

GRAB & GO

ACTION CHECK

LISTS

NOTIFICATIONS

With today's social medial availability, notifications must be made with the highest sense of urgency.

- Assign a 2 person team to notify the employee's immediate family, *in person, in time, in plain language and with compassion*, before releasing information to any other entity. The employee may have completed a notification form with an order of notification. Refer to Appendix – **"In Person, In Time"** Notifications for more detail.
- If the media is on scene upon notification, ask that the name of the deceased or injured officer be withheld until your agency can confirm that all immediate family members have been properly notified.
- Notify all on and off duty personnel, including chaplain(s) and volunteers.
- Notify elected officials and other key people in the community of the situation.
- Notify surrounding chiefs/sheriffs in the jurisdiction.
- Notify the hospital that the family is enroute to the hospital.
- If other immediate survivors live out of the area, request for personal notification be made by the appropriate jurisdiction.

COMMAND STAFF

- Ensure the immediate family is *notified in pairs, in time, in plain language, and with compassion*. Check to see if the member has an updated emergency contact form, advising who they want notified and in what order.

- Using the Incident Command System (ICS), select and appoint, after explicit consideration:
 - Family Liaison(s)
 - Hospital Liaison
 - Liaison Coordinator
 - Logistics Coordinator
 - Public Information Officer – *Should already be trained in this arena*
 - Benefits Coordinator

- Meet with the family.

- Contact the Oregon Association of Chiefs of Police (OACP) or the Oregon State Sheriff's Association (OSSA) as needed for assistance.

- Prepare a summary of the facts about the public safety officer and the incident to use for public release of information. Prepare a written statement for the Public Information Officer (PIO) or agency representative.

- If a Companion Officer was on scene, check on the status of that person's emotional well-being.

- Contact the agency or jurisdictional attorney regarding possible legal issues.

- Prepare for the funeral, considering the following:
 - Family wishes are of the utmost importance.
 - Location, capacity, outside assistance, cost, etc.

- If this is a catastrophic injury/illness:
 - Prepare for long term staffing (Hospital Liaison, Family Liaison, PIO, etc.) and subsequent rotation of personnel and/or responsibilities.

- Consider
 - Psychological assistance for staff.
 - Logistics – Ask for assistance from local businesses and outside jurisdictions
 - Long term agency support.
 - Long term family support, but empower the family to begin to move forward without their loved one

LIAISON COORDINATOR

- With Command Staff, determine which 'liaison' positions will be necessary, using staff experience and relevant skill sets.
- Work hand in hand with the Logistics Coordinator.
- Establish a Command Center for your liaison(s), if necessary.
- Work closely with the Family, Hospital and Logistics Coordinator(s), and the PIO.
- Coordinate the responsibilities to be handled by your liaison team.
- Keep an eye on your liaisons – Are they becoming overly invested, over worked?
- Prepare to rotate liaison position(s), if necessary.
- Assist with the funeral/memorial service. Delegate responsibilities. **Does the situation deem a Funeral Coordinator?**
- Ensure a memorial flag(s) is obtained and ready for the service.
- Ensure post-memorial issues are handled:
 - Benefits
 - Mental Health availability for employees in need
 - Awards ceremonies, annual memorials, etc.

FAMILY LIAISON(S)

- Prepare for a long term assignment.
- Remain focused.
- Ask for help when you need it.
- Communicate clearly and effectively with other liaisons and the family.
- Remain in contact with the involved entities, such as the hospital, the funeral home, the Benefits Coordinators, etc.
- Make the family aware of what the agency can offer for funeral arrangements. Confirm this information before any involved discussions with the family. Do not promise what you cannot deliver.
- Assist the family with transportation, to/from:
 - Hospital
 - Funeral Home
 - Temporary lodging
- Assist the family with communications:
 - Media, via the PIO
 - Hospital Liaison, Logistics Coordinator and Benefits Coordinator
- Assist family with their own logistics:
 - Food (donations?)
 - Child care
 - Correspondence (mail, email, voicemail, etc.)
- Provide the family resources
 - Mental health assistance (if not already in place). Suggest the Employee Assistance Program (EAP), if your agency participates in one.
- If a LODD, notify the OR Chapter of C.O.P.S. at 503.465.8082.
- Ensure family's privacy needs are met.
- Assist the family with the set-up of a bank account for donations.
- Arrange routine security checks of the affected family's home, if necessary
- Remain available for the family.
- Anticipate and plan for:
 - Trigger dates (anniversaries, birthdays, etc.)
 - Difficulties with the trial
 - Memorials, award ceremonies, etc.
- Take care of your own mental health. Assign co-workers and/or family/friends who can remain objective to keep you on track.

HOSPITAL LIAISON

- Meet the family at the hospital. If your initial contact with the family is prior to arriving at the hospital, try to discourage the family members from driving themselves.
- Find an appropriate location for the family to meet. Hospitals have space set aside for these situations.
- Find an appropriate location for co-workers and friends to gather as well. Try to keep these two areas somewhat separate, allowing the family some quiet and privacy.
- Work closely with the **Family Liaison, Logistics Coordinator** and the **Public Information Officer**.
- If this is a line of duty situation, provide hospital admitting staff with the agency address and phone numbers. All billing correspondence should be sent to the agency, not the member's home.
- Prior to any media releases, ensure the family has received the most recent update(s).
- Ensure family, co-workers, etc. are aware of the hospital policies regarding visiting hours, gifts, etc.
- Be prepared to explain to the family why an autopsy may be required.
- If it is possible for the family to visit the employee prior to the death, allow them. It is their right. If the injuries are overwhelming, diplomatically inform the family of this.
- Do not make any promises to the family.

LOGISTICS COORDINATOR

- Remain in contact with Command Staff – Determine what your agency can provide and what they cannot.
- Work closely with the Family Liaison, the Liaison Coordinator and the Public Information Officer.
- Utilize the Incident Command System (ICS).
- Identify are hotels/motels that are willing to offer group discounts rates. Rooms needed may include family and personnel from outside jurisdictions.
- Arrange transportation for persons arriving at local airports, bus terminals and train stations.
- Work with outside agencies to prepare and implement the funeral/memorial. The agencies may include outside jurisdictions, ODOT, Honor Guard Teams, etc.
- Prepare for traffic control plans, parking and respective contingencies.
- Develop seating diagrams for the service.
- Consider parking ingress/egress. Where will the hearse park?
- Assist with the set-up of sound/video system at the service.
- Will a podium be needed at the service?
- Where will flowers, mementos, programs, etc. be set up at the service?
- Gain assistance from cadets or explorers for parking, seating, etc.
- Coordinate on-air retirement of the unit number with Communications.

PUBLIC INFORMATION OFFICER

- Gather the pertinent information accurately and expeditiously
 - Type of incident (criminal vs non)
 - Location (highly visible vs remote)
 - Day of week / Time of day
 - Public interest or controversy
 - Available media resources
 - Effective media management strategy to consistently provide accurate, timely and thorough information.

- Work closely with the Family Liaison, Hospital Liaison, Liaison Coordinator and the Logistics Coordinator. If a Companion Officer was utilized, he/she may have information relevant to the investigation.

- Consider a staging location near the department, specifically for the media. An impromptu memorial may be set up by community members, co-workers, etc. Anticipate a good location, if possible.

- If the affected member has a social network site (Facebook, Twitter, etc.), see if the privacy settings can be set to prevent access to photographs, etc.

- Prepare for the 5 stages of Media Coverage – Refer to the guide for full details
 1. The “Breaking News” stage – Media will want to know what happened. **DO NOT** release the name of the agency member until all immediate family members have been advised of the situation.

 2. Focus on the victim officer, family and department response (usually within the first two days of the incident).

 3. Focus on involved agency and the impact.

 4. Memorial service

 5. Post Incident / Memorial Service

- If press releases are held at the hospital, work with hospital staff to secure an efficient location to do so.

PEER SUPPORT COORDINATOR

- Questions to consider: Is this incident too close for your staff/team? Will your staff be able to objectively support your agency employees?
- Develop an immediate plan for a defusing(s), if necessary.
- Based on observations made during defusings and other staff observations, is a Critical Incident Stress Debriefing(s) necessary?
- Gather location options for debriefings, considering the following:
 - Off site location
 - Privacy
 - Windowless room(s) if possible
 - Cost
- Using a 'bulls eye' format, determine what group should first be debriefed, the second group, third, etc. Do not forget those who were not on scene, city/county council members, etc. Work with the Logistics Coordinator and Command Staff regarding scheduling.
- Ask for assistance from outside teams.
- Keep an eye on your team members – Are they over invested?
- Debrief the debriefers.
- Provide resources for staff, families / survivors.
- Is your staff trained to conduct Spouse/Significant Others?
- Prepare for the unexpected.
- Provide team members, wearing some form of identification (team shirts, ID cards, etc.) to attend the funeral/memorial. Encourage team members to only assist others when asked, engage in general conversations, and observe. Do not overwhelm affected co-workers with unwanted peer support.

BENEFITS COORDINATOR

IN THE FIRST 24 HOURS

- Determine state and/or local autopsy requirements for line-of-duty deaths, including deaths from heart attacks and strokes that occur within 24 hours after responding to an emergency incident. Verify who is responsible for the cost. Discuss the need for autopsy with family survivors.
- Request assistance, if needed, from a Trauma Team.
- Inform Family Liaison of the following:
 - Any local funeral homes or cemeteries that offer free or reduced-cost services for line-of-duty deaths.
- If the public safety officer was a veteran, and the survivors desire a military service, assist survivors in notifying the Dep of Veterans' Affairs. This should be completed no less than 48 hours prior to the funeral.

IN THE FIRST 48 HOURS

- Contact the Dept of Justice at 1-888-744-6513 to initiate the filing process for PublicSafety Officers' Benefits.
- Complete the M-3 Notice of Death or Permanent Total Disability form available online through DPSST. ORS 243-974 requires notification be made within three working days from the date of death or becoming aware of the permanent total disability.
- Allow survivors, if desired, to name a trusted family member or friend as a contact person for benefits-related matters.
- Complete the M-1 Application for Benefits through the Dept of Public Safety Standards and Training for lump sum death benefit, mortgage payments, and health/dental benefits, and educational scholarship.

Inform the Family Liaison:

- Contact the agency's life insurance organization to begin process of filing for benefits.
- Arrange for a minimum of 20 certified copies of the public safety officer's death certificate. The Benefits Coordinator may be able to arrange this with the Medical Examiner, depending upon jurisdiction.

- Establish a donation fund for the survivors, ensuring it is established according to state and federal tax laws. Consult with financial/legal specialists, if needed. Deposit any cash donations into this fund.

WITHIN THE FIRST WEEK

- Meet with family survivors to discuss benefits overview. Provide survivor a written version of the information presented. Complete approx. 72 hours post-incident.
- Begin the claims process for Workers' Compensation.
- Initiate filing process for other agency-related benefits.

WITHIN A WEEK FOLLOWING THE FUNERAL

- Meet with survivors to discuss benefits in greater detail with survivors.
- Assist survivors in notifying the Social Security Administration to apply for monthly survivor benefits and/or healthcare.
- Assist survivors in notifying other organizations through which they may have insurance policies, including credit cards, credit unions, mortgage company.
- Assist survivors in obtaining a minimum of 12 certified copies of marriage certificate and birth certificate of each dependent. Where applicable, adoption and divorce decree copies may be necessary.
- If the public safety officer was a veteran, assist survivors in locating the DD-214 (military discharge papers). Assist survivors in notifying the Veteran's Affairs and OR National Guard, if applicable.
- Assist survivors in locating social security numbers for each survivor who may be eligible for benefits.
- For public safety officers with secondary employment (volunteer firefighters, reserves, etc.) assist survivor in contacting employers to discuss benefits.

Quarterly Follow up

- Ensure benefit applications are completed and submitted in a timely manner.