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| **Royal Hospital for Neuro-disability**  **ACTION CARD ONE**  **SILVER COMMANDER (Silver)** |

**This role will default to the On-site Duty Manager then the On-call Manager when a Major or Critical Incident is declared**

**Overview**

The role of Silver is tactical. Silver Commander is responsible for operational management of the incident and is the key contact with the emergency services. The role will initially be fulfilled by the On-site Duty Manager if the On-call Manager has not yet reached the site. The first Senior Manager to arrive will fulfil the role until the On-call Manager is available on site or an alternative senior manager is appointed.

Silver must have a comprehensive knowledge of the RHN estate, sufficient operational knowledge of the services and individual wards, the RHN Major Incident Plan and the On-call protocol. Silver will take direction from the Gold Commander but will be responsible for planning and co-ordinating the resources and delegating the activities to respond to the major incident. The location of Silver will be a judgement for Gold and Silver but should be as close to the incident as is safe.

**MAJOR OR CRITICAL INCIDENT DECLARED**

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|  | **Action** |
|  | Formally appoint a senior person on-site as the interim Silver Commander |
|  | Locate nearest major incident cupboard:   1. Therapy Hub / Drapers wing 2. Coombs stairwell   Collect major incident file, action cards and high visibility vests |
|  | Set up major incident room in either   1. Maxwell library 2. Executive meeting room 3. Other safe location |
|  | Call and chair meeting using meeting template and completing SITREP  Complete ‘METHANE’ sitrep information for Gold Commander and Emergency Services:   * **M**ajor Incident declared? * **E**xact location * **T**ype of incident * **H**azards present or suspected * **A**ccess – routes that are safe to use * **N**umber, type and severity of casualties * **E**mergency Services present and those required |
|  | Advise appropriate Emergency Services and provide your contact details |
|  | Appoint Loggist and commence Major Incident Event Log |
|  | Establish telephone contact with most senior person at scene of incident |
|  | Record contact details for senior person at scene of incident |
|  | Make contact with Gold Commander – establish level of incident declared |
|  | Consider and initiate Emergency Staff Call-in Cascade if required |
|  | Activate RHN emergency phone-in line with appropriate recorded message |
|  | Nominate and assemble staff in Major Incident Control Room for required operational roles:   * Bronze Nurse * Bronze Security and Transport * Bronze Communications * Bronze Doctor * Bronze Evacuation or Invacuation * Loggists * Runners |
|  | Assign operational activities to members of Bronze Command Team, as appropriate |
|  | Pass ‘METHANE’ information to Emergency Services |
|  | Close Hospital to admissions |
|  | Escort visitors, volunteers and contractors off site |
|  | Consider closure of RHN site |
|  | Inform SWL incident control room of Sitrep and potential support required |
|  | Inform other emergency contacts as required |
|  | Collate information updates for sitreps and report progress to Gold Commander |
|  | Lead regular communications briefing for staff |
|  | Pass any media releases and website content to Gold Commander for approval and issue |
|  | Analyse business continuity risks regularly and liaise with Bronze Command Team to activate plans as necessary |
|  | Maintain contact with most senior member of staff at the incident |
|  | Assign responsibility to contact patients next of kin or emergency contact nominees |
|  | Assign member of Bronze Command Team to inform Commissioners that Major or Critical Incident has been declared (if Gold Commander instructs) |
|  | Plan a rota if the incident is protracted |

**Evacuation**

In the event that off-campus evacuation to a crisis shelter becomes necessary then the Silver Commander should consider these additional actions if required:

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|  | **Action** |
|  | Delegate a senior member of staff to become Bronze Evacuation |
|  | Decide if the evacuation triage and transfer centre will be Drapers Therapy Hub, the Assembly Room or Holy Trinity Church. Inform Bronze Evacuation of the decision |
|  | Liaise with SWL to establish appropriate evacuation partner(s) |
|  | Inform the RHN Chaplain that the RHN Evacuation Plan has been initiated |
|  | Maintain communication with Bronze Evacuation |

**Invacuation**

In the event of an agreed invacuation from a reciprocal partner, the Silver Commander should consider these additional actions if required:

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|  | **Action** |
|  | Delegate a senior member of staff to become Bronze Invacuation |
|  | Liaise with Gold Commander to decide if RHN will permit its vehicles to be used in assisting invacuation by reciprocal partner |
|  | Inform Bronze Security and Transport of decision |
|  | Maintain regular communication with Bronze Invacuation |

**Stand Down**

Once the risk to the health of the RHN community and property is reduced and there is no longer a risk of the major incident leading to further casualties, Silver Commander can announce a stand down from the major incident status.

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|  | **Action** |
|  | Request approval from Gold Commander to declare Major Incident stand-down |
|  | Inform all staff and partner organisations that Major Incident is over |
|  | Complete Major Incident Log and store safely |
|  | De-activate RHN emergency phone-in and amend recorded message |
|  | Initiate ward, service or organisation level business continuity plan as assessed |
|  | Ensure all emergency arrangements have been de-activated |
|  | Initiate hot de-brief with Bronze Command Team |

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|  | Contribute to organisational debrief |
|  | Contribute to RHN Lessons Learned events |