SERVICES CONTINUITY UNIT LEADER

Mission: Ensure business, clinical, and support service functions are maintained, restored, or augmented to meet designated objectives. Work to minimize interruptions to continuity of essential business operations.

Position Reports to: **Business Continuity Branch Director** Command Location: _____		
Position Contact Information: Phone: (_____) _____ - _____ Radio Channel: _____		
Hospital Command Center (HCC): Phone: (_____) _____ - _____ Fax: (_____) _____ - _____		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial

Receive appointment
• Obtain briefing from the Business Continuity Branch Director on:
   o Size and complexity of incident
   o Expectations of the Incident Commander
   o Incident objectives
   o Involvement of outside agencies, stakeholders, and organizations
   o The situation, incident activities, and any special concerns
• Assume the role of Services Continuity Unit Leader
• Review this Job Action Sheet
• Put on position identification (e.g., position vest)
• Notify your usual supervisor of your assignment		

Assess the operational situation • Identify services that have been suspended and when they may be reestablished • Provide information to the Business Continuity Branch Director on the status		

Determine the incident objectives, tactics, and assignments
• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
• Based on the incident objectives for the response period consider the issues and priorities:
   o Appoint Services Continuity Unit personnel in collaboration with the Business Continuity Branch Director
   o Determine strategies and how the tactics will be accomplished
   o Determine needed resources
• Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

SERVICES CONTINUITY UNIT LEADER

Activities • Evaluate business capabilities, recovery plan actions, projected minimum and maximum duration of any disruptions, and progress in meeting any recovery objectives • Discuss plan of action and staffing in alternate business sites with the Business Continuity Branch Director • Coordinate activities with the other Business Continuity Units • Provide status updates to the Business Continuity Branch Director regularly, advising of accomplishments and problems encountered • Provide regular updates to unit personnel and inform of strategy changes as needed • Consider development of a unit action plan; submit to the Business Continuity Branch Director if requested		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period		
Resources • Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Business Continuity Branch Director • Assess issues and needs in unit areas; coordinate resource management		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and Security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Intermediate Response (2 – 12 hours)	**Time**	**Initial**

Activities
• Transfer the Services Continuity Unit Leader role, if appropriate
   o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Monitor unit work performance, ability of unit personnel to meet workload demands, staff health and safety, resource needs, and documentation practices
• Evaluate all activated Business Continuity Plans and modify, as necessary, to complete any unmet objectives
• Identify specific activities or resources needed to ensure timely resumption of business services		

SERVICES CONTINUITY UNIT LEADER

• Coordinate with the Infrastructure Branch Director for access to critical power needs or building assessments • Meet regularly with the Business Continuity Branch Director for status reports • Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct • Relay important information and updates to unit personnel		
Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and Security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Services Continuity Unit Leader role, if appropriate
  o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
• Monitor levels of all supplies, equipment, and needs relevant to all system performance detection and monitoring operations
• Meet with unit personnel to address ongoing issues
• Continue to monitor the ability of the Services Continuity Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
• Provide updates to the Business Continuity Branch Director and unit personnel		

Documentation • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form		

• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately		

Demobilization/System Recovery	Time	Initial
Activities • Transfer the Services Continuity Unit Leader role, if appropriate o Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital o Address any health, medical, and safety concerns o Address political sensitivities, when appropriate o Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Ensure the return, retrieval, and restocking of equipment and supplies • As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader • Notify the Business Continuity Branch Director when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Business Continuity Branch Director on current problems, outstanding issues, and follow up requirements • Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: o Review of pertinent position descriptions and operational checklists o Recommendations for procedure changes o Accomplishments and issues • Participate in stress management and after action debriefings		

SERVICES CONTINUITY UNIT LEADER

Documentation • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
❑ HICS 203 - Organization Assignment List ❑ HICS 204 - Assignment List ❑ HICS 213 - General Message Form ❑ HICS 214 - Activity Log ❑ HICS 215A - Incident Action Plan (IAP) Safety Analysis ❑ HICS 221 - Demobilization Check-Out ❑ HICS 252 - Section Personnel Time Sheet ❑ Hospital Emergency Operations Plan ❑ Hospital Incident Specific Plans or Annexes ❑ IT Failure Incident Response Guide ❑ Business Continuity and Recovery Plans ❑ Hospital blueprints and maps ❑ Hospital organization chart ❑ Hospital telephone directory ❑ Supply, equipment, and vendor directories ❑ Computer with intranet and internet access ❑ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication