



Incident Management System (IMS) Roles and Responsibilities

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Roles and Responsibilities

Incident Manager

- Administrator on Call or Delegate

Role:

- Overall authority and responsibility for the Emergency Operations Centre
- Organizes and directs the emergency management response.
- Chair of the Emergency Operations Centre.

Immediate Responsibilities:

- Initiate the hospital IMS by assuming role of Incident Manager.
- Review the Incident Management Structure chart and determine who is needed on the Incident Management Team (based on this emergency at this time).
- Assign Section Leaders:
 - Safety/Risk Management Leader
 - Liaison Leader
 - Communications Leader
 - Operations Section Leader
 - Planning Section Leader
 - Logistics Section Leader
 - Finance Section Leader
 - Scribe
- Coordinate incident management activities.
- Review and approve the incident action plan
- Receive status reports related to the emergency and discuss an initial action plan with EOC members.
- Review priorities with the EOC members.
- Evaluate the need for evacuation.
- Initiate fan out if required.
- Determine appropriate level of service during emergency (i.e. service reduction, cancellations, etc.).
- Ensure that contact and resource information has been established with outside agencies through the Liaison Leader.

Intermediate Responsibilities:

- Arrange routine briefings with EOC members to receive status reports and update the incident action plan.
- Consult with Section Leaders on resources (human & physical) needed.
- Inform the Chief Executive Officer (CEO) of the emergency and provide status updates.

Extended:

- Review and approve media releases submitted by Communications Leader.
- Direct Emergency Management Lead to activate the emergency management communications tool.

Roles and Responsibilities

Recovery:

- Once situation resolves, initiate deactivation of response.
- Monitor return to normal activities.
- Demobilize IMS Sections as required.
- Debrief incident with EOC members.

Other Concerns/ Notes:

Roles and Responsibilities

Safety/Risk Management Leader

- Member of the Patient Relations, Privacy and Risk Department

Role:

- Oversee the safety of the Operations Section.
- Reports directly to the Incident Manager.
- Member of the Emergency Operations Centre.
- Ensure good risk management practices are applied.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Review the Incident Management Structure chart.
- Obtain briefing from Incident Manager.
- Identify hazardous situations associated with the incident.
- Collaborate with the Operations Section to ensure responders are as safe as possible.
 - Ensure that adequate levels of protective equipment are available and being used. (based on this emergency at this time)

Intermediate Responsibilities:

- Conduct risk analysis through the planning process.
- Create systems/procedures related to overall health and safety.
- Attend Planning Section meetings.
- Monitor safety conditions and develop safety measures.
- Provide advice on safety issues.
- Prepare Incident Safety Analysis (IMS Form 215-A).

Extended Responsibilities:

- Attend EOC meetings.
- Alter, suspend or terminate activities that are deemed hazardous for responders.
 - Identify corrective actions and ensure implementation.
 - Coordinate corrective action with the Incident Manager and Operations Section Leader.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/Notes:

Roles and Responsibilities

Liaison Leader

- Member of Privacy and Risk/Emergency Management

Role:

- Functions as incident contact person for representatives from other agencies.
- Reports directly to the Incident Manager.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Review the Incident Management Structure chart.
- Obtain briefing from Incident Manager.
- Review inter-hospital and municipal emergency organization contacts to determine appropriate contacts and message routing.
- Establish communication with agencies involved in the emergency or needed in the response.
- Obtain information related to the emergency to provide to above emergency contacts and agencies, as appropriate.

Intermediate Responsibilities:

- Request assistance and information as needed from emergency contacts and agencies.
- Relay any specific information to the Incident Management Team.
- Advise the Incident Manager of issues related to outside assistance and support.
- Communicate with other EOC's to organize resources from outside agencies.
- Gather information from other organizations that are involved with the incident.
- Provide briefings to other organizations about the incident.

Extended Responsibilities:

- Attend EOC meetings (hospital and municipal).
- Maintain a list of outside organizations involved in the incident.
- Report liaison status to the Incident Manager as requested.
- Update emergency contacts and agencies as emergency response progresses.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements (in consultation with external stakeholders involved in emergency).

Other Concerns/Notes:

Roles and Responsibilities

Communication Leader

- Director of Communications or Delegate

Role:

- Organize and coordinate all internal and external communications.
- Reports directly to the Incident Manager.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Obtain briefing from Incident Manager.
- Determine who is needed on your team to assist with Communications duties (based on this emergency at this time).
- Establish Communications break out room
- Appoint or confirm appointment of designates to your section.
 - Brief Section designates on current situation.
- Implement Crisis Communication Plan, outline actions plans and designate time for briefing.
- Establish Family Waiting Centre.
- Establish Media Centre, as required.
- Begin to prepare scripts for announcements and press releases.
- As soon as possible, communicate to facility staff re: situation, telephone inquiries, etc.

Intermediate Responsibilities:

- Prepare media releases and ensure media releases are approved by the Incident Manager
- Communicate with media and the public.
- Monitor news coverage/social media and relay any pertinent information related to the incident back to the Incident Management Team.
- Inform onsite media of the physical area, which they have access to and those, which are restricted.
 - Coordinate with Security.
- Establish communications link with the city EOC or other EOCs
- Liaise with the city EOC Communications Leader to obtain up-to-date information for media releases and interviews
- Obtain information and updates regularly from designates.

Extended Responsibilities:

- Obtain progress reports from Operations, Planning, Logistics, and Finance Leaders as appropriate.
- Attend EOC meetings.
- Communicate with internal stakeholders
- Report communications status to the Incident Manager as requested.
- Post communication to keep staff updated on the emergency.
- Establish public inquiry hotline, as required

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/ Notes:

Roles and Responsibilities

Operations Section Leader

- Most qualified individual based upon the specific incident.

Role:

- Organizes and directs aspects relating to the clinical operations of the Hospital.
- Coordinates and supervises the activities of the operations section.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Obtain briefing from Incident Manager.
- Review the Incident Management Structure chart and determine who is needed on your section (based on this emergency at this time).
- Establish Operations Section break out room.
- Determine who is needed on your team to assist with Communications duties (based on this emergency at this time).
- Brief EOC Section Leaders and the Incident Manager on current situation.
- Outline actions plans and designate time for briefing.

Intermediate Responsibilities:

- Ensure essential patient care services and programs are maintained.
- Review current patient load with clinical areas.
- Ensure coordination between departments.
- Obtain information and updates regularly from Operations Section designates.
- Ensure all areas under operations section are adequately staffed and supplied.
- Recommend appropriate level of service during this emergency to the Incident Management Team.
- Report concerns to the Incident Management Team.

Extended Responsibilities:

- Attend EOC meetings
- Report operational status to the Incident Manager as requested.
- If resources are scarce, resolve conflict surrounding allocation and identify priorities.
- Ensure that all actions and decisions are appropriately documented.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/Notes:

Roles and Responsibilities

Planning Section Leader

- Most qualified individual based upon the specific incident.

Role:

- Develop the Incident Action Plan with the Incident Management Team Section Leaders.
- Responsible for both short and long-term planning for emergency response and recovery.
- Coordinates and supervises the activities of the planning section.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Obtain briefing from Incident Manager.
- Review the Incident Management Structure chart and determine who is needed on your section (based on this emergency at this time).
- Establish Planning Section break out room.
- Appoint or confirm appointment of designates to your section.
- Brief Planning Section designates on current situation.
- Outline actions plans and designate time for briefing.

Intermediate Responsibilities:

- Obtain information and updates regularly from section designates.
- Ensure all areas under the Planning Section are adequately staffed and supplied.
- Based on current data, project the hospitals' response and make plans/preparations to meet future needs.
- Report concerns to the Incident Management Team.

Extended Responsibilities:

- Attend EOC meetings.
- In conjunction with the EOC members, develop short and long term plans progressing towards recovery.
- Ensure that all actions and decisions are appropriately documented.
- Report planning status to the Incident Manager as requested.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/Notes:

Roles and Responsibilities

Logistics Section Leader

- Most qualified individual based upon the specific incident.

Role:

- Organizes and directs those operations associated with maintenance of the physical environment, and adequate staffing, equipment, supplies, and space to support the emergency response.
- Coordinates and supervises the activities of the Logistics Section.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Obtain briefing from Incident Manager.
- Review the Incident Management Structure chart and determine who is needed on your section (based on this emergency at this time).
- Establish Logistics Section break out room.
- Appoint or confirm appointment of designates to your section.
- Brief Section designates on current situation.
- Outline actions plans and designate time for briefing.

Intermediate Responsibilities:

- Oversee the acquisition of equipment and supplies, ensuring equitable distribution.
- Oversee the maintenance of the physical environment.
- Obtain information and updates regularly from Logistics Section designates and other Section Leaders (i.e. Operations Section).
- Ensure all areas under the Logistics Section are adequately staffed and supplied.
- Report facility issues and equipment and supply shortages to the Incident Management Team.
- Obtain needed supplies with assistance of the Finance Section Leader.
- Obtain additional staffing, as required.

Extended Responsibilities:

- Attend EOC meetings.
- Report Logistics status to the Incident Manager as requested.
- Ensure that all communications are copied to the Communication Leader.
- Document actions and decisions on a continual basis.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/ Notes:

Roles and Responsibilities

Finance Section Leader

- VP or Director of Finance Services

Role:

- Ensures availability of funds and monitors the utilization of financial assets.
- Provides the documentation of expenditures relevant to the emergency.
- Coordinates and supervises the activities of the Finance Section.
- Member of the Emergency Operations Centre.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Obtain briefing from Incident Manager.
- Review the Incident Management Structure chart and determine who is needed on your section (based on this emergency at this time).
- Establish Finance Section break out room, if required.
- Appoint or confirm appointment of designates to your section.
- Brief Finance Section designates on current situation.
- Outline actions plans and designate time for briefing
- Initiate the emergency cost codes and notify the Logistics Section of the number and criteria/authority for use.

Intermediate Responsibilities:

- Ensure availability of funds.
- Provide “cost to date” updates to the Incident Management Team.
- Report concerns to the Incident Management Team.
- Schedule meetings to include Finance Section designates to discuss updating the Section’s action plan.

Extended:

- Attend EOC meetings.
- Report financial status to the Incident Manager as requested.
- Ensure emergency related costs are recorded, calculated by category, and if possible reimbursed.
- Assure that all requests for personnel or supplies are documented.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.
- Calculate the emergency related expenditures by category and report to Senior Leadership.
- Recover costs as is possible.

Other Concerns/ Notes:

Roles and Responsibilities

Scribe

- Administrative assistant

Role:

- Assistant to the Incident Manager.
- Responsible for documentation of the minutes at the Emergency Operations Center meetings.
- Overseeing the acquisition of supplies and equipment for the EOC and breakout rooms.

Immediate Responsibilities:

- Receive appointment from Incident Manager.
- Fill in the names of the Incident Management Team on the laminated poster as individuals arrive and hand out roles and responsibilities sheets to the Emergency Operations Centre (EOC) members.
- Hand out office supplies (note paper, pens, etc).
- Determine and appoint additional administrative assistants as required.

Intermediate Responsibilities:

- Keep laminated poster of Incident Management Structure up to date, add contact information.
- If LHSC involved in emergency, post their incident management structure poster and fill in names and contact information, as directed by Incident Manager.
- Post and update any additional posters or boards.
- In collaboration with IM, ensure equipment setup in EOC and breakout rooms (flipcharts, telephones, fax machines, computers, telephone or videoconferencing capabilities, etc.).
- Replenish office supplies.
- Accept any duties assigned by Incident Manager.

Extended Responsibilities:

- Attend EOC meetings.
- Ensure that all actions and decisions are appropriately documented.

Recovery:

- Participate in event debriefing.
- Identify gaps and facilitate any required improvements.

Other Concerns/Notes: