



RESIDENT SERVICES BRANCH DIRECTOR

Mission: Coordinate and supervise all aspects of resident care and services including: nursing services (including management of incident-related trauma and special needs as well as routine care), psychosocial care (residents, staff, and dependents), and movement into and out of the facility. Implement and monitor the facility's resident identification and tracking system for both incoming residents or for facility residents evacuating to an offsite destination.

Date: _____	Start: _____	End: _____	Name of Person Assigned to Position: _____
Phone: _____	Signature: _____	Initial: _____	
NHCC Location: _____	Email: _____		

Immediate Response (0-2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Receive appointment from the Incident Commander • Put on position identification (e.g., vest, cap, etc.) • Read this entire Job Action Sheet • Notify your usual supervisor that you have been assigned to the Incident Management Team (IMT) • Report to the Incident Commander until demobilized 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Support the Operations Section Chief in the initial assessment of the situation and overall status including any identified capabilities and limitations 		
<p>Activities</p> <ul style="list-style-type: none"> • Participate in briefings and Incident Action Plan preparation/meetings as requested: • Gather and share critical incident and resident status information • In conjunction with the Medical Director/Specialist if available, Safety Officer and the Operations Section Chief assess the initial status of the residents, staff and visitors in the following areas: <ul style="list-style-type: none"> ○ Casualties and/or deaths related to incident (see NHICS 259: Master Facility Casualty/Fatality Report) ○ Resident census and condition ○ Resident acuity which may impact treatment, evacuation, admission, discharge and/or transfer ○ Immediate health hazards requiring mitigation (e.g. infectious agents) ○ Immediate staffing needs to ensure care needs are met (number of personnel needed and categories, e.g. Licensed nurse, CNA) • Assess problems and resource needs in Branch areas; coordinate resource management with 		



**Operations | Job Action Sheet
RESIDENT SERVICES BRANCH DIRECTOR**

Immediate Response (0-2 hours)	Time	Initial
<p>Infrastructure Branch Director and report all resource needs to Operations Section Chief:</p> <ul style="list-style-type: none"> ○ Arrange for provision of critical medical services if needed (e.g. dialysis, oxygen) ○ Ensure that staff are assigned to assess stock of medications for resident support and medical supplies on hand and project resources needed for the next 7-10 days . Communicate pharmaceutical needs to the dispensing pharmacy immediately ○ Ensure staffing level and skill needs for triage and treatment of acute conditions and continuation of routine care and restorative services for residents <ul style="list-style-type: none"> ● Meet with and brief direct care staff on their assignments. Update direct care staff on incident status and facility plans. Instruct them as to the message they are to share with residents. Schedule next briefing with direct care staff. ● Schedule a review of individual residents as needed for consideration of: <ul style="list-style-type: none"> ○ Special needs and possible early transfer to a higher level of care setting where critical services can be maintained (e.g. dialysis, respiratory support) ○ Potential evacuation order ○ Potential emergency admits, discharges, and activation of surge capacity procedures ○ assist in resident priority assessment to designate residents for early discharge and/or to obtain status of vacant beds for admits ● Prioritize resident transfer needs and identify transportation needed (e.g. ambulance, wheelchair van, bus) ● Implement a system for contacting resident family/guardians regarding transfer and discharge status, options, and plans ● Determine if communicable disease risk exists; implement appropriate response procedure(s). Collaborate with the appropriate Medical Director/Specialist and Logistics Section Chief to ensure appropriate personal protective equipment is available ● Regularly meet with the Operations Section Chief to discuss plan of action, resource needs and staffing in all service areas <p><u>Admission, Transfer and Discharge</u></p> <ul style="list-style-type: none"> ● Review facility's resident identification and tracking system for transfer/discharge: <ul style="list-style-type: none"> ○ Evaluate supplies needed to implement the resident I.D. and tracking system (see NHICS 260: Individual Resident Evacuation Tracking) and communicate any shortfalls to the Operations Section Chief ○ Prepare resident identification tools ○ Provide resident identification in accordance with facility procedures ● Prepare tracking system tools if new residents are being admitted or coming to shelter-in-place ● Coordinate the receipt of or transfer out of medical records and medications in accordance with facility procedures <p><u>Psychosocial-related</u></p> <ul style="list-style-type: none"> ● Assess the capabilities, human resource requirements, and needs for ancillary services (e.g. therapies): <ul style="list-style-type: none"> ○ Psychological ○ Spiritual 		



**Operations | Job Action Sheet
RESIDENT SERVICES BRANCH DIRECTOR**

Immediate Response (0-2 hours)	Time	Initial
<ul style="list-style-type: none"> ○ Activities ○ Social Services • Establish and coordinate team of mental health personnel and clergy to support the psychosocial needs of staff, residents, and dependents • Coordinate activities performed by non-clinical volunteers. Communicate volunteer needs or issues with Logistics Section Chief • Verify residents have all needed adaptive equipment based on their clinical assessment, including glasses and hearing aids • Designate a secluded debriefing area where individual and group intervention may take place. Coordinate with Safety Officer if needed. • Appoint psychological support staff to routinely visit both resident and non-resident areas and advise them to document their contacts 		
<p>Documentation</p> <ul style="list-style-type: none"> • NHICS 214: Document key activities, actions, communications, and decisions on an Activity Log • NHICS 254: Ensure the accurate admission of residents using the Emergency Admit Tracking form • NHICS 255: Ensure accurate tracking of residents using the Master Resident Evacuation Tracking form • NHICS 259: Document victim information on a Facility Casualty/Fatality Report • NHICS 260: Provide resident details on the individual Resident Evacuation Tracking form 		
<p>Resources</p> <ul style="list-style-type: none"> • Family/Guardian contact information 		
<p>Communication</p> <ul style="list-style-type: none"> • Provide family/guardian notifications of evacuation, shelter-in-place, transfer, or early discharge, if applicable • Reach out to the Logistics Section Chief to order needed supplies for resident care needs 		
<p>Safety and Security</p> <ul style="list-style-type: none"> • Ensure resident safety issues are identified and addressed 		

Intermediate Response (2-12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Meet regularly with the Operations Section Chief and others as needed to update status of the response • Ensure that each resident's physician is contacted as needed to update orders • Report unexpected problems and unresolved issues immediately • Continue coordinating resident care, disposition of residents, and clinical services support • Ensure resident transfer coordination and tracking is being done according to the emergency operations plan and facility procedures 		



**Operations | Job Action Sheet
RESIDENT SERVICES BRANCH DIRECTOR**

Intermediate Response (2-12 hours)	Time	Initial
<ul style="list-style-type: none"> • Monitor the implementation of the Resident I.D. & Tracking system • Ensure resident records are being done correctly and data is shared with appropriate internal and external officials, in collaboration with the Operations Section Chief and Liaison/PIO • Continue contacting resident family members/guardians regarding transfer and discharge status, options, and plans • Assess environmental services (housekeeping) needs in all clinical care and clinical support areas; contact the Infrastructure Branch Director, as appropriate, with identified needs • Continue to provide updated clinical information and situation reports to staff • Ensure resident data is collected and shared with appropriate internal and external officials, in collaboration with the Incident Commander • Continue to ensure that residents receive needed care and reassurance • Continue to ensure resident admission, transfer and discharge coordination and tracking according to facility policies and procedures; mitigate identified issues <p><u>Nursing-related</u></p> <ul style="list-style-type: none"> • Manage the provision of routine nursing services • Manage the provision of medication passes in keeping with resident schedules • Monitor direct care staff work performance • Ensure the provision of routine hygienic and nutritional care for residents • Meet routinely with the Operations Section Chief to evaluate status, project needs, and report actions • Establish a staff rest and nutritional area in cooperation with Logistics Section Chief • Report unexpected problems and unresolved issues immediately <p><u>Psychosocial-related</u></p> <ul style="list-style-type: none"> • Assist with updating families on individual resident’s status as directed by Operations Section Chief • Meet regularly with Operations Section Chief to report status and needs • Ensure coordination with the Logistics Section Chief to assess need for psychosocial support of staff or dependents sheltering at the facility 		
<p>Documentation</p> <ul style="list-style-type: none"> • NHICS 214: Continue documentation of key activities, actions, communications, and decisions on an Activity Log • NHICS 254: Continue accurate tracking of admission of residents using the Emergency Admit Tracking form • NHICS 255: Continue accurate tracking of residents using the Master Resident Evacuation Tracking form • NHICS 259: Update victim information on a Facility Casualty/Fatality Report • NHICS 260: Provide resident details on the Resident Evacuation Tracking form 		
<p>Resources</p> <ul style="list-style-type: none"> • Family member/guardian contact information 		



**Operations | Job Action Sheet
RESIDENT SERVICES BRANCH DIRECTOR**

Intermediate Response (2-12 hours)	Time	Initial
Communication <ul style="list-style-type: none"> Continue to provide family/guardian notifications of evacuation, shelter-in-place, transfer, or early discharge Continue reaching out to the Logistics Section Chief to order needed supplies for resident care needs 		
Safety and Security <ul style="list-style-type: none"> Ensure resident safety issues are identified and addressed 		

Extended Response (greater than 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> Continue ongoing nursing, psychosocial and resident admit/transfer, and discharge activities Meet regularly with the Operations Section Chief and others as needed to update status of the response and relay important to branch staff Ensure resident care needs are being met and policy decisions to institute an altered level of care practices are determined and communicated effectively Ensure resident safety issues are identified and addressed Continue to monitor Resident Care Branch's ability to meet workload demands, staff health and safety, resource needs, and documentation practices 		
Documentation <ul style="list-style-type: none"> NHICS 214: Continue documentation of key activities, actions, communications, and decisions on an Activity Log NHICS 254: Continue accurate tracking of admission of residents using the Emergency Admit Tracking form NHICS 255: Continue accurate tracking of residents using the Master Resident Evacuation Tracking form NHICS 259: Update victim information on a Facility Casualty/Fatality Report NHICS 260: Provide resident details on the Resident Evacuation Tracking form 		
Resources <ul style="list-style-type: none"> Family member/guardian contact information 		
Communication <ul style="list-style-type: none"> Follow up with the Logistics Section Chief on supplies ordered for resident care needs Provide behavioral health support to residents and families, as needed 		
Safety and Security <ul style="list-style-type: none"> Continue to ensure resident safety issues are identified and addressed 		



**Operations | Job Action Sheet
RESIDENT SERVICES BRANCH DIRECTOR**

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Upon deactivation of your position, brief the Incident Commander on current problems, outstanding issues, and follow-up requirements • 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 after-action meetings and debriefings as required • Provide behavioral health support to staff if needed or requested 		
<p>Documentation</p> <ul style="list-style-type: none"> • NHICS 214: Upon deactivation of your position, submit Activity Logs and all completed documentation • NHICS 252: Submit Time Sheet to the Finance/Administration Section Chief at end of shift or operational period as determined 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> NHICS 200: Incident Action Plan (IAP) Quick Start <input type="checkbox"/> NHICS 207: Incident Management Team (IMT) Chart <input type="checkbox"/> NHICS 214: Activity Log <input type="checkbox"/> NHICS 252: Section Personnel Time Sheet <input type="checkbox"/> NHICS 254: Emergency Admit Tracking <input type="checkbox"/> NHICS 255: Master Resident Evacuation Tracking <input type="checkbox"/> NHICS 259: Facility Casualty/Fatality Report <input type="checkbox"/> NHICS 260: Resident Evacuation Tracking <input type="checkbox"/> Facility emergency operations plan <input type="checkbox"/> Communication plan <input type="checkbox"/> Facility organizational chart <input type="checkbox"/> Facility telephone directory

Nursing Home Incident Command System (NHICS) Job Action Sheets have been adapted from the Hospital Incident Command System 5th Edition (2014) Guidebook by the American Health Care Association (AHCA) Disaster Preparedness Committee