

## BEHAVIORAL HEALTH UNIT LEADER

**Mission:** Address issues related to behavioral health emergency response, manage the behavioral health care area, and coordinate behavioral health response activities.

Position Reports to: <b>Medical Care Branch Director</b> 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
<p><b>Receive appointment</b></p> <ul style="list-style-type: none"> <li>• Obtain briefing from the Medical Care Branch Director on:               <ul style="list-style-type: none"> <li>○ Size and complexity of incident</li> <li>○ Expectations of the Incident Commander</li> <li>○ Incident objectives</li> <li>○ Involvement of outside agencies, stakeholders, and organizations</li> <li>○ The situation, incident activities, and any special concerns</li> </ul> </li> <li>• Assume the role of Behavioral Health Unit Leader</li> <li>• Review this Job Action Sheet</li> <li>• Put on position identification (e.g., position vest)</li> <li>• Notify your usual supervisor of your assignment</li> </ul>		
<p><b>Assess the operational situation</b></p> <ul style="list-style-type: none"> <li>• Obtain information from the Medical Care Branch Director including:               <ul style="list-style-type: none"> <li>○ Number and condition of expected patients</li> <li>○ Estimated arrival time to hospital</li> <li>○ Locations of people who may or may not be victims of the event arriving at the hospital or who are calling to ask for assistance</li> <li>○ Any special circumstances that must be addressed due to the nature of the incident, such as special languages, cultural needs, or security concerns</li> </ul> </li> <li>• Determine the status of behavioral health areas</li> <li>• Assess current capabilities and project immediate and prolonged capacities to address behavioral health needs based on current data, including coordinating behavioral health needs of patients, families, and staff</li> <li>• Provide information to the Medical Care Branch Director on the status</li> </ul>		
<p><b>Determine the incident objectives, tactics, and assignments</b></p> <ul style="list-style-type: none"> <li>• Document unit objectives, tactics, and assignments on the HICS 204: Assignment List</li> <li>• Based on the incident objectives for the response period consider the issues and priorities:</li> </ul>		

## BEHAVIORAL HEALTH UNIT LEADER

<ul style="list-style-type: none"> <li>○ Appoint Behavioral Health Unit personnel in collaboration with the Medical Care Branch Director</li> <li>○ Determine strategies and how the tactics will be accomplished</li> <li>○ Determine needed resources</li> <li>● Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing</li> </ul>		
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>● Meet with the Medical Care Branch Director and the Logistics Section Employee Health and Well-Being Unit Leader to plan, project, and coordinate behavioral health needs of patients, families, and staff</li> <li>● Provide behavioral health guidance and recommendations to the Medical Care Branch Director based on response needs and potential triggers of psychological effects (e.g., trauma exposure, perceived risk to staff and family, restrictions on movement, resource limitations, and information unavailability)</li> <li>● Communicate with the Medical Care Branch Director and the Planning Section Chief to ensure: <ul style="list-style-type: none"> <li>○ Bed availability in inpatient psychiatry units, if applicable</li> <li>○ Additional short and long range behavioral health response needs</li> <li>○ Medical community behavioral health care guidance</li> </ul> </li> <li>● Determine staffing needs and place requests with the Medical Care Branch Director for behavioral health personnel, nurses, chaplains, experienced volunteers, etc., that can be deployed to key areas of the hospital to provide psychological support and intervention</li> <li>● Determine equipment and supply needs such as toys and coloring supplies for children, behavioral health disaster recovery brochures, fact sheets on specific hazards (e.g., information on chemical agents that include symptoms of exposure), a private area in the hospital where family members can wait for news regarding their loved ones, etc.</li> <li>● Ensure availability of medications necessary to treat behavioral health emergencies as needed</li> <li>● Provide status updates to the Medical Care Branch Director regularly to discuss Incident Action Plan (IAP), advising of accomplishments and issues encountered</li> <li>● Consider development of a unit action plan; submit to the Medical Care Branch Director if requested</li> <li>● Provide regular updates to unit personnel and inform them of strategy changes as needed</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>● HICS 213: Document all communications on a General Message Form</li> <li>● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>● 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</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>● Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Medical Care Branch Director</li> <li>● Assess issues and needs in unit areas; coordinate resource management</li> </ul>		

## BEHAVIORAL HEALTH UNIT LEADER

<b>Communication</b> <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		
<b>Safety and security</b> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> <li>• Determine if communicable disease risk exists; implement appropriate response procedures; collaborate with appropriate Medical-Technical Specialists, if activated</li> </ul>		

Intermediate Response (2 – 12 hours)	Time	Initial
<b>Activities</b> <ul style="list-style-type: none"> <li>• Transfer the Behavioral Health Unit Leader role, if appropriate                             <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> </ul> </li> <li>• Continue to ensure that appropriate behavioral health standards of care are being followed and behavioral health needs are being met</li> <li>• Participate in the development of risk communication and public information that addresses behavioral health concerns</li> <li>• Ensure that patient status and location information is regularly submitted to the Planning Section Patient Tracking Officer</li> <li>• Prioritize and coordinate patient transfers with the Medical Care Branch Director and the Logistics Section Transportation Unit Leader</li> <li>• Coordinate with the Medical Care Branch Director and the Logistics and Planning Section Chiefs to expand or create a provisional behavioral health care area, if necessary</li> </ul>		
<b>Documentation</b> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<b>Resources</b> <ul style="list-style-type: none"> <li>• Assess issues and needs in unit areas; coordinate resource management</li> <li>• Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<b>Communication</b> <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		
<b>Safety and security</b> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel comply with safety procedures and instructions</li> <li>• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> </ul>		

## BEHAVIORAL HEALTH UNIT LEADER

<ul style="list-style-type: none"> <li>• 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</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		
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Extended Response (greater than 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Behavioral Health Unit Leader role, if appropriate                             <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> </ul> </li> <li>• Continue behavioral health area supervision, including monitoring quality of care, documentation, and safety practices</li> <li>• Continue to ensure the behavioral health needs of patients and families are being met</li> <li>• Continue to ensure the provision of resources for behavioral health and recovery, and education to children, families, and those with special needs</li> <li>• Provide updates to the Medical Care Branch Director and unit personnel</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Assess issues and needs in unit areas; coordinate resource management</li> <li>• Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all unit personnel continue to comply with safety procedures and instructions</li> <li>• 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</li> <li>• Provide for staff rest periods and relief</li> <li>• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

## BEHAVIORAL HEALTH UNIT LEADER

Demobilization/System Recovery	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Behavioral Health Unit Leader role, if appropriate               <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ 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)</li> </ul> </li> <li>• Coordinate a plan to address the ongoing behavioral health needs of patients, families, and staff, in conjunction with the Logistics Section Employee Health and Well-Being Unit</li> <li>• Ensure the return, retrieval, and restocking of equipment and supplies</li> <li>• 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</li> <li>• Notify the Medical Care Branch Director when demobilization and restoration is complete</li> <li>• Coordinate reimbursement issues with the Finance/Administration Section</li> <li>• Upon deactivation of your position, brief the Medical Care Branch Director on current problems, outstanding issues, and follow up requirements</li> <li>• Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed</li> <li>• 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:               <ul style="list-style-type: none"> <li>○ Review of pertinent position descriptions and operational checklists</li> <li>○ Recommendations for procedure changes</li> <li>○ Accomplishments and issues</li> </ul> </li> <li>• Participate in stress management and after action debriefings</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 221: Demobilization Check-Out</li> <li>• Ensure all documentation is submitted to the Planning Section Documentation Unit</li> </ul>		

## BEHAVIORAL HEALTH UNIT LEADER

### 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
- Hospital policies and procedures
- Hospital organization chart
- Hospital telephone directory
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication