

## EMPLOYEE HEALTH & WELL-BEING UNIT LEADER

**Mission:** Ensure the availability of medical care for injured or ill staff. Ensure the availability of behavioral and psychological support services to meet staff needs during and following an incident. Coordinate mass prophylaxis/vaccination/immunization of staff, if required. Coordinate medical surveillance program for employees.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
<b>Position Reports to: Support Branch Director</b>	Signature: _____
Hospital Command Center (HCC) Location: _____	Telephone: _____
Fax: _____ Other Contact Info: _____	Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Support Branch Director. Obtain packet containing the Unit's Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Appoint Employee Health and Well-Being Unit team members and in collaboration with the Support Branch Director, complete the Branch Assignment List (HICS Form 204).		
Brief Unit team members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing.		
Assess current capability to provide medical care and mental health support to staff members. Project immediate and prolonged capacities to provide services based on current information and situation.		
Ensure staff are using recommended PPE and following other safety recommendations.		
Implement staff prophylaxis plan if indicated. Steps to include: <ul style="list-style-type: none"> <li>• Determine medication, dosage and quantity</li> <li>• Prioritization of staff to receive medication or immunization</li> <li>• Point of Distribution (POD) location preparation</li> <li>• Acquire/distribute medication</li> <li>• Documentation</li> <li>• Educational materials for distribution</li> <li>• Track side effects and efficacy</li> <li>• Augmentation of Unit staffing to provide services</li> </ul>		
Prepare for the possibility that a staff member or their family member may be a victim and anticipate a need for psychological support.		
Ensure prioritization of problems when multiple issues are presented.		
Anticipate increased Employee Health and Well Being service needs created by additional patients, longer staff work hours, exposure to sick persons, and concerns about family welfare and initiate actions to meet the needs.		
Meet with Support Branch Director to discuss plan of action and staffing patient care		



<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
areas requiring assistance.		
Notify Safety Officer of any health risks or other clinical problems related to staff.		
Receive, coordinate, and forward requests for personnel to the Labor Pool & Credentialing Unit Leader and supplies to the Supply Unit Leader.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Coordinate continuing support to staff members; strategically place personnel to assess staff in cafeteria, emergency department, staff lounges, and HCC.		
Assign mental health personnel to visit patient care areas and evaluate staff needs.		
Coordinate external request for resources with the Liaison Officer and Support Branch Director; follow community plan if available; develop plan for using outside mental and employee health resources.		
Notify Supply Unit Leader and Operations Section's Clinical Support Services Unit Leader of special medication needs.		
Continue to plan for a marked increase in employee health and wellness service needs for staff/family; announce options and program to staff.		
Coordinate staff "line of duty death" response plan.		
Monitor exposed staff for signs of illness or injury including infectious disease and exposure to other physical agents such as chemicals or radiation.		
Assign staff to support personnel in HCC and provide mental health intervention/advice; contact the Labor Pool & Credentialing Unit Leader for additional personnel, if needed.		
Ensure medical records of staff receiving services are prepared correctly and maintain confidentiality of records.		
Meet routinely with Unit Members for status reports, and relay important information to Support Branch Director.		
Address security issues as needed with the Security Branch Director; notify Support Branch Director.		
Report equipment and supply needs to the Supply Unit Leader.		
Ensure staff health and safety issues being addressed; resolve with Safety Officer and Support Branch Director as needed.		
Assess need to assign additional Unit staff to support employee health and wellness needs to high risk areas such as emergency department, critical care areas and Family Support Center. Request additional staffing from the Labor Pool and Credentialing Unit.		
Develop and submit an action plan to the Support Branch Director when requested.		
Advise the Support Branch Director immediately of any operational issue you are not able to correct or resolve.		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Continue to monitor the Unit staff's ability to meet workload demands, staff health and safety, security and resource needs, and documentation practices.		
Continue to monitor exposed staff for signs of illness or injury including infectious disease and exposure to other physical agents such as chemicals or radiation.		
Investigate causes related to increased absenteeism; report concerns to the Support Branch Director.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Support Branch Director at assigned intervals and as needed.		
Continue to provide the Support Branch Director with periodic updates.		
Continue to provide Unit staff with regular situation briefings		
Coordinate support to sick and injured staff and report information to the Compensation/Claims Unit Leader.		
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 to Support Branch Director. 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.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
As needs for the Unit's staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Anticipate need to provide service to staff and their family for an extended period.		
Assist the Support Branch Director and Unit Leaders with restoring employee health to normal operations.		
Coordinate long term support needs with external resources including local, state and federal mental health officials.		
Provide education on normal stress reaction information sheets/education to staff.		
Identify staff at high risk for post-incident traumatic stress reactions and provide debriefing/stress management programs and activities.		
Plan to conduct stress debriefings for staff periodically for an extended period.		
Compile and finalize employee patient information and records and report to the Support and the Finance/Administration's Compensation/Claims Unit Leader. Ensure confidentiality of mental health interactions and related records.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, brief the Support Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
Upon deactivation of your position, ensure all documentation and Unit Operational Logs (HICS Form 214) are submitted to the Support Branch Director or Logistics Section Chief, as appropriate.		
Submit comments to the Support Branch Director for discussion and possible inclusion in the after-action report; 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>• Section accomplishments and issues</li> </ul>		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

<b>Documents/Tools</b>
<ul style="list-style-type: none"> <li>• Incident Action Plan</li> <li>• HICS Form 204 – Branch Assignment List</li> <li>• HICS Form 207 – Incident Management Team Chart</li> <li>• HICS Form 213 – Incident Message Form</li> <li>• HICS Form 214 – Operational Log</li> <li>• Hospital emergency operations plan</li> <li>• Hospital organization chart</li> <li>• Hospital telephone directory</li> <li>• Radio/satellite phone</li> <li>• PC with internet access, as available</li> <li>• Staff prophylaxis plan</li> </ul>