

OPERATIONS SECTION CHIEF

Mission: Develop and implement strategy and operations to carry out the objectives established by the Incident Commander. Oversee the direct implementation of resident care, and medical, dietary, and environmental services.

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 (IC). Obtain packet containing Operations Section 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 need to appoint Branch Directors in the Operations Section; distribute corresponding Job Action Sheets and position identification. If a position is needed and not assigned, the Operations Section Chief keeps the Job Action Sheet and assumes that function.		
Fill out Branch Assignments and initiate Operational Log (see NHICS Form 201). Submit to Planning at end of shift or operational period as determined.		
Establish an Operations Section Center area (preferably in close proximity to IC) to support section meetings for briefings and the updating of assignments.		
Brief Operations Section Branch Directors (Resident Services and Infrastructure) on current situation and incident objectives; develop response strategy; outline Section action plan. Designate time for next briefing to give and obtain updates.		
If alternative staff time tracking method is utilized, distribute the Time Sheet (see NHICS Form 252) to Operations Section personnel and ensure time is recorded appropriately. Submit the Time Sheet to the Finance/Administration Time Unit Leader at end of shift or operational period as determined.		

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Participate in Incident Action Plan preparation, briefings, and meetings as needed; assist in identifying strategies; determine tactics, work assignments, and resource requirements.		
Serve as primary contact with Medical Director/Specialist, and in conjunction with Medical Director/Specialist, Resident Services Branch Director, and Nursing Services Unit Leader, plan for &		
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.).		
Maintain communications with Logistics Section Chief to ensure the accurate movement and tracking of residents, personnel and resources to appropriate areas.		
Ensure Operations Section personnel comply with safety policies and procedures.		
Document all key activities, actions, and decisions in an Operational Log (see NHICS Form 201) on a continual basis.		
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.		

INTERMEDIATE (Operational Period 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 Transfer/Discharge/Admit Unit leader and other Section Chiefs.		
Designate time(s) for briefings and updates with Operations Section leadership to develop or update the section action plan.		
Ensure the following are being addressed: <ul style="list-style-type: none"> • Section Staff health and safety • Resident tracking (see NHICS Forms 255, 256, and 260) • Resident care • Bed availability • Inter-facility transfers (into and from facility) • Fatality management • 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 action plan and demobilization procedures.		

INTERMEDIATE (Operational Period 2-12 Hours)	Time	Initial
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.		
Coordinate personnel, supply, and equipment needs with Logistics, projections and needs with the Planning Section, and financial matters with the Finance/Administration Section.		
EXTENDED (Operational Period Beyond 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.		
Address issues related to ongoing resident care: <ul style="list-style-type: none"> • Ongoing resident arrivals and discharges • Bed availability • Resident transfers • Resident tracking • Resident health and safety • Mental health for residents, staff, and dependents sheltering at the facility • Fatality management • Staffing needs • Staff prophylaxis • Medications • Medical equipment and supplies • Resident-related resource movement through Staging Area • Linkages with the medical community, area facilities, and other healthcare facilities Documentation		
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 and 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.		
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.		

DEMobilization/System Recovery	Time	Initial
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.		
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Upon deactivation of your position, ensure all documentation and Operational Logs (see NHICS Form 201) are submitted to the Planning Section.		
Submit comments to the Incident Commander for discussion and possible inclusion in an after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
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 and Operation Log • NHICS Form 207: Incident Management Team Chart • NHICS Form 213: Incident Message Form • NHICS Form 252: Section Personnel Time Sheet • NHICS Form 255: Master Resident Evacuation Tracking Form • NHICS Form 256: Procurement Summary Report • NHICS Form 260: Resident Evacuation Tracking Form • Facility emergency operations plan • Facility organizational chart • Facility telephone directory • Radio/satellite phone 		

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