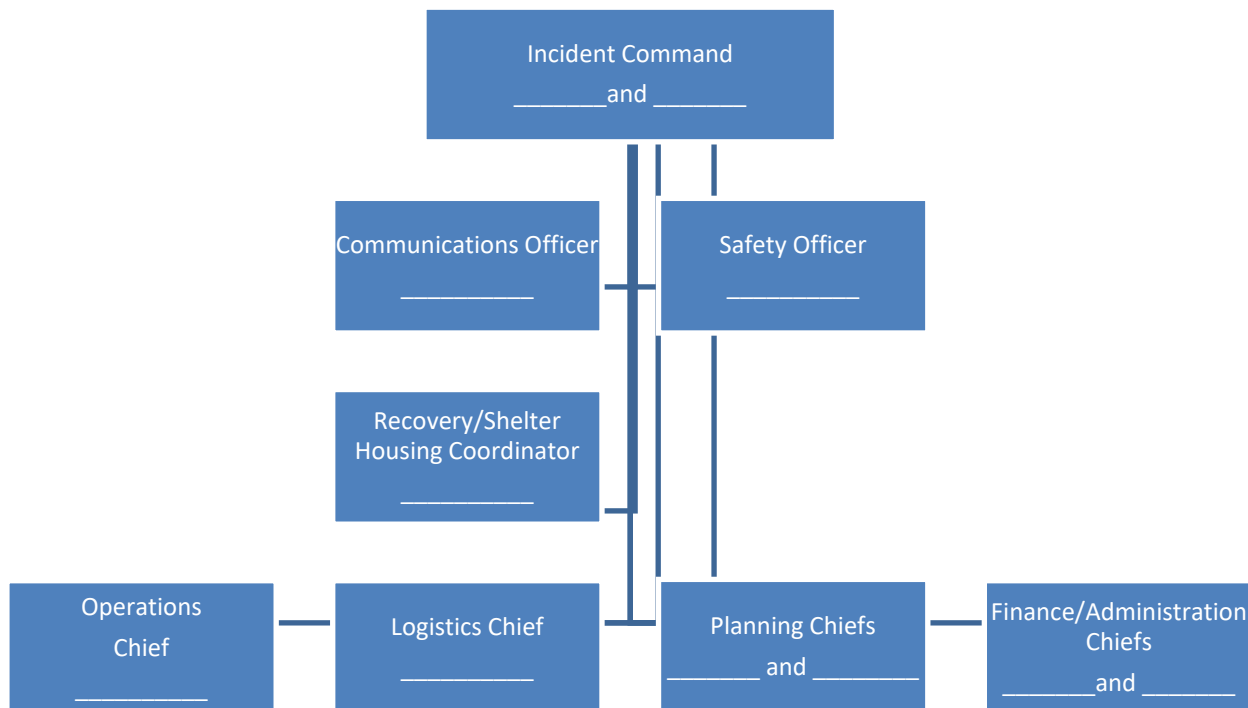


Incident Command Structure

To help manage the response to the COVID-19 pandemic, we have adapted the Incident Command System (ICS) to fit our organization. This will help us achieve several objectives: 1) effectively communicate and update staff and patients regarding clinic operations; 2) continue providing the services that patients rely on to treat and manage their substance use and other health conditions; and 3) ensure that we protect the safety and health of staff and patients.

The flow chart and the brief descriptions below outline the critical areas within an ICS that are essential to creating a cohesive and well informed environment that is responsive to a rapidly changing situation. It also identifies the specific individuals responsible for completing related tasks within each area.



Incident Command: The Incident Command has overall responsibility for management of the incident.

Communications Officers: Communications Officers are responsible for drafting internal communications to staff and external communications to patients about the incident as operations/processes and information changes.

Safety Officer: The Safety Officer monitors incident operations and provides feedback and advice to the Incident Commanders on all matters related to operational safety.

Recovery Housing/Shelter Coordinator: The Recovery Housing/Shelter Coordinator serves as the initial point person for communication and coordination between recovery/transitional houses and our program.

Operations Chief: The Operations Chief is responsible for implementing the procedures and plans established by the Incident Commanders to achieve the incident objectives. Works particularly in close contact with the Logistics Chief and Incident Commanders.

Logistics Chief: The logistics chief is responsible for resource management.

Planning Chiefs: The Planning Chiefs develop and update brief, written reports outlining options and plans for continuing services and operations during the incident.

Finance/Administration Chiefs: The Finance/Administration Chiefs are responsible for tracking and managing financial and administrative activities related to the event.