RESIDENT SERVICES BRANCH DIRECTOR

Mission: Coordinate and supervise all aspects of resident care and services including: nursing services, psychosocial care, and movement into and out of the facility.

Date: ______ Start: ______ End: ______ Position Assigned to: ___________________________ Initial: ______

Positions Reports to: **Operations Section Chief** - Signature: ______________________________________

Nursing Home Command Center (NHCC) Location: ____________________________________________

Phone: ____________________ Fax: ____________________ Email: ____________________

Radio Title: ____________________

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**IMMEDIATE (Operational Period 0-2 Hours)**

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<th>Time</th>
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In conjunction with the Medical Director/Specialist if available, Safety Officer and the Resident Services Unit Leaders assess the initial status of the residents, staff and visitors in the following areas:

- Causalities and/or deaths related to incident (see NHICS Forms 206 and 259)
- Resident census and condition
- 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)

Ensure residents receive needed care and reassurance.

Assess problems and resource needs in Branch areas; coordinate resource management with Infrastructure Branch Director and report all resource needs to Section Chief:

- Arrange for provision of critical medical services if needed (e.g. dialysis, oxygen)
- Ensure that staff are assigned to assess medications and medical supplies on hand and project resources needed for the next 7 day period

In collaboration with Admit, Transfer, and Discharge Unit Leader, schedule a review of individual residents as needed for consideration of:

- 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 and activation of surge capacity plan