

	POLICY & PROCEDURE	SERIES # 523	PAGE 1 OF 7
	SERIOUS INJURY OR LINE OF DUTY DEATH		EFFECTIVE DATE 07/09/14
			OVERSIGHT Support Services
	DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P 523 dated 09/12/97.	

I. PURPOSE:

To outline the steps Division personnel will follow in the case of an employee line-of-duty death or serious injury.

II. POLICY:

A. It shall be the policy of this Division:

1. To notify the victim employee's immediate family in person as quickly as possible.
2. To assist and to support the family at the hospital.
3. To assist the family with funeral arrangements.
4. To make sure the family receives all appropriate benefits.
5. To provide the family with long-term support.

III. DEFINITIONS:

A. As used in this policy, the following definitions apply:

1. FAMILY LIAISON OFFICER ... person designated in compliance with P&P #510 (Victim/Witness Assistance) to co-ordinate the needs of the family during and after the crisis.
2. HOSPITAL LIAISON OFFICER . . . person assigned to facilitate activities at the hospital between the family and medical personnel, hospital staff, police staff, and investigators.
3. DIVISION LIAISON OFFICER . . . person assigned to co-ordinate police resources and staff to ensure all Divisional responsibilities are fulfilled.

IV. PROCEDURE:

A. NOTIFY THE VICTIM EMPLOYEE'S FAMILY.

APPROVED:
CHIEF OF POLICE



1. Upon notification of the serious injury or line-of-duty death, the Watch Commander will implement the following:
 - a. Obtain the name and address of the next of kin from “Supervisor’s Record of Employee” Card.
 - b. Assign two officers to make notification to the family. One of these officers will be designated as the Family Liaison Officer and will remain in constant contact with the family throughout the ordeal. If available, a Police Chaplain may accompany the Notification Officers.
 - c. Fully brief notification officers on details of the situation; advise them to be factual, do not use words or phrases that are ambiguous or that give false hope.
 - d. Arrange transportation for the immediate family to the hospital or other facility.
 - e. If notification is to be made at next of kin’s work place, coordinate through appropriate supervisor to have family member available and to have a private area available for our use.
 - f. If necessary, arrange for temporary care of young children, to include picking up from school or day care facility.
 - g. The name of the injured or deceased employee will not be released to the media until the family has been notified.
 - h. Assign an officer to act in the capacity of Hospital Liaison Officer.

B. SUPPORT THE FAMILY AT THE HOSPITAL

1. The Hospital Liaison Officer will be responsible for the following:
 - a. Arrange with hospital personnel to designate a waiting area for the victim’s family, hopefully an area away from public access.
 - b. Inform hospital personnel of family’s arrival.
 - c. Arrange for medical personnel to brief the family regarding the injuries, wounds and condition of the victim officer.
 - d. Coordinate with medical personnel the family’s viewing of the injured or deceased officer.
 - e. Arrange with hospital billing personnel to have all bills related to the treatment of the injured or deceased officer sent to the City’s Risk Management Office. Under no circumstances should the family be billed for any of these medical services.

2. The Family Liaison Officer has the following duties at the hospital:
 - a. Consult with the Crimes Against Persons Commander to determine what information is appropriate for release and updates the family as information is available.
 - b. Arrange transportation for family members to and from the hospital.
 - c. Arrange for the victim's personal belongings to be delivered to the family.

C. FUNERAL ARRANGEMENTS

1. To help the family with preparation of a Full Honors Service funeral involving multi-agency participation, the Chief of Police will designate a person to be the Division Liaison Officer. He/she shall have the following responsibilities:
 - a. Issue a teletype message to other agencies which includes the name of the deceased, date and time of death, circumstances surrounding the death, funeral arrangements, name and phone number of the Division contact person for visiting departments to call when confirming their attendance or requesting further information.
 - b. Direct the funeral activities of the Division and visiting law enforcement agencies in accordance with the wishes of the family.
 - c. Establish an itinerary by meeting with the Chief, Branch Commanders, the funeral director, the family priest or minister, the cemetery director, the Honor Guard, pall bearers and ushers.
 - d. Coordinate traffic management with other jurisdictions, if necessary.
 - e. Assign an officer to be present at the family home during the viewing and during the funeral.
 - f. Maintain a roster of all departments attending the funeral, including a number of officers.
 - g. Arrange for a reception following the funeral for Division personnel and visiting officers.
 - h. Acknowledge visiting and assisting departments.
2. The Family Liaison Officer has the following responsibilities:

- a. Inform and assist the family in deciding funeral arrangements (police or private).
- b. Explain the entire police funeral service protocols to the family.
- c. Assist the family with funeral arrangements, keeping department liaison informed.
- d. Oversee lodging and travel arrangements for out of town family members.
- e. Arrange for meals, child care, transportation and other needs.
- f. Collect and deliver to the family any remaining personal items.

D. ASSISTING FAMILY WITH BENEFITS

1. To ensure that the family receives all appropriate benefits, the Commander of the Support Services Branch will act as the benefit coordinator and shall do the following:
 - a. Make initial contact with the family a few days after the funeral and provide them with a summary of benefits list (attached).
 - b. If there are dependent children from a previous marriage, contact the parent or guardian and provide them with benefits information the child or children may be entitled to.
 - c. Contact Risk Management and Finance Department to make sure the family's medical benefits are not revoked.
 - d. Make sure all necessary paperwork is filed for the family to receive all benefits due.
 - e. Communicate with the family as long as necessary to make sure the family receives all benefits.

E. PROVIDE THE FAMILY WITH LONG TERM SUPPORT

1. The responsibility of the Division to the deceased officer's family does not end with the funeral. We will continue to be sensitive to whatever needs and support various members may require. To provide the family with long term support, the following measures will continue.
2. The Family Liaison Officer will:
 - a. Maintain periodic contact with the family to demonstrate Division support.

- b. Prompt the Virginia Chapter of Concerns of Police Survivors (C.O.P.S.) to contact the family and offer the Chapter's assistance.
 - c. Will ensure that the family is invited to the Division's annual Police Memorial Week Services.
 - d. Ensure Division representation at the National Police Memorial Service in which our fallen officer is recognized.
 - e. Coordinates the arrangements to have a bust of the officer erected in Honor Park.
3. The Crimes Against Persons Commander will:
- a. Relay all details to the family about the fatal incident.
 - b. Arrange for investigators to meet with the family for further discussions.
 - c. Introduce the family to victim assistance specialists in the Commonwealth Attorney's Office.
 - d. Inform the family of new developments prior to news releases.
 - e. Keep the family apprised of legal proceedings.
 - f. Advise the family it is permissible for them to attend the trial.

APPENDIX:

INFORMATION RELATING TO SURVIVOR BENEFITS FOR LAW ENFORCEMENT OFFICERS KILLED IN THE LINE OF DUTY:

For information relating to: Public Safety Officer Death Benefits (Federal)

Contact: Support Services Branch Commander will contact the local office of the FBI (representative from the agency only)

Phone: 757-445-0100

For information relating to: Line of Duty Act, Survivor Benefits (State)
Section 9.1-400 thru 9.1-405 Code of Virginia

Contact: (mailing address) Virginia Department of Accounts
PO Box 1971
Richmond, VA 23218-1971 Phone: 804-786-1856

For information relating to: Life insurance and refund of contribution to Virginia Retirement System

Contact: Virginia Supplemental Retirement System
P. O. Box 2500
Richmond, VA 23218 Phone: 804-786-3831

For information relating to: Social Security Benefits

Contact: Hampton Social Security Office
1521 Hardy Cash Drive
Hampton, Va. 23666 Phone: 1-866-592-2669

For information relating to: Workers' Compensation Benefits

Contact: Virginia Workers Compensation Commission
1000 DMV Drive
Richmond, VA 23220 Phone: 1-877-664-2556

For information relating to: Survivors' benefits of war-time veterans (also can request funeral director to apply for expenses toward burial and the burial plot; must furnish copy of DD-214 to Director).

Contact: VA Medical Center, Hampton
100 Emancipation Drive
Hampton, Va. 23667 Phone: 757-722-9961

or go to:

American Veterans Aid at Phone: 877-427-8065
www.Americanveteransaid.com

For Information relating to: Free tuition and required fees for children and spouses of certain Law Enforcement Officers killed in the line of duty or permanently and totally disabled by catastrophic injuries sustained in the line of duty.

Contact: Public Safety Officers' Educational Assistance (PSOEA) Program

<https://www.psob.gov/TechSupportRequest.aspx>

Phone: 1-888-744-6513

