

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Greeter

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Welcome and direct/assist family and friends to the FISC 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Greeter and review this job action checklist
	Check in with the Greeter Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Receive just in time training, if required
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	INTERMEDIATE
	Report to your greeting post
	Once approached by and/or you identify searching family or friends direct/assist them to the FISC
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

Note: If media inquiries about the family area direct them to the identified media holding area

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Emergency Department Specialist

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • To oversee FISC activities in the Emergency Department • To provide psychosocial assistance in the Emergency Department • To assist with patient identification process in the Emergency Department 	
✓	ACTIONS
	IMMEDIATE
	Assume role of Emergency Department Specialist and review this job action checklist
	Check in with FISC Lead and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Yellow)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Move to the Emergency Department with appropriate equipment required
	Assess needs in the ED for psychosocial support or response.
	Check in with security and allocate assignments to ED Support Team, if available to you
	Ensure greeters have been positioned at all ED access entrances to support directing families to the FISC
	Negotiate appropriate allotment of FISC Support Team to the ED in consultation with Staffing Assignment
	INTERMEDIATE
	Assist CCL with discharging patients to allow for incoming patients
	Provide emotional support/psychosocial first aid to patients
	Direct families to the FISC
	Provide leadership, direction and regular communication to ED Support Team
	Provide regular situational awareness updates to the FISC Lead
	Complete Unidentified Patient forms, if any Code Orange patients are admitted to the ED
	Collect completed Unidentified Patient forms and place it in the ED Social Work mailbox wall mount located outside of Room AG 173
	Contact Patient Matching Specialist to send Runner to retrieve completed forms
	Liaise with Staffing Assignment to confirm staffing
	RECOVERY/DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Fan-Out Captain

Job Action Checklist

✓	ACTIONS
	IMMEDIATE
	Once notified by FISC Lead of an incident start fan out notification on your roster
	Complete scheduling template, attached
	Within 30 – 60 minutes report back to FISC lead via teleconference -report result of immediate staff available and arrival times -report results of staff who are available later and the arrival times
	Wait for further direction on next steps from FISC Lead
	INTERMEDIATE
	Upon direction of FISC Lead confirm with staff their required to participate in the FISC
	Direct staff to the Staffing Assignment Center (H230) with their Sunnybrook ID badge for briefing, assignment and next steps
	Support FISC physical set up
	RECOVERY/DEMOBILIZATION
	No action required

Note: As a FISC captain it is your responsibility to attend regular FISC meetings, create and participate in FISC planning and exercises

FAMILY INFORMATION SUPPORT CENTRE (FISC)

FISC Lead

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • To oversee the activities of staff within the FISC • To ensure communication is maintained between the Hospital Emergency Operations Centre (HEOC), and the FISC Team • To provide regular communication on updates to families and friends 	
✓	ACTIONS
	IMMEDIATE
	Once notified of a Code Orange participate in the HEOC briefing
	Once it has been identified a large number of patients will arrive activate the FISC
	Initiate fan out notification to FISC Captains and direct them to report in (after hours & weekends via teleconference at designated time)
	Assign staff to appropriate roles
	Ensure you have signed into the FISC documenting the time
	Put on FISC identification vest (Yellow) and set up in E115
	Assess overall functioning of various elements of the FISC
	Delegate set up of FISC
	INTERMEDIATE
	Maintain communication between the HEOC and FISC team
	Provide regular communications with any information you can provide
	Identify critical resources needed to manage the FISC
	Ensure regular communication is provided to the HEOC with FISC activities i.e. number of families, number of patients matched, etc.
	RECOVERY/DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest) and provide briefing of current activities
	Ensure you sign out of the FISC documenting your departure time
	Consult with HEOC on closure of FISC
	Conduct immediate debriefing session
	Ensure staff are referred to EAP providers for counseling and debriefing
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Greeter Specialist

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> Oversees and supports the Greeter activities 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Greeter Specialist and review this job action checklist
	Check in with FISC Lead and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Yellow)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	INTERMEDIATE
	Ensure you review the job action checklists and understand the role for Greeter
	Monitor and facilitate flow of family coming into the hospital
	Provide leadership, direction and regular communication to the Greeter team
	Provide regular situational awareness updates to the FISC Lead
	Welcomes and directs families & friends to the FISC, when required
	Ensure you and your teams physical readiness through proper nutrition, water intake, rest, and stress management techniques
	Liaise with Staffing Assignment to confirm staffing
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Hospitality & Support Area Specialist

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Oversees and supports activities in waiting area • Oversees and supports counselling activities 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Hospitality & Support Area Specialist and review this job action checklist
	Check in with FISC Lead and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Yellow)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	INTERMEDIATE
	Ensure you review the job action checklists and understand the roles for the Support Team & the Hospitality Team
	Monitor and facilitate flow of family coming into the Hospitality Support Area
	Monitor, facilitate and assign counselling of families to Social Workers and Spiritual Care Practitioners
	Monitor the ratio of family to FISC support team to ensure proper coverage (use professional judgement)
	Monitor the coming and going of families, ensure everyone is where a FISC sticker
	Monitor levels of psychological/emotional distress of families, Support & Hospitality teams
	Provide leadership, direction and regular communication to Support & Hospitality teams
	Observe FISC waiting area and receive updates of identified needs from Support & Hospitality teams
	Ensure adequate supplies are provided within the Hospitality & Support Area such as tissues, water, and snacks.
	Liaise with Staffing Assignment to confirm staffing
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Hospitality Team

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Provide support in the Hospitality & Support Area 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Hospitality Team and review this job action checklist
	Check in with the Hospitality & Support Area Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Receive just in time training if needed
	INTERMEDIATE
	Greet families arriving to the Hospitality & Support Area and ensure they are wearing a FISC sticker
	Provide families with water and snacks
	Direct families to washrooms and charging station
	Refer families to a Support Team member if they have questions regarding the incident or require emotional support
	Inform Hospitality & Support Area Specialist if you identify any other requirements such as food, water, etc.
	Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Patient Matching Specialist

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> Oversees and supports the matching and reunification activities 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Patient Matching Specialist and review this job action checklist
	Check in with FISC Lead and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Yellow)
	Ensure you have signed in to the FISC with Staffing Assignment representative documenting your arrival time
	INTERMEDIATE
	Ensure you review the job action checklists and understand the roles for Patient Matching and Runner
	Monitor and facilitate flow of the Family Registration & Unidentified Patient forms from the Hospitality Support Area and in-patient units.
	Provide leadership, direction and regular communication to Patient Matching & Runner teams
	Provide regular situational awareness updates to the FISC Lead
	Oversee and support the family matching process
	Data entry of completed family and unidentified forms, when required
	Send Runner to pick up completed Unidentified Registration forms from in-patient units every 2 – 4 hours or as needed
	Ensure Runner checks in after every run
	Assign Runner other duties as required
	Communicate with partner hospital's FISC for matching and reunification <i>*Make sure you follow the Disclosure of PHI Decision Support Tool, see FISC Plan Appendix K</i>
	If match is confirmed: <ol style="list-style-type: none"> Double check TrackFISC portal, documentation, and with partner hospitals if applicable Once confirmed work with Hospitality & Support Specialist to assign a Support Team member to approach family and escort family to patient location.
	Ensure you and your teams physical readiness through proper nutrition, water intake, rest, and stress management techniques
	Liaise with Staffing Assignment to confirm staffing
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Patient Matching

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> Supports the matching and reunification of family and friends registering in the FISC with Code Orange Patients 	
✓	ACTIONS
IMMEDIATE	
	Assume the role of Patient Matching and review this job action checklist
	Check in with the Patient Matching Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Receive just in time training if needed
INTERMEDIATE	
	Receive completed Family Registration Forms from the Hospitality & Support Area via runners <ul style="list-style-type: none"> Enter information from form into the TrackFISC portal Place forms in alphabetical order (by patient's last name) and store in accordion file folder called "FISC Forms". If more than one form has been filled out for a patient (e.g. parents and spouse come to FISC separately), staple forms together
	Receive completed Unidentified Patient Forms from in-patient units via runners or FISC Support team <ul style="list-style-type: none"> Enter information from form into the TrackFISC portal Place forms in alphabetical order (by patient's last name) and store in accordion file folder called "FISC Forms". If no name for a patient, forms will be kept at the front of this folder under heading "Unidentified Patients"
	If a potential match is identified notify the Patient Matching Specialist to confirm match
	Communicate with partner hospital's FISC for matching and reunification <i>*Make sure you follow the Disclosure of PHI Decision Support Tool, see FISC Plan Appendix K</i>
	Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques
DEMOBILIZATION	
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Registration Specialist

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> Oversees and supports Registration activities 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Registration Specialist and review this job action checklist
	Check in with FISC Lead and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Yellow)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	INTERMEDIATE
	Ensure you review the job action checklists and understand the role for Registration
	Monitor and facilitate flow of family coming to the Registration area
	Provide leadership, direction and regular communication to Registration Team
	Provide regular situational awareness updates to the FISC Lead
	Register family and friends and provide introduction to the FISC, when required
	Ensure you and your teams physical readiness through proper nutrition, water intake, rest, and stress management techniques
	Liaise with Staffing Assignment to confirm staffing
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

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Registration

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Welcomes and registers family and friends in the FISC 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Registration/Intake and review this job action checklist
	Check in with the Registration Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Receive just in time training if needed
	INTERMEDIATE
	Welcome family and friends into the FISC
	Register family and friends into the FISC. <i>*Note make sure family provides a contact number</i>
	Provide family and friends with an introduction to the FISC and what to expect when in the FISC
	Provide family and friends with a FISC sticker and direct them to find a seat
	Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Runner

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> To assist with transporting information between the FISC and other areas of the hospital 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Runner and review this job action checklist
	Check in with the Patient Matching Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Receive just in time training if required
	INTERMEDIATE
	Drop off Unidentified Patient Registration forms to in-patient units
	Pick up family registration forms and deliver to Patient Matching
	Pick up unidentified forms from ED or in-patient units and deliver to Patient Matching in room E110 every 2 – 4 hours or as needed
	Assists with delivering information between FISC and other areas of the hospital, as required
	If you have completed a run and are without a subsequent assignment, return to the FISC area and report to the Patient Matching Specialist for assignment
	Complete any other assignments as directed
	Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary

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Staffing Assignment

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Sign in and out staff and volunteers who are supporting the FISC • Coordinate staffing changes in the FISC 	
✓	ACTIONS
IMMEDIATE	
Assume the role of Staffing Assignment and review this job action checklist	
Obtain briefing from the FISC Lead or delegate on the situation, incident activities, and any special concerns	
Ensure you have signed in to the FISC documenting your arrival time and receive just in time training if needed	
INTERMEDIATE	
Check in with the each of the Specialists and FISC Lead for staffing requirements	
Sign in all staff and volunteers noting the time	
Assign roles as identified by the area Specialists and provide appropriate vest	
Maintain ongoing communication with the Specialists for new staffing requirements	
Sign out all staff and volunteers noting the time and collect their vests	
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques	
DEMOBILIZATION	
Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)	
Ensure you sign out of the FISC documenting your departure time	
Upon notification of demobilization ensure all staff on waiting list are called and informed they are no longer required.	
Upon notification of demobilization support the clean-up of supplies and equipment	
Participate in debriefing session	
Seek emotional support from EAP as necessary	

Note: FISC Lead and all specialists are assigned yellow vests and all other roles are assigned orange vests

FAMILY INFORMATION SUPPORT CENTRE (FISC)

Support Team

Job Action Checklist

PURPOSE:	
<ul style="list-style-type: none"> • Provide psychological and emotional support to families • To assist with reunification of families 	
✓	ACTIONS
	IMMEDIATE
	Assume the role of Support Team and review this job action checklist
	Check in with the Hospitality & Support Area Specialist and obtain briefing on the situation, incident activities, and any special concerns
	Put on FISC identification vest (Orange)
	Ensure you have signed in to the FISC with the Staffing Assignment representative documenting your arrival time
	Receive just in time training if needed
	INTERMEDIATE
	Greet families arriving to the Hospitality & Support Area and ensure they are wearing a FISC sticker
	Provide counselling to families
	Continue assessing psychological/emotional distress of families
	Provide families with resources
	Support/escort reunification of families
	When escorting families ensure they sign out of the FISC at the Registration area
	Upon on arrival of location introduce family to unit staff and indicate patients name they are to see
	Return to Hospitality & Support Area once family has been reconnect if your services are not required
	Inform Hospitality & Support Area Specialist of you identify any further needs within the waiting area
	Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques
	DEMOBILIZATION
	Upon notification of ending of shift, assist with hand over to new personnel (e.g. vest)
	Ensure you sign out of the FISC documenting your departure time
	Upon notification of demobilization support the clean-up of supplies and equipment
	Participate in debriefing session
	Seek emotional support from EAP as necessary