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			Distribution: All
	Title: EMPLOYMENT RELATED INJURY OR DEATH		Section: Personnel
Issued: 5/8/2012		Effective: 5/16/2012	Revised: 09/04/2024
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KLEAP References:			
Review: Annual		Authority: Chief Buck Buchanan	

I. Purpose


This General Order is designed to prepare the department for the event of an employee's death or severe/critical injury in the course of their employment duties. This policy is meant to direct department staff in providing proper support for a severely injured employee or a deceased employee's family.

II. Policy


It is the policy of the Andover Police Department to provide liaison assistance to the immediate survivors of an employee who dies in the course of their employment duties and to provide tangible and emotional support during this traumatic period of readjustment for the surviving family members. The department will also provide similar liaison assistance to any employee who suffers a severe and/or debilitating injury in the course of their employment duties whether the injury is the result of felonious or accidental circumstances. In general, the steps outlined in this policy should be followed, but will be subservient to the wishes of the family. Department personnel providing services and assistance to family members and survivors will accommodate the family and survivor's needs, wishes, and desires to the best of their ability, but will not make promises they are not sure can be kept.

III. Definitions

A. Benefits Coordinator: This position will be assigned by the Chief of Police. The Benefits Coordinator will be responsible for explaining all of the financial benefits that are available to the surviving family of a deceased employee. This will entail working with Human Resources to ensure that all the necessary paperwork is completed relating to the employee's salary, accumulated vacation and sick pay, workman's compensation claims, city life insurance, state benefits, and federal benefits including Social Security, the Public Safety Officer's Benefit Act (PSOB), and any known private or public benefit funds for fallen officers. The Benefits Coordinator will also document inquiries and interest in public donations to the family and establish a mechanism for receipt of such contributions, as appropriate.

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- B. Critical/Severe Injury:** Any physical harm that poses life-altering consequences like permanent loss of mobility or cognitive function. Such injuries may impact the employee's ability to function or lead to long-term disability, often requiring extensive medical treatment and rehabilitation.
- C. C.A.R.E Plan Packet:** - Contacts and Arrangements Requested in an Emergency (APD Form 103) to be completed by all department personnel.
- D. Department Liaison:** In order to expedite the tasks of employing departmental resources and the delegation of assignments this position will be filled by the Special Services Commander, unless assigned otherwise by the Chief of Police. The Department Liaison will serve as a logistical facilitator between the Family Liaison and the Department. The Department Liaison will work closely with the Funeral Coordinator and the Family Liaison to ensure that the needs and requests of the family are fulfilled. This includes, but is not necessarily limited to; determining the need for travel arrangements for out-of-town family members and any other special needs of the family during the funeral and reporting this information to the Funeral Coordinator; providing oversight of travel and lodging arrangements for out-of-town family members; ensuring that security checks of the survivor's residence are initiated immediately following the incident and for as long as necessary thereafter; assisting family members in dealing with general media inquiries and informing them of limitations on what they can say to the media specifically. The Department Liaison shall also ensure that members of the agency are aware of restrictions regarding the release of any information that might undermine future legal proceedings.
- E. Employment-Related Death:** The death of any department personnel that occurs as a direct result of their employment-related duties. This includes fatalities from injuries during criminal acts, accidents, job-triggered medical conditions, and exposure to hazardous materials.
- F. Family Liaison:** This employee will be listed in the deceased employee's C.A.R.E Plan Packet, or will be assigned by the Chief of Police, to provide assistance by acting as a liaison between the family and the department. The Family Liaison should have a personal relationship with the deceased employee and his/her family. They will keep the family informed of any criminal proceedings related to the injury/death of the employee, and escort them to court if applicable. The Family Liaison will assist the family in identifying all support services available to them and working on their behalf to secure any services necessary. The Family Liaison will be responsible for maintaining routine contact with family members to provide companionship, emotional support and relief, and maintain ongoing relations between the department and the immediate family.
- G. Funeral Coordinator:** The Chief of Police or his/her designee will oversee the funeral planning process with the family, if desired. The Funeral Coordinator will work with

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the family, the military (if needed), the funeral home, and other support services in the rendering of honors. The Funeral Coordinator will be responsible for assisting the family regarding funeral arrangements, briefing the family members on the procedures involved in a sworn or non-sworn funeral, and identifying alternative venues that will accommodate the funeral. These alternatives will be presented to the family, who will make the final determination. The Funeral Coordinator will manage all official law enforcement and/or military notifications and arrangements including the honor guard, pallbearers, traffic control, and will serve as the liaison for visiting law enforcement agencies.

- H. **Funeral Services:** Funeral services can be divided into three main categories: visitation, funeral services, and graveside services. Line-of-duty deaths will receive all services provided by the Honor Guard. All other natural cause or accidental deaths of any employee or retired officer will be provided limited services by the Honor Guard as approved by the Chief of Police.
- I. **Line-of-Duty Death:** The death of a sworn or non-sworn employee by felonious or accidental means during the course of performing their official duties while on or off duty.
- J. **Outside Agency Coordinator:** This position will be filled by the Operations Commander, unless assigned otherwise by the Chief of Police. The Outside Agency Coordinator will coordinate assistance from outside agencies in providing patrol response coverage for the City of Andover during the funeral. Other outside agency assistance directly related to the funeral will be directed to the Funeral Coordinator.
- K. **Survivors:** Immediate family members of the injured/deceased employee to include spouse, children, parents, siblings, fiancée, and/or significant others.


IV. Regulations

(This section intentionally left blank.)

V. Procedures

A. C.A.R.E. Plan Packet (APD Form 103)


1. The confidential C.A.R.E Packet contains information relevant to the employee's next of kin and provides guidance to the department should the employee be injured or killed in the course of their employment.
2. All department personnel are required to submit a C.A.R.E Packet during the new employee hiring process. The amount of information provided by the employee is discretionary; however, employees will provide at least one next of kin point of contact.

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3. The packet shall be reviewed and updated annually by the employee. During the first week of January, all C.A.R.E Packets will be handed back to employees to be reviewed and turned in by January 15th to the Office of the Chief of Police. The sealed packet is strictly confidential and will not be viewed unless the need arises due to a serious injury or employment-related death. All old packets will be destroyed or given to the employee.
4. The completed packet will be submitted in a sealed envelope to the Office of the Chief of Police where it will be maintained in a secure location within the Chief's Office.
5. Employees may update the information in their packet at any time by submitting an updated packet to the Office of the Chief of Police.
6. In the event of a critical incident or death of an employee the C.A.R.E Plan Packet will be given to the employee's spouse/significant other, next of kin, or designee as previously specified by the employee.
7. The C.A.R.E Plan Packet does not supersede a Will or the family's wishes.
8. Upon separation from the Andover Police Department, the C.A.R.E Plan Packet will be destroyed by the Chief of Police.

B. Notification Procedures

1. **Notification of Family Assistance at the Hospital – Critically Injured Employee**
If an employee is critically injured, the following steps should be taken with the understanding that the wishes of the family and the employee take precedence over the desires of the department.
 - a. The name of the injured employee will not be released to the media or other parties before immediate family members are notified.
 - i. Communication of information concerning the employee and the incident shall, whenever possible, be restricted to the telephone (not radio) to avoid interception by the media or others.
 - ii. Should the media obtain the employee's name prematurely, the on-duty Watch Commander shall request that the information be withheld until proper notification of immediate family can be made.
 - b. The on-duty Watch Commander will notify the Duty Chief directly and without delay.
 - c. The Chief of Police will review the most recent C.A.R.E Plan Packet provided by the employee. The Chief will use this information to assign the Family Liaison to assist in notifying the employee's next of kin. The Family Liaison will remain with the next of kin to provide assistance, as needed, with further notifications, and transportation.
 - i. If multiple notifications are needed, the Chief of Police will designate two (2) officer teams to notify the immediate family members of the employee's condition. The number of teams needed will be determined by the number of immediate family members who are in different locations, and who need to be notified of the situation.
 - ii. Notification of the immediate family will be made as soon as possible using the information found in the C.A.R.E Plan Packet. If this packet is

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unavailable for the employee, the contact(s) listed on the "Emergency Contact List" on the shared (S:) drive will be used.

- d. Depending upon the prognosis of the employee, consideration should be given to making notification of family with a family member, Department chaplain, neighbor, etc.
- e. In cases where the employee's prognosis for survival is poor, if the opportunity to get the family to the hospital exists prior to the employee's death, notification employees shall inform the hospital liaison that the family is on its way.
 - i. In such cases, immediate transportation should be provided for the family rather than waiting for any other members of the departmental delegation to arrive.
 - ii. If the employee has died before arriving at the hospital, notification should be made to the survivors in as forthright and empathetic manner as possible.
- f. Whenever possible, the Chief of Police, or in his/her absence, another member of the Command Staff will join the family at the hospital to emphasize the Department's support. The next highest-ranking officer to arrive at the hospital will serve as or designate the Hospital Liaison, arrange for waiting facilities for immediate family, and identify a press staging area if needed.
- g. The wishes of the family will be followed with regard to their accessibility by other officers and friends.

2. **Death Notification**

The following procedures should be adhered to in cases of employment-related death. These procedures should be followed whenever possible with the understanding that the wishes of the family and the deceased employee (if known) take precedence over the desires of the department.

- a. The name of the deceased employee will not be released to the media or other parties before immediate survivors are notified.
 - i. Communication of information concerning the employee and the incident shall, whenever possible, be restricted to the telephone (not radio) to avoid interception by the media or others.
 - ii. Should the media obtain the employee's name prematurely, the on-duty Watch Commander shall request that the information be withheld until proper notification of survivors can be made.
- b. The on-duty Watch Commander will immediately notify the Chief of Police, followed by the Duty Chief, directly and without delay.
- c. The Chief of Police will review the most recent C.A.R.E Plan Packet provided by the employee. The Chief will use the information to assign the Family Liaison to assist in notifying the employee's next of kin. The liaison will


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remain with the next of kin to provide assistance, as needed, with further notifications, and transportation.

- i. If multiple notifications are needed, the Chief of Police will designate two (2) officer teams to notify the immediate family members of the employee's death. The number of teams needed will be determined by the number of immediate family members who are in different locations, and who need to be notified of the situation.
- ii. Notification of the immediate family will be made as soon as possible using the information found in the C.A.R.E Plan Packet. If this form is unavailable for the employee, the contact(s) listed on the "Emergency Contact List" on the shared (S:) drive will be used.
- d. Notification of survivors in the immediate area shall be in person by the Chief of Police and a member of the Department familiar with the family, if possible, and whenever appropriate, with another person such as a Police Chaplain.
 - i. In situations where it is not feasible for the department to physically notify the family, such notifications shall be made by contacting the law enforcement agency in that jurisdiction and requesting that personal notification be made.
 - ii. Whenever the health of immediate survivors is a concern, emergency medical service personnel shall be requested to standby.
- e. The notification officer(s) shall submit a written memorandum to the Chief of Police specifying the identity, time, and place of survivors notified.
- f. The Chief of Police or designee, as soon as time will allow, will make the following notifications:
 - i. City of Andover administration and elected officials;
 - ii. Department personnel, including Police and Fire Chaplains;
 - iii. Andover Police and Fire Foundation Board of Directors, and;
 - iv. General public and media.

C. Appointment of Department Coordination Personnel

The designated departmental employee(s) shall begin serving in the following capacities as needed: Chaplain, Benefits Coordinator, Department Liaison, Family Liaison, Funeral Coordinator, and the Outside Agency Coordinator. The roles of these positions can be found in the definitions of this General Order. These assignments will be made through a personnel order and the surviving family members will be informed of those designated. In addition, the Chief of Police or designated department employee will:

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1. Request additional assistance from outside agencies as needed for specific details such as color guard, honor guard, firing detail, transportation, etc.
2. Make additional personnel assignments as needed.
3. Ensure that the employee assistance program is implemented to assist surviving family members and emphasize the family's right to psychological services, and;
4. Ensure that other employees are provided the opportunity to participate in critical incident stress debriefings.

D. Assisting Family at the Hospital


Whenever possible, the Chief of Police shall join the family at the hospital in order to emphasize the agency's support. The next highest-ranking officer to arrive at the hospital shall serve as or designate a temporary Hospital Liaison Officer who shall be responsible for coordinating the arrival of immediate survivors, departmental personnel, the media, and others. The Hospital Liaison will assume the following responsibilities until reassigned:

1. Arrange for waiting facilities for immediate survivors and a press staging area. The desires of the immediate family members should be followed with regard to their accessibility to other employees and friends.
2. Ensure that medical personnel provide pertinent medical information on the employee's condition to the family before any other parties.
3. Assist family members, in accordance with their desires, in gaining access to the injured or deceased employee.
4. Provide hospital personnel with all necessary information on billing for medical services. The Hospital Liaison Officer should ensure all medical bills are directed to the Andover Police Department and that they are not forwarded to the employee's family or other survivors.
5. Arrange transportation for the family and other survivors upon their departure from the hospital.
6. Ensure that immediate family members are provided with other appropriate assistance at the hospital as applicable.


E. Support for the Family During the Wake and Funeral

These procedures do not serve as a complete list of requirements and needs during an employee's wake and funeral but serve as a guide to directing the process.

1. Attire
 - a. The attire for sworn Members participating in a formal funeral service will be as follows:

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- i. All sworn Department Members, who are not assigned to a specific detail, including those participating in the officer detail and escort detail, will wear their respective dress uniform.
 - ii. All sworn Department Members assigned to a specific detail, including Command Staff, will wear their respective dress uniform with white gloves.
2. The Funeral Coordinator will perform the following duties during the wake and funeral period:
 - a. Compile information concerning the funeral arrangements and any other pertinent information needed to complete the teletype notification as follows:
 - i. Name of deceased;
 - ii. Date/Time of death;
 - iii. Funeral arrangements (to include whether service is private or formal);
 - iv. Expressions of sympathy in lieu of flowers;
 - v. Uniform to be worn, and;
 - vi. Staging area.
 - b. Establish a meeting with the following persons and anyone else as needed to coordinate all funeral activities and establish a complete funeral itinerary:
 - i. Immediate family members;
 - ii. Family Liaison Officer;
 - iii. Department Liaison;
 - iv. Benefits Coordinator;
 - v. Priest/Minister/Chaplain;
 - vi. Outside Agency Coordinator;
 - vii. Funeral Director, and;
 - viii. Cemetery Director.
 - c. Prepare and publish a document outlining the procedures and itinerary of the funeral.
 - d. Conduct an all department briefing concerning funeral arrangements, assignments, and special family requests.
 - e. If the deceased is an active-duty military member or veteran, a United States Flag to cover the casket should be obtained by the funeral home. The Funeral Coordinator is responsible for ensuring the funeral home has this information. If the deceased is not an active-duty military member or veteran, the flag will be supplied by the Police Department.
 - f. Coordinate the order to fly flags at half-staff, direct the wearing of mourning bands for the designated period, and arrange for the casket watch.
 - g. Ensure a great seal of the state of Kansas wreath is ordered.
3. The Department Liaison will perform the following duties during the wake and funeral period:


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- a. Arrange for assistance from other jurisdictions if the services extend beyond the department;
 - b. Maintain a roster of all law enforcement agencies sending members to the funeral;
 - c. Assist in arranging for all the necessary accommodations, i.e., food, lodging, etc. for employees and assisting outside agencies, and;
 - d. Acknowledgment of visiting or assisting departments with letters of appreciation prepared for the Chief's signature. Administrative support can be acquired from other members as needed.
4. The Outside Agency Coordinator will perform the following duties during the wake and funeral period:
- a. Request from the Communications Director to arrange for a tactical radio channel with the South-Central Emergency Communications Centers (SCECC) for the funeral detail;
 - b. Arrange for emergency medical personnel to be present at the cemetery;
 - c. Obtain a tow truck to be on standby in the vicinity of the funeral procession in case of a disabled vehicle in the procession;
 - d. Decide procession-route traffic posts;
 - e. Parking coordination at the venue and cemetery;
 - f. Assign traffic-safety officers to reconnoiter the procession route;
 - g. Assign traffic posts (funeral home, church, procession route, cemetery, reception, etc.), and;
 - h. Obtain traffic cones, barricades, etc. for parking.

F. Visitation and Funeral Procedures

The department will assist the family with the planning for a funeral service, if desired, by providing the services listed below. The family may choose any or all of these services, provided they are applicable to the situation. These procedures do not serve as a complete list of requirements and needs during a funeral, but serve as a guide to directing the process.

1. When a commissioned officer dies while in active service, while performing official functions in the line of duty, the funeral services offered by the department will include the following:
 - a. Department Liaison;
 - b. Funeral Coordinator;
 - c. Outside Law Enforcement Agency Coordinator;
 - d. Benefits Coordinator;
 - e. Family Liaison;
 - f. Chaplain;

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- g. Patrol Officers for traffic control and escorts;
 - h. Casket Watch, and;
 - i. Full Rendering of Honors for visitation, funeral, and graveside services.
2. When a non-sworn employee dies while in active service of the department the funeral services provided by the department will include the following:
- a. Department Liaison;
 - b. Funeral Coordinator;
 - c. Outside Law Enforcement Agency Coordinator;
 - d. Benefits Coordinator;
 - e. Family Liaison;
 - f. Chaplain;
 - g. Patrol Officers for traffic control and escorts, and;
 - h. Honors for visitation, funeral, and graveside services as determined by the Chief of Police.
3. Retired employees, sworn and non-sworn, who die and whose funeral services and burial will be conducted within the City Limits of Andover will be provided the following services by the department:
- a. Funeral Coordinator;
 - b. Family Liaison;
 - c. Outside Law Enforcement Agency Coordinator;
 - d. Patrol Officers for traffic control and escorts;
 - e. Chaplain, and;
 - f. Honors for visitation, funeral, and graveside services as determined by the Chief of Police.