

COMMUNICATIONS UNIT LEADER

Mission: Ensure Help Desk, Paging System, Telephone Operators system, On-Call Scheduling system, and Emergency Notifications system are designed, maintained, and tested to provide continuous service before, during, and after any disruptive event. The Communications Unit Leader, under the direction of the Information Systems Section Chief, is responsible for developing plans for the effective use of incident communications equipment, systems, and facilities, installing and testing of communications equipment, creating pre-canned scripts and distribution lists for the emergency notification system, supervision of the communications center and that adequate communications operators are available for 24-hour coverage; distribution of communications equipment to incident personnel; and maintenance, repair, and replacement of communications equipment.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
Position Reports to: <u>Information Systems Section Chief</u>	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 any appropriate materials from the Information Systems Section Chief.		
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.		
Follow the Common Responsibilities Activation Phase Checklist.		
Based on the situation, activate and appoint the necessary staff within the Communication Unit: <ul style="list-style-type: none"> • Communications • Networking • Information Systems As appropriate; distribute any appropriate forms or information to the Communications Unit Team.		
Prepare communications equipment and procedures in kits, to include satellite phones.		
Prepare objectives for the Communications Unit and provide them to the Information Systems Section Chief prior to the initial Action planning meeting.		
Brief Communication Unit members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing.		
Ensure Communication Unit members comply with safety policies and procedures.		
Evaluate current business communications capabilities, assess if communications systems are still on-line, recovery plan actions, projected minimum and maximum		

Immediate (Operational Period 0-2 Hours)	Time	Initial
duration of disruption, and progress in meeting RTOs; report status to the Information Systems Section Chief.		
Identify appropriate alternative work sites for business operational and communications needs. Coordinate with Service and Support Branch Directors and Unit Leaders, as appropriate.		
With Communication Unit members, identify priorities for system restoration for service maintenance/resumption. Initiate migration to secondary or replacement systems, if available, in cooperation with other Business Continuity Branch Unit Leaders.		
Meet with the Information Systems Section Chief to discuss plan of action and staffing in all alternate business sites.		
Participate in briefings and meetings as requested.		
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
Ensure that Communication Unit position logs and other necessary files are maintained.		
Keep all sections informed of the status of communications systems, particularly those that are being restored.		
Coordinate with all Sections/Groups/Units regarding the placement and operating procedures for use of all communication systems.		
Ensure the Communications Center is activated to receive and direct all event or disaster related communications to appropriate destinations within MSKCC		
Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required		
Ensure that communications links are established with the local government EOC's		
Continually monitor the operational effectiveness of MSKCC's communications systems. Provide additional equipment of human resources as required.		
Ensure the technical personnel are available for communications equipment maintenance and repair.		
Mobilize and coordinate amateur radio resources to augment primary communications systems as required.		
Keep Information Systems Section Chief informed of the status of communications systems as required.		
Prepare objectives for the Communications Unit and provide them to the Information Systems Section Chief prior to the initial Action planning meeting.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Brief the Information Systems Section Chief regularly on the status and current condition of all operations; communicate needs in advance.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. 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.		

Demobilization/System Recovery	Time	Initial
Follow the Common Responsibilities Deactivation Phase Checklist		
As needs for the Communication Unit's staff decrease, return staff to their usual jobs and job sites. Combine or deactivate positions in a phased manner.		
Notify the Information Systems Section Chief when restoration is complete.		
Ensure return/retrieval of Communications 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, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Information Systems Section Chief or Operations Section Chief, as appropriate.		
Upon deactivation of your position, brief the Information Systems Section Chief or Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Information Systems Section Chief for discussion and possible inclusion in the 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 stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Hospital emergency operations plan • Hospital organization chart • Hospital telephone directory • Radio/satellite phone