liaison goals to the Incident Action Plan.		
Request and offer assistance and information as needed through the emergency communication network or from the local and/or regional Emergency Operations Center.		
Review the facility's disaster victim/resident tracking status (see NHICS Forms 254 and 255). Report to appropriate authorities the following minimum data: <ul style="list-style-type: none"> • Casualty Data; type, number and seriousness of injuries to residents, staff, and visitors • Number dead • Current resident census • Number of new residents admitted and level of care needs • Number of residents transferred to hospitals, discharged home, or transferred to other facilities 		
Respond to requests and issues from incident management team members regarding inter-organization (e.g., other nursing homes, hospitals, governmental entities, response partners) problems.		
Continue to document all actions and observations on the Operational Log (see NHICS Form 201) on a continual basis.		

EXTENDED (Operational Period Beyond 12 Hours)	Time	Initial
Communicate with Logistics Section Chief on status of supplies, equipment and other resources that could be mobilized to other facilities, if needed or requested.		
Prepare and maintain records and reports as appropriate.		
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.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

DEMobilization/System Recovery	Time	Initial
Ensure return/retrieval of equipment and supplies, and return all assigned incident command equipment.		
Upon deactivation of your position, brief the Incident Commander on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, submit Operational Logs (see NHICS Form 201) and all completed documentation to the Planning Section Chief.		
Participate in after-action debriefings and document observations and recommendations for improvements for possible inclusion in the After-Action Report. Topics include: <ul style="list-style-type: none"> • Accomplishments and issues • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

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 254: Patient Tracking Form • NHICS Form 255: Resident Evacuation Tracking Form • Facility emergency operations plan • Facility organizational chart • Facility telephone directory • Radio/satellite phone • Municipal organization chart and contact numbers • County organization chart and contact numbers

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