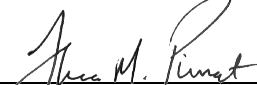


<b>LEESBURG POLICE DEPARTMENT REGULATIONS AND GENERAL ORDERS MANUAL</b>		
General Order Number: 125	Section: ADMINISTRATION	Effective Date: SEPTEMBER 2022
Title: <b>CASUALTY ASSISTANCE PROGRAM</b>		
Accreditation Standards: ADM.23.04		
Review Date: JANUARY 2024	Total Pages: 11	Chief of Police: 

I. PURPOSE

This plan is intended to establish guidelines and identify an operational framework in the event of serious injury or death of a Department employee or volunteer. The Department's response to a casualty will be based on the circumstances of the incident and reviewed on a case-by-case basis. The beginning of the plan addresses line-of duty death incidents and other operational protocol in cases of on-duty serious injury and other death related events. This plan may be enacted in whole or in part at the discretion of the Chief of Police or the appointed designee. The plan may be used to assist in cases of non-duty related deaths of incumbent or retired employees.

II. POLICY

The Department's role is to provide all necessary support and emotional care for the affected employee's family during and after the traumatic period. Core responsibilities include:

1. Notifying the family of the casualty;
2. Assisting the family at the hospital;
3. Assisting the family with funeral and burial arrangements;
4. Assisting the family with legal and benefit matters;
5. Assisting the family during criminal proceedings;
6. Providing long-term support and keeping apprised of family needs.

III. TERMINOLOGY/SCOPE OF AUTHORITY

A. Casualty Assistance Coordinator.

The commander of the Administration and Support Division serves as the Casualty Assistance Coordinator in the event of a line-of-duty death. The Operations Division commander will serve as the Coordinator in the absence of the Administration and Support Division commander.

B. Notification Officer.

During business hours, the Notification Officer will normally be the Chief of Police or designee. During non-business hours the Notification Officer will be the On Duty Supervisor (OIC).

C. Hospital Liaison Officer.

A Squad Supervisor, designated by the Notification Officer, will act as the Hospital Liaison Officer until relieved by a Peer Support Supervisor.

D. Family Assistance Coordinator.

A command level officer shall serve as the Family Assistance Coordinator. This officer shall be available to the family and the division commander on a 24-hour basis throughout the traumatic period. Additionally, the Family Assistance Coordinator will coordinate benefits in conjunction with the Casualty Assistance Coordinator. If applicable, the Family Assistance Coordinator will respond to the hospital to make contact with the family and assist the Hospital Liaison Officer.

E. Honor Guard Coordinator.

The designated lieutenant who oversees the Honor Guard Team (HGT). The Honor Guard Coordinator coordinates all Honor Guard activities for a funeral and works closely with all personnel coordinating resources. The HGT Coordinator may designate duties to the team leader as practical.

#### IV. LINE-OF-DUTY DEATH PROCEDURES

##### A. Overview.

A death notification contains three key elements:

1. **Timeliness** is the most important of the three elements. It is vital for the family to receive an official, IN PERSON death notification before hearing of the death from the news media, concerned police officers or other sources.
2. **Proper agency representation** by the highest ranking police official who is IMMEDIATELY available. The Police Department's goal is to make a death notification with the proper agency representation. When available, this will be the Chief of Police. If the Chief of Police is not available, the Deputy Chief of Police will be contacted. If neither is available, the Command Duty Officer will coordinate the notification.
3. **Accurate information concerning the incident** should be collected prior to making a death notification. Obtaining current and correct information before meeting with the family is essential in conducting a death notification. The family deserves to have their questions answered with as much detail as they desire. Usually, complete information will not be available immediately after a death. If asked a question for which you have no answer, explain that you do not have that information, but you will find out as soon as possible. It is not the Police Department's role to screen information concerning the death. The challenge of conducting a proper death notification is providing a proper mix of these three elements. The goal is to conduct a death notification quickly by the ranking police official who has current and correct information.

##### B. Department notification.

The Chief of Police shall immediately be advised of the death of any Department employee. Notification should be made by the Command Duty Officer. This will be followed up with a notification to the Administration and Support Division commander.

##### C. Family Notification.

1. The Notification Officer's responsibilities are:
  - a. Notify the family of the death;
  - b. Designate the Hospital Liaison Officer;
  - c. Make arrangements to transport the family to the hospital;
  - d. Notify the Hospital Liaison Officer when the family is enroute to the hospital;
  - e. Inform the Public Information Officer when all immediate family members have been notified.

##### D. Notification process.

A death notification is an emotionally demanding event that requires flexibility and preparation of the Notification Officer. Each death notification involves unexpected situations and events for which the Notification Officer must be prepared. Therefore, the Notification Officer should ALWAYS assemble a notification team (two or more people) to assist in the notification. This team may consist of a Chaplain, a close friend of the family, or any appropriate individual(s). Remember, timeliness is the key. Team members must be immediately available to assist you during the notification.

To prepare for a notification, you must obtain current information on the event, assemble the notification team and select a Hospital Liaison Officer. Determine who will be the primary speaker and what roles the other members of the team will perform. Rehearse what will be said. Expect the unexpected.

If possible, verify the name and address of the (current) spouse, children and parents before arrival at the family's home. Try to determine if there are any family medical requirements for which you need to be prepared. It may be judicious to have a Medic Unit pre-staged near the family's home.

Upon arrival at the family's home, identify yourself, verify with whom you are speaking and ask to come into the home. Do not make a death notification in the doorway of the home. Ask if anyone else is in the home and request that everyone gather together, including the children.

When addressing the survivors, sit reasonably close and speak directly to them. Be willing to make gentle, comforting, physical contact, unless their responses indicate that they prefer otherwise. Speak slowly and coordinate your statements with their emotional responses. This will allow them to control

the flow of the conversation and prepare them as you proceed together. A useful tool to use for the notification is The Sequential Notification Technique [Leash, R. Moroni "Death Notification: A Practical Guide to the Process, p.52, copyright 1994], the steps of which are Discussed in the followed subparagraphs:

1. Begin by asking the family member(s) what they already know about the situation.
2. Bridging from what they know, give a brief description of additional events that led up to the employee's arrival at the hospital or the scene of the death. If they know nothing of the event, start from the beginning.
3. Give information regarding the resuscitative efforts that were made on behalf of the employee.
4. Conclude with the employee's response to the treatment, the statement of death, and a brief explanation of the cause of death.

#### EXAMPLE DEATH NOTIFICATION

Police - "Hello, Mary; I am Lt Smith and this is MPO Miller. We are Leesburg Police Officers. I want to talk to you about your husband, John. Please, have a seat. Is anyone else home right now?"

Spouse - "No, but my daughter will be home from school any time now."

Police - "OK. Do you have any idea why we are here?"

Spouse - "No, no one has told me anything! Please, tell me what's wrong!"

Police - "Well, today John was directing traffic at Route 555 and Rose Street. It appears a driver did not see John in the intersection and a passing motorist struck John. The motorist stopped to help your husband."

(Pause)

Spouse - "How badly is John hurt?"

Police - "John received injuries that are very hard to survive. Medic units were called immediately and a short time later John was flown to [NAME OF HOSPITAL] Hospital. When John arrived at the hospital, the emergency medical staff attended to John's injuries immediately, but unfortunately, the injuries were too severe to survive. John died at the hospital. He had received severe internal injuries and he died at about 3:15."

(Pause)

Police - "I know this is very difficult for you. There was just no way he could have survived. I am very sorry for your loss."

The notification process should not attempt to shield the family from what they need to know. The family should not be left with a false sense of hope. If the officer has died, use words such as "died" and "dead". Do not use phrases such as "passed away" or "gone away".

The family's reactions may include hysteria, anger, fainting, physical violence, or shock. The Notification Officer should make every attempt to obtain the names of other immediate family members and offer assistance in notifying them.

It is the Notification Officer's responsibility to get the family to the hospital safely. It is highly recommended that family members DO NOT drive themselves to the hospital. If the family insists on driving, the Notification Officer should ensure a member of the Notification Team accompanies them in the family car.

Because the news media monitors our radio frequencies, the Notification Officer shall notify, by telephone, the Hospital Liaison Officer that the family is enroute to the hospital.

After the immediate family members have been notified, the Notification Officer should inform the Public Information Officer so that a news release may be made.

E. Hospital Liaison Officer.

The Hospital Liaison Officer's responsibilities are:

1. Coordinate the arrival and arrange for reserved areas for the family, officials, media and others;
2. Ensure the family waiting room contains a telephone capable of making outside calls;
3. Act as liaison with the hospital staff to include security personnel;
4. Meet the Notification Officer and the family members upon their arrival at the hospital;
5. Ensure the family receives prompt medical information;
6. Ensure family needs are met while at the hospital;
7. Assist hospital staff with maintaining the hospital's efficiency when numerous police officers arrive to grieve or show support for the family. During most events, a patrol officer will accompany the injured/deceased officer to the hospital and they will arrive before the Hospital Liaison Officer. Therefore, the hospital staff will be aware of the situation and hospital representatives will be looking for a Police Department representative (the Hospital Liaison Officer). It is the Hospital Liaison Officer's responsibility to make liaison with these hospital representatives. The Hospital Liaison Officer can expect to be assigned this position for several hours until relieved by a Peer Support Supervisor or other competent authority.

The first representative the Hospital Liaison Officer should contact is Mental Health. Mental Health provides a trained social worker who works with grieving families while the families are at the hospital. This representative can help with obtaining a waiting room and telephone for the family, taking care of family needs, making liaison with the medical staff and answering questions about hospital procedure. The Family Services representative is an indispensable resource for the Hospital Liaison Officer. Emergency room nurses work directly with emergency room patients. DO NOT request assistance for the family from emergency room nurses.

The second representative to contact is Hospital Security. Hospital Security will assist the Hospital Liaison Officer by identifying parking lots and opening conference rooms for the officers arriving to mourn or show support for the family. Hospital Security will also be aware of media presence and can assist by providing a media staging area. Additionally, Hospital Security can provide hand held radios which will transmit within the hospital building. It is recommended that the Hospital Liaison Officer assign one patrol officer to each hospital security guard who is assisting during the event.

The third representative to contact is Hospital Registration. Hospital registration enters the patient into the hospital system. The Hospital Liaison Officer should provide Hospital Registration with the Police Department's billing address:

Leesburg Police Department  
65 Plaza Street, NE  
Leesburg, VA. 20176  
Contact Person: Captain, Administration and Support Division  
703-771-4500

After establishing these liaisons, check with the patrol officer who is with the injured/deceased officer. Provide assistance/relief as needed and monitor the officer's emotional well-being. Remember, this is a critical incident for everyone involved.

When the Notification Officer informs you of the family's pending arrival, select a hospital entrance away from any media. Hospital Security can assist with this. Escort the family to their waiting area. Ensure the attending doctor briefs the family as soon as possible. The Family Services representative can assist in arranging this brief. Police Department personnel shall not act as an intermediary between the family and the doctor. While with the family, provide any assistance the family may require (food, drink, restroom).

If the officer is seriously injured, get the family to the injured officer as quickly as possible, especially if the officer is near death. If the officer is deceased, arrange for the family to be with the

deceased officer. This is a common practice and the hospital staff will prepare the officer's body for viewing. View the officer's body before the family and explain to the family what they will see before they enter the room.

F. Family Assistance.

1. The Family Assistance Coordinator is responsible for coordinating all family assistance. They may delegate certain functions to members of the department. These responsibilities include:
  - a. Act as liaison between the Department and the family, while maintaining the family's best interests;
  - b. Remain current on information surrounding the incident in order to brief the family;
  - c. Contact additional resources, which may further assist the family, if the need arises. For example, a CIS investigator may be needed to assist in explaining the need for an autopsy;
  - d. Carry a portable cellular phone to ensure an open line of communication is maintained.
2. Family Interest. Extreme sensitivity on the part of the Family Assistance Coordinator is essential. For that reason, the Casualty Assistance Coordinator selects a specially trained Command Staff level officer as the Family Assistance Coordinator. As the primary "facilitator" between the family and the Department, this command-level officer has the responsibility of making the family aware of the services and support the Department can offer. The officer shall be available to the family on a 24-hour basis throughout the traumatic period until the burial. This officer should affirm to the family the Department's commitment to them as an extended part of the "police family." Reinforcing the needs of the family is paramount and comes before the wishes of the Department.
3. Family Information. The Family Assistance Coordinator must be kept abreast of the information concerning the incident to keep the family informed of the investigative status. All available information should be released to the family. When meeting with the family concerning the funeral arrangements, the Family Assistance Coordinator and Resource Team should ensure the Department is not perceived as attempting to take over the funeral arrangement process. Most officers have not prearranged their wishes for the handling of their own funerals. Thus, the family may need to be briefed concerning all aspects of a police service ceremony. Should the family decide to have a "law enforcement" funeral, the family should be made aware of what the Department can offer in the way of assistance. The Honor Guard Coordinator will inform the family of the details involved for a police funeral and what the Department can offer. Assistance to the family may include such preliminaries as helping with the selection of a funeral director, memorial site and the church service. The family will be briefed on available funeral provisions such as a burial uniform, Casket Guards, an Honor Guard Burial Team, the services of a Police Chaplain, firing party detail, bugler, bagpiper and vocalist. During this process, the Family Assistance Coordinator, and the Honor Guard Coordinator should work together to fully brief the family.

G. Funeral Arrangements

1. Responsibilities. The Family Assistance Coordinator, with the assistance of the Honor Guard Coordinator shall:
  - a. Act as facilitator between the family and the Department during the viewing and the funeral. Be constantly available to the family during the viewing and the funeral;
  - b. Coordinate with the Honor Guard Commander to provide the family with information concerning the locations of churches and reception halls large enough to accommodate the expected number of attendees;
  - c. In conjunction with the Honor Guard Coordinator, meet with the family and the funeral director regarding the funeral arrangements;
  - d. Communicate the family's requests to the funeral home and the selected member of the clergy;
  - e. Arrange through the Honor Guard for the delivery of a 5 x 9.5 casket-size national flag to the funeral home;
  - f. Obtain a complete uniform of the appropriate rank and deliver it to the funeral home. Special attention must be given to locating the personal property, being particularly attentive to wedding rings, medals, and nametags;
  - g. Coordinate with the affected Traffic units to complete an itinerary for the funeral. The Traffic Management Unit Supervisor shall be responsible for traffic control during the procession;
  - h. Arrange with PIO for a program to be produced and printed.
2. Funeral Service.

The Honor Guard Coordinator will be the lead for all Police Department activities as they relate to the funeral service. The desires of the family regarding arrangements shall be primary concerns.

Facility selections to accommodate a large number of attendees will be coordinated with family and clergy. Police Chaplain Director may be used to officiate services or family clergy may officiate.

The Honor Guard Commander, in conjunction with the Family Assistance Coordinator, will make the family aware of what alternatives and resources the Department offers.

The exact nature of the services must be left to the family's decision. Information concerning the funeral arrangements and other pertinent information should be provided to the Communications Supervisor and the PIO as soon as possible.

The family may elect to secure the participation of one or all of the following: Honor Guard Burial Team, Casket Guard, Firing Party, Vocalist, Bugler and Bagpiper. Funeral team responsibilities are:

a. Church service coordination

For the church service, the Honor Guard Coordinator should:

- (1) Designate an appropriate location for a pre-funeral briefing prior to the funeral and conduct an "all-hands" briefing at least two hours before the funeral service begins. The purpose of the briefing is to convey proper funeral etiquette, inspect uniformed personnel and ensure uniformity of personnel by providing additional uniform accessories. An ample supply of black bands for the badges shall be made available at the funeral service.
- (2) Ensure all cruisers used for funeral activities and family transports are washed and cleaned and all officers serving as drivers are in a Class 'A' uniform.
- (3) Designate Honor Guard Team members as ushers for seating.
- (4) Reserve seating in the church for family and friends, the deceased officer's squad members, the Command Staff and other dignitaries, if possible. One Honor Guard Team member shall be assigned to accommodate staff officers and dignitaries.
- (5) Designate a member of the Honor Guard to call the detail to attention and present arms if the casket is draped with the national flag as the casket is taken to and from the church.
- (6) Direct all uniformed, non-uniformed and retired Department personnel to assemble at an appropriate area preferably in front of the church. Visiting police personnel also should be directed to assemble in an appropriate area.
- (7) The Honor Guard Coordinator or designee shall brief the detail on what will take place prior to the arrival of the hearse.

b. Coordinating the Gravesite Service.

For the gravesite service, the Honor Guard Coordinator should:

- (1) Ensure the funeral detail (pallbearers) arrives ahead of the procession and is accompanied by the Honor Guard.
- (2) Ensure the Detail Leader coordinates the re-assembly of uniformed personnel and dignitaries (leaving an open path for the Honor Guard from the hearse to the gravesite).
- (3) Inform the Chief where to stand and the name and relationship of the family member who will be receiving the flag. Sample wording for Chief of Police/Presenting Officer:  
(Name of Next of Kin – E.G. Mary or Mrs. Jones) – "It is my honor and privilege to present this flag on behalf of the Leesburg Police Department, the Town of Leesburg and a grateful nation as a token of appreciation for the honorable and faithful service rendered by (name of deceased). He/She was a loyal and dedicated member of our Department and will be truly missed."
- (4) Coordinate the "on-air" retirement of the EIN with Communications.

c. Coordinating Media Coverage

Every attempt will be made to minimize media intrusiveness into the privacy of the survivors. In accordance with the family wishes and any restrictions inherent in the religious service, the PIO will coordinate with the Honor Guard Commander to arrange appropriate news coverage of the funeral activities. Coverage may include the actual funeral service, areas surrounding the funeral service, the funeral procession and the internment. In conjunction and coordination with the Honor Guard Commander, an appropriate media staging area will be established and a PIO member detailed to it.

d. For every line-of-duty death, the Honor Guard will collect the names of every law enforcement agency in attendance at the funeral. This information will be forwarded to the Casualty Assistance Coordinator within 48 hours following the funeral service so that the Chief of Police may prepare thank you letters to each agency.

#### H. Communications

1. Communications Plan. If the incident occurs on-duty, the Communications Supervisor or an appropriate designated first-line supervisor shall serve as the Communications Officer. Within 24 to 36 hours of a death, a formal communications plan shall be prepared by the Communications Officer, the Casualty Assistance Coordinator and the Honor Guard Coordinator. This plan will detail anticipated crowd levels, specify transportation protocol, establish a uniform of the day and include any other necessary information, which may need to be released concerning the funeral arrangements. Consideration should be given in developing the plan as to how the information will be released and its impact on other employees.
2. Communications Officer Responsibilities:
  - a. Work directly with the Casualty Assistance Coordinator and the Honor Guard Coordinator to formalize a communications plan within 24 to 36 hours of a death.
  - b. Receive approval from the Casualty Assistance Coordinator or designee prior to the release of any information.
  - c. Utilize the National Law Enforcement Teletype System (NLETS) as the clearinghouse for the national distribution of information for a line-of-duty death.
3. Information Release Protocol. The following notification modes are required to announce the death of the officer:
  - a. A general release through NLETS.
  - b. An intra-departmental release (via established communication modes) to ensure that all members of the agency are informed.
  - c. An initial notification shall provide: The full name of the officer, departmental entity to which the officer was assigned, the date and time of death, the circumstances of the death (if this information is not sensitive), and a statement indicating that funeral details will be forthcoming.
  - d. Subsequent releases shall specify funeral arrangements and prescribe the details for the participation of representatives from other law enforcement agencies. Information should be released through consultation with the Casualty Assistance Coordinator and the Honor Guard Coordinator.
  - e. Notification should also be made to retired employees through their communication network.
4. Inquiries.

Inquiries may include the following:

  - a. Funeral arrangement details.
  - b. Reporting times for the Honor Guard Units.
  - c. Specific directions to the services site.
  - d. Information on local accommodations
  - e. Estimated number of attendees.
  - f. A roster shall be maintained by the Communications Officer of all departments known to be sending representatives to the funeral.
  - g. Convey any special requests by the family relating to donations to organizations, causes, etc.

#### I. Public Information (PIO) Coordination

1. The PIO Coordinator is responsible for notifying personally or through a designee all appropriate ranking Police Department officials, senior Town staff members, Town Public Affairs, Council members, and other appropriate staff.
2. The name of the officer must never be released to the media prior to notifying all immediate family members living in the area. If the media already has the officer's name, they should be requested to withhold this information, pending notification of next of kin. The Notification Officer shall advise the PIO when all of the immediate family living in the area has been notified. Only upon receipt of this information may PIO release the name of the officer to the media.
3. A PIO representative should respond to the hospital to serve as liaison to any on-site media. The Chief of Police, Casualty Assistance Coordinator and the PIO will confer regarding the feasibility or desirability of conducting any type of formal news conference relating to the incident.

#### J. Traffic Control & Services

The Traffic Management Unit Supervisor or designee shall serve as Traffic Commander. This officer may consist of the Motor units who have daily contact with the area funeral homes and experience with large escorts. Additional responsibilities of the Traffic Commander include:

1. Coordinating (with the Family Assistance Coordinator) the funeral arrangements agreed on by the family.
2. Survey the locations chosen by the family for the viewing, funeral services and interment. The survey will examine the following:
  - a. Traffic direction required for people attending.
  - b. Parking space availability, to include determining a suitable nearby area for overflow parking.
  - c. Determine escort routes for the family to the funeral service and for the procession from the service to the cemetery.
  - d. Apprise the Casualty Assistance Coordinator of all arrangements made regarding traffic control and parking (such as overflow parking capabilities and additional personnel support required by auxiliary officers or the State Police).
  - e. Obtaining any additional equipment needed such as cones and signs (which may be obtained "in-house," from State DOT).
  - f. Ensuring all emergency equipment on vehicles is activated during the escort and procession (except sirens). A double formation shall be utilized for the motors.
  - g. Assigning an officer to ensure that there is separate designated parking for civilian vehicles, motors and other vehicles to facilitate the procession from the funeral to the cemetery.
  - h. Establishing the procession route from the funeral service to the cemetery and arranging for any additional traffic control deemed appropriate. When feasible, police authority will be utilized to close the roads. This will keep traffic disruption to a minimum and assure the safety of those in the escort.
  - i. Coordinating the order of the procession, which typically advance as follows:
    - (1) Town motors (doubled)
    - (2) Other jurisdiction motors (doubled)
    - (3) Honor Guard commander
    - (4) Minister
    - (5) Hearse
    - (6) Limousine/family vehicles
    - (7) Town Police vehicles
    - (8) Other jurisdiction police vehicles
    - (9) Privately owned vehicles

K. Coordinating Benefits

1. The Family Assistance Coordinator shall coordinate any Federal, State, Local or private insurer benefits bequeathed or designated to the immediate family. Other duties may entail:
  - a. Visiting with the family to discuss benefits compensation at an appropriate time following the funeral. The Family Assistance Coordinator should be ready to answer any question the family may have concerning benefits and insurance.
2. In the case of an on-duty death, the following information applies and must be disseminated to the family. If the death occurred to an off-duty or retired officer, the information may apply, in part.
  - a. Provide a written summary of the benefits/funeral payments due, listing named beneficiaries, contacts at various benefit offices and when benefit payments can be expected. (The distinction between benefits and funeral payments should be explained.)
  - b. Inform the family how survivors may continue their insurance coverage through the Town, until they obtain another health care plan.
  - c. Inform the spouse of any benefits available under the officer's deferred compensation plan.
  - d. Inform the family of all Town benefits accorded to survivors from the Police Officer Retirement System. Additionally, inform them of any Workman's Compensation that may be available to them.
  - e. Gather information on all benefits/funeral payments available to the family (i.e., social security, life insurance, military) including the Public Safety Officers' Benefits Act provided by the Justice Department.
  - f. Inform the family if children of an officer killed in the line of duty are entitled to a free college education at a State institution.
  - g. Coordinate with the family the establishment of any special trust funds or educational funds from donations received from the community and fellow police officers.
  - h. Inform the family of all support services available to them to include a phone number of a contact representative. Support services include Concerns of Police Survivors, Survivors of



Homicide Victims, Compassionate Friends, Parents of Murdered Children, Victim/Witness Program, The Loudoun First Responders Foundation, Inc., etc.

- i. Complete the entire Concerns for Police Survivors reports for the family (access reports at <http://www.nationalcops.org/>). Coordinate information and reporting for the National Law Enforcement Officers Memorial Fund (access reports at <http://www.nleomf.com/>).
- j. The commander of the Administration and Support Division will ensure that the immediate surviving family members who are entitled to benefits are allowed to meet directly with representatives from each benefit plan.

L. Long Term Family Assistance

The Division commander of the deceased shall designate an officer to serve as the Family Advocate Officer, whose responsibilities are to ensure that the Department provides continued contact with the family. Normally, this officer is someone who is close to the deceased. Additional responsibilities of the Family Advocate include:

1. Remembering the grief process has no timetable. The family shall receive monthly phone calls the first year, dwindling off to a quarterly contact.
2. Observing the officer's death on an annual basis with a short note to the family and flowers on the grave.
3. Inviting the surviving family members to Police Department activities. Families need the continued contact.
4. Reminding the close co-workers of the deceased officer of the importance of "dropping by" the home and keeping in contact with the family on a regular basis.
5. Maintaining support for as long as the family feels the need. In time, the family will indicate they are ready to "move on" with their lives without assistance from the Police Department.

V. PROCEDURES FOR DEATH FROM SICKNESS AND ON-DUTY SERIOUS INJURIES

For the purpose of this plan, Death from sickness may be described as a terminal illness or sudden medical attack. Serious injury is defined as any injury requiring admission into a medical facility. Injuries not covered in this plan are injuries requiring treatment and release from a medical facility.

Understanding that serious injury or sickness, resulting in death, may be as traumatic to those involved as a line-of-duty death, it is recommended that commanders utilize many of the resources available in the first part of this plan. It is strongly recommended that Peer Support assistance be utilized to the same extent as a line-of-duty death.

The involved employee's Division commander will serve as the Casualty Assistance Coordinator for all off-duty and on-duty serious sickness or injury events. The Division commander (Casualty Assistance Coordinator) will evaluate the need for assistant officers and coordinators. Functions of the Hospital Liaison Officer, Family Assistance Coordinator, Communications Officer, Public Information Officer, all may be applicable to the incident. The determining factor is the need for assistance. Other factors may include the duration of the illness, seriousness of the injury and the possible long-term recovery period. If an employee's duty related injury or illness results in loss of work for 30 days or more, the employee may be entitled to benefits as administered by the Loudoun First Responders Foundation, Inc. More information may be obtained at [LoudounFRF.org](http://LoudounFRF.org).

If the serious on-duty injury results in the death of an employee, the first section of this plan shall be activated. The Casualty Assistance Coordinator responsibilities will then shift to the Administration and Support Division commander. All survivors of active sworn officers and civilian employees who die as a result of an off-duty event and the survivors of retired officers who pass away, are offered some level of Honor Guard and motorcycle escort services (may depend on location of service).

A. DEPARTMENT NOTIFICATION

The Chief of Police shall be apprised by the Duty Officer or the Division commander.

B. FAMILY NOTIFICATION

Affected family members may most often report long-term or sudden illness deaths to the agency. Refer to the procedures for family notification as found in deaths related to on-duty serious injury.

C. HOSPITAL ASSISTANCE

The procedures for hospital assistance, for on-duty serious injury, remain the same as those described above.

D. FAMILY ASSISTANCE

Family assistance needs should be handled at the division level. The affected Division commander may utilize the Commander of the Administration and Support Division and the Family Assistance Coordinator as a resource for determining additional needs or coordinating family assistance requests.

E. COMMUNICATIONS

The Communications Officer's responsibilities remain the same as those described above.

Attachments:

Appendix A - Casualty Assistance Plan–Assignment Roster Form

Appendix B - Casualty Assistance – 24 Hour Line-of-Duty Death Checklist

Appendix A.

Casualty Assistance Plan–Assignment Roster Form

Subject Casualty Assistance Officer:	
Spouse/Immediate Family:	
Division Commander:	
Casualty Assistance Coordinator:	
Notification Officer:	
Initial Hospital Liaison Officer:	
Family Assistance Coordinator:	
Communications Officer:	
Public Information Officer:	
Traffic Commander:	
Honor Guard Coordinator:	
Officer In-Charge of Funeral:	

Appendix B.

Casualty Assistance – 24 Hour Line-of-Duty Death Checklist

	Notification of Duty Officer/Division Commander	PSCC
	Notification of Chief of Police	NO
	Notification of Immediate Family	NO/Chief
	Supervisor assigned to NO	NO
	Notification of Administrative Support Division Commander (CAC)	NO
	Notification of Family Assistance Coordinator (FAC)	CAC
	Notification of the Honor Guard (HGC)	PSCC
	Activation of Hospital Liaison Officer (HLO)	PSCC
	Transportation of Immediate Family to Hospital	NO
	Activation of Peer Support On-Call Supervisor	PSCC
	Activation of Peer Support at Scene & Hospital	PSS
	Activation of PIO at Scene & Hospital	PSCC
	Activation of Chaplain	NO
	Notification of HLO that Family is enroute to Hospital	NO
	Reserve 3 waiting areas in Hospital	HLO
	Peer Support Supervisor to Relieve HLO	PSS
	Collection of Family Information (names, addresses, phone)	FAC
	Secure Private Phone at Hospital	HLO
	Brief Hospital on Billing Procedures	HLO
	Brief Hospital Security	HLO
	Establish Resource Team	CAC/FAC
	FAC to Meet with Immediate Family Regarding Benefits	FAC
	Request for Immediate Benefits (Valor Foundation, COPS, etc.)	FAC
	Establish Family Advocate Officer (FAO)	NO/DC
	Establish General Inquiry Phone Number at ECC	CO
	Establish Communications Plan	CO/CAC
	Send Teletypes, CAD, Outlook & NLETS Notifications	CO
	Meet w/ HR to coordinate, then Discuss Complete Benefits (Can Wait 36 hours)	FAC
	Arrange for Childcare Services if Needed	RT
	Arrange for Extended Family Transportation	RT
	Team Briefing (12 Hours)	CAC
	Team Briefing (24 Hours)	CAC

Abbreviation Key:

CAC Casualty Assistance Coordinator (Typically the ASD Commander)

CO Communications Officer (ECC Commander)

DC Affected Division Commander

FAC Family Assistance Coordinator

HLO Hospital Liaison Officer (Non-involved first-line Supervisor Immediately dispatched to Hospital (Typically relieved by Peer Support Supervisor)

PSS On-Call Peer Support Supervisor

ECC Emergency Communications Center

NO Notification (Typically the Duty Officer at Night and on Weekends and the Division Commander during Business Hours)

RT The Peer Support Resource Team

HGC Honor Guard Coordinator

Date of Event: \_\_\_\_\_ Subject Officer: \_\_\_\_\_