

MENTAL HEALTH UNIT LEADER

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

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____

Position Reports to: Medical Care Branch Director Signature: _____

Hospital Command Center (HCC) Location: _____ Telephone: _____

Fax: _____ Other Contact Info: _____ Radio Title: _____

| Immediate (Operational Period 0-2 Hours) | Time | Initial |
|--|------|---------|
| Receive appointment, briefing, and appropriate forms and materials from the Medical Care Branch Director. | | |
| 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 Mental Health team members and 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. | | |
| Meet with the Command staff and Employee Health & Well-Being Unit Leader to plan, project, and coordinate mental health care needs of patients, their family, and staff. The plan should include addressing the mental health needs of people who arrive at the hospital with concerns that they are or may be victims of the disaster. | | |
| Participate in briefings and meetings, as requested. | | |
| Communicate with the Medical Care Branch Director and obtain information, as follows: <ul style="list-style-type: none"> • Type and location of incident. • Number and condition of expected patients. • Estimated arrival time to facility. • Unusual or hazardous environmental exposure. • Location(s) of surge of people (who may or may not be victims of the disaster) who have arrived at the facility or who are calling to ask for assistance (e.g., facility phones, reception area, ED, decontamination area, isolation area, etc.). • Any special circumstances that must be addressed due to the nature of the incident, such as special languages, cultural needs, or security concerns. | | |
| Provide mental health guidance and recommendations to Medical Care Branch Director based on response needs and potential triggers of psychological effects (trauma exposure, perceived risk to staff and family, restrictions on movement, resource limitations, information unavailability). | | |
| Communicate and coordinate with Logistics Section Chief to determine <ul style="list-style-type: none"> • Available staff (mental health, nursing, chaplains, experienced volunteers, etc.) that can be deployed to key areas of the facility to provide psychological support, and intervention. | | |

| Immediate (Operational Period 0-2 Hours) | Time | Initial |
|---|-------------|----------------|
| <ul style="list-style-type: none"> • Location and type of resources that can be used to assist with a mental health response, such as toys and coloring supplies for children, mental health disaster recovery brochures, fact sheets on specific hazards (e.g., information on chemical agents that include symptoms of exposure), private area in the facility where family members can wait for news regarding their loved ones, etc. • Availability of psychotropic medications (particularly anxiolytics). | | |
| Communicate with Planning Section Chief to determine: <ul style="list-style-type: none"> • Bed availability in inpatient psychiatry units, if applicable. • Additional short and long range mental health response needs. • Need to provide mental health care guidance to medical community. | | |
| Establish an overall mental health treatment plan for the disaster including priorities for mental health response for patients, families, and staff; staffing recommendations; recommended mental health activities/interventions; resources available and needed; and problems to be addressed in the next operational period. | | |
| Regularly meet with Medical Care Branch Director to discuss medical care plan of action and staffing in all mental health areas. | | |
| Receive, coordinate, and forward requests for personnel and supplies to the Medical Care Branch Director. | | |
| Request clerical support from the Labor Pool and Credentialing Unit Leader, if necessary. | | |
| 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. | | |

| Intermediate (Operational Period 2-12 Hours) | Time | Initial |
|---|-------------|----------------|
| Communicate and coordinate with Logistics Section Chief on the availability of: <ul style="list-style-type: none"> • Mental health staff needed to deliver psychological support and intervention • Availability of psychotropic medications (particularly anxiolytics) | | |
| Coordinate with Logistics and Planning Section Chiefs to expand/create a recognized provisional Mental Health Patient Care Area, if necessary. | | |
| Ensure that appropriate mental health standards of care are being followed and mental health needs are being met. | | |
| Establish regular meeting schedule with mental health staff responding to the incident and the Medical Care Branch Director for updates on the situation regarding hospital operation needs. | | |
| Maintain communication with Logistics and Planning Sections to monitor situation updates and maintain information resource availability. | | |
| Communicate with local governmental mental health department, in collaboration with the Liaison Officer, to ascertain community mental health status and assess available resources. | | |
| Participate in development of risk communication and public information that addresses mental health concerns. | | |
| Ensure patient records are being prepared correctly and collected. | | |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. | | |

| Intermediate (Operational Period 2-12 Hours) | Time | Initial |
|--|-------------|----------------|
| Advise Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve. | | |
| Assess environmental services (housekeeping) needs in all mental health care areas; contact the Environmental Services Unit Leader for assistance. | | |
| Report equipment and supply needs to the Medical Care Branch Director and Supply Unit Leader. | | |
| Ensure staff health and safety issues are being addressed; resolve with Medical Care Branch Director and Employee Health and Safety Unit Leader, when appropriate. | | |
| Develop and submit an action plan to Medical Care Branch Director when requested. | | |
| Ensure that patient status and location information is being regularly submitted to the Patient Tracking Officer. | | |
| In collaboration with the Medical Care Branch Director, prioritize and coordinate patient transfers to other hospitals with Transportation Unit Leader. | | |

| Extended (Operational Period Beyond 12 Hours) | Time | Initial |
|---|-------------|----------------|
| Continue mental health care supervision, including monitoring quality of care, document completion, and safety practices. | | |
| Continue to meet regularly with the mental health staff responding to the incident and the Medical Care Branch Director to keep apprised of current conditions. | | |
| Continue to ensure the provision of resources for mental health and recovery, and education to children and families. | | |
| Observe staff, volunteers, and patients for signs of stress and inappropriate behavior. Report concerns to the Medical Care Branch Director and the Employee Health and Well-Being Unit. Provide for staff rest periods and relief. | | |
| Rotate staff on a regular basis. | | |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Medical Care Branch Director at assigned intervals and as needed. | | |
| Continue to provide Medical Care Branch Director with regular situation updates. | | |
| Provide staff with situation update information and revised patient care practice standards. | | |
| Continue to ensure mental health needs of patient and family are being met. | | |
| Respond to reports or concerns from other staff regarding signs of staff stress and inappropriate behavior. Report mental health needs of staff to Employee Health and Well-Being Unit. | | |
| 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 for Mental Health Unit staff decrease, return staff to their normal jobs and combine or deactivate positions in a phased manner. | | |
| Coordinate a plan to address the ongoing mental health needs of patients, families, and | | |



| Demobilization/System Recovery | Time | Initial |
|---|-------------|----------------|
| staff, in conjunction with the Employee Health & Well-Being Unit. | | |
| Assist Medical Care Branch Director and Unit Leaders with restoring mental health care areas to normal operating condition. | | |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. | | |
| Upon deactivation of your position, brief the Medical Care Branch Director and Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. | | |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to Medical Care Branch Director or Operations Section Chief, as appropriate. | | |
| Submit comments to Medical Care Branch Director for discussion and possible inclusion in after action report. Comments should include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Procedures for recommended changes • Section accomplishments and issues | | |
| Coordinate stress management and after-action debriefings. Participate in other briefings and meetings as required. | | |

| Documents/Tools |
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| <ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Local public health department reporting forms • Hospital emergency operations plan • Hospital organization chart • Hospital telephone directory • Radio/satellite phone |