
Line of Duty Death

310.1 PURPOSE AND SCOPE

The purpose of the San Diego County Probation Department Line of Duty Death policy is to provide guidance, define policy, and set forth procedures in the event of a line of duty death of an employee.

Although there are no set formulas, checklists or policies that will lessen the grief nor eliminate the immediate chaotic nature of a line of duty death, this policy is intended to help mitigate the grief, restore some sense of control, and most of all assist in honoring the one who died.

In all aspects of this policy, the need and ability of the Chief Probation Officer to exercise discretion is understood. The Chief Probation Officer is always at liberty to make whatever decisions are in the best interest of the Department.

It is assumed that any decedent, subject to the provisions of this policy, was not involved in criminal conduct at the time of death.

310.2 APPLICABILITY

These policy and procedures apply to all Probation Department employees.

Although this policy is intended to address the line-of-duty death of sworn probation officers and care for the deceased employee's family, many provisions, including death notification and family liaison assistance, may be applicable to any department employee regardless of whether or not the death is duty related, and in the event of traumatic injury and/or extended hospitalization. The Chief Probation Officer or designee, may institute applicable parts of this policy for cases of an employee's natural death, and to provide employee care and family liaison service for the seriously injured or ill employee and family.

310.3 DEFINITIONS

- A. Line-of-Duty Death: Any action, felonious or accidental, which claims the life of a San Diego County Probation Officer, or off duty Probation Officer, as a result of work related functions.
- B. Line-of-Duty Injury or Illness: For the purposes of this policy a line-of-duty injury or illness shall be an injury or systemic illness serious enough that hospitalization or time away from the department is ordered by a physician for an indefinite period.
- C. Survivors: Primary family members of the injured or deceased officer, including spouse, children, grandchildren, parents, grandparents, siblings, fiancé or domestic partner or any other that may be subject to specific death benefits.

310.4 CLASSIFICATIONS

A. Classification of Decedents:

1. **SWORN:** sworn Probation Officers;

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2. **CIVILIAN:** all other employees in non-sworn employee classifications;
3. **RETIRED:** those honorably retired on service or disability pensions;
4. **SEPARATED:** those who have left the employ of the agency and whose welfare and whereabouts are of general interest to the agency or other government employees;
5. **IMMEDIATE FAMILY MEMBERS:** spouse, children, parents, siblings of all employee classifications.

B. Classification of Events:

1. **Category I:** Death of a Sworn employee that is the proximate result of a traumatic injury sustained in the line of duty;
2. **Category II:** Death of a Sworn employee in any other manner;
3. **Category III:** Death of a Civilian employee;
4. **Category IV:** Death of a Retired or Separated Employee;
5. **Category V:** Death of an Employee's Family Member.

C. Funeral Protocols:

1. **Category I: (Full Honors):** A Category I death is a public event that denotes full, military-style, ceremonial honors and no effort should be spared that is consistent with tradition, good taste and the wishes of the immediate next of kin. Family members should be advised that a funeral with "full honors" will take considerable time to properly conduct. It will usually consist of a religious ceremony in accordance with the family's faith group, and a graveside ceremony that will require an extended wait for all elements, dignitaries and attendees to be in place before it can begin.

a. **HONORS, Defined:** There are two levels of HONORS for sworn officers, for the purposes of this policy.

Honors: Honors is comprised of an Honor Guard conducting a 21 gun salute, ceremonial flag folding, and TAPS.

Full Honors: Full Honors is comprised of the Honors elements plus aircraft flyovers and equestrian elements.

Note: Bagpipers and the release of birds are non-official funeral elements and in all cases are included at the request of the decedent's family.

2. **Category II: (Honors):** A Category II death is reserved for personnel whose death is not the result of a traumatic, duty-related event. A Category II funeral may be a public event depending on the circumstances.

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3. **Category III:** A Category III funeral is a non-public event with limited Department involvement. The protocol (if requested) for a Category III funeral should be restricted to a motor escort, a static Honor Guard and the attendance policy identified by the Chief Probation Officer.

Note: The only Honors element appropriate for a civilian funeral is the static presence of an Honor Guard. In all cases a pre-folded flag may be placed on the casket and presented to the family.

4. **Category IV:** A Category IV funeral is an informational matter addressed through the publication of a Death and Funeral Notice. The protocol (if requested) for a Category IV funeral should be restricted to a static Honor Guard and the attendance policy identified by the Chief Probation Officer.

5. **Category V:** A Category V funeral is an informational matter addressed through publication of an internal Death and Funeral Notice when requested by the involved family. The protocol (if requested) for a Category V funeral should be restricted to the attendance policy identified by the Chief Probation Officer.

Note regarding Honor Guard: Allied agency assistance will be requested for Honor Guard assignment and coordination.

310.5 GENERAL GUIDELINES

It is the Probation Department's policy and responsibility to provide liaison assistance to the primary family of an officer who dies in the line-of-duty and/or who is hospitalized for an indefinite period of time or requires repeated and/or intermittent hospitalization because of a line-of-duty injury or systemic illness. This assistance shall include, but not be limited to, the clarification and comprehensive study of benefits and emotional support during this traumatic period for the employee's family.

Immediately upon notification of a line of duty death, the Probation Chief or designee shall coordinate a Command Liaison Officer to coordinate all departmental functions regarding the incident.

310.6 POSITION DESCRIPTIONS AND RESPONSIBILITIES

The Incident Command System (ICS) structure will be utilized to manage the activities commensurate with the occurrence of a line of duty death. The same structure will be utilized, as needed or appropriate, in the case of hospitalization because of line of duty injury or systemic illness, as described in this policy. Personnel assigned to the duties pertaining to the Line of Duty Death Policy shall be placed on temporary special assignment and not available for regular probation business during this event.

310.6.1 INCIDENT COMMANDER

The Incident Commander (IC) has decision making authority (i.e. Chief Probation Officer or designee). The IC shall plan and facilitate a planning meeting and activate the following positions, as appropriate:

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- Command Liaison Officer (CLO)
- Family Liaison Officer (FLO)
- Peer Support Team Liaison (PST)
- Operations Section Chief (OSC)
- Planning and Intelligence Section Chief (PISC)
- Logistics Section Chief (LSC)
- Traffic Group Leader (TGL)
- Ceremonies Group Leader (CGL)
- Special Ceremonial Element Roles
- Group Communications Officer (CO)

310.6.2 COMMAND LIAISON OFFICER

The Command Liaison Officer (CLO) reports directly to the Incident Commander and is the initial point of contact for all outside agencies, dignitaries and VIPS. The CLO should:

- Facilitate the attendance of such persons;
- Advise such persons to make direct contact with the CLO upon arrival;
- Document the attendance of such persons and the size of their delegations;
- Ensure that the level of participation and visibility of such delegations is commensurate with the office represented;
- With prior clearance of the FLO, allow VIP's to personally express their condolences to the decedent's family on the day of the funeral;
- Maintain a journal of all activities;
- Submit all records of the attendance of such persons and delegations to the PISC prior to the incident debriefing.
- Facilitate the incident debriefing.

310.6.3 FAMILY LIAISON OFFICER

The Family Liaison Officer (FLO) reports directly to the Incident Commander and/or Command Liaison Officer. The appointment of the FLO is a critical assignment. Although this individual(s) should know the deceased employee and be familiar with the family, the liaison(s) should not be so emotionally preoccupied with the loss that he/she would be ineffective in this assignment. The FLO serves as the primary point of contact for the decedent's family on all matters relating to the death and funeral of the employee. Ideally all contact with the family should be through this person. This is the most critical role in the Incident Command structure. It requires one of strong character who has a close bond with the family (it may or may not be a current employee, Peer

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Support Team Member, or employee association member). The importance of identifying the right person for this position outweighs any other issues that may arise.

General FLO Selection Considerations:

- The FLO serves in the role of liaison and facilitator;
- It is recommended that family liaison officers be assigned in pairs, and relief should be provided in pairs as well. This lessens the risk of the family liaison officers becoming emotionally overwhelmed;
- It is recommended that managers seriously consider assuming the role of family liaison themselves. During a crisis time, the demands may be overwhelming.

General Guidelines of FLO Responsibilities:

- The family liaison is a facilitator for exchanging information between the family and the agency. It is his/her priority to ensure that all possible assistance is considered and utilized as resources are available;
- In order to prevent duplication of efforts, maintain order, and ensure that the process works for the benefit of the officer and his or her family, the FLO shall coordinate all communication with the employee's family;
- The FLO shall be provided with the necessary means to facilitate such communications with assigned personnel;
- Personnel appointed to the position of FLO shall be thoroughly familiar with the concepts and procedures of providing peer support services, crisis and or grief management, and other internal and/or external entities involved in the process;
- This is not a decision-making position, but a "facilitator" between the family and the Department;
- In the event the officer has multiple families and/or an adversarial relationship exists between the families, separate FLO's may be assigned for each family.

Specific Guidelines of FLO Responsibilities:

- Be with the decedent's family as much as possible during the funeral period and/or periods of hospitalization;
- Be available by phone or cellular telephone so that there is an immediate line of communication between the department and the family;
- Receive updates on investigations and provide this information to the family;

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- Help family members compile miscellaneous information in order to complete various forms and arrangements.
- Ascertain the varying degrees of assistance that family members require (meals, personal needs, etc.).
- Arrange for the family to meet with a chaplain and/or clergy, as well as the agency head to discuss funeral arrangements.
- Arrange for the family to meet with a mental health professional;
- Maintain routine contact with the Incident Commander;
- Ensure that the family's wishes relating to the funeral are communicated to the Incident Commander;
- Be a conduit for all incoming and outgoing family communication;
- Communicate the family's wishes on all matters directly to the mortuary, through the funeral director;
- If circumstances permit, arrange a visit, before the funeral, between the family and the Command Staff of the Department;
- Attend all planning meetings;
- Maintain a journal of all activities;
- Submit the journal to the Planning and Intelligence Section prior to the debrief;
- Attend the incident debriefing.

310.6.4 PEER SUPPORT TEAM LIAISON(S)

Assignment of the Peer Support Team Liaison will be made by the Peer Support Team Program Manager and/or Coordinator. The Peer Support Team liaison will work hand in hand with the FLO. Duties shall include, but are not limited to:

- Provide support and Peer Support Team Member assistance to the FLO during the entire event;
- A peer, a mental health professional, and a chaplain (helping triad) should remain with the family the entire time at the hospital to provide needed assistance;
- Death Notification facilitation and/or support during the notification event;
- Assist the FLO and the decedent's family with matters related to the death such as benefits, insurance, policies, personal documentation, costs, etc.
- Attend all planning meetings;
- Assist with funeral planning and arrangements;
- Attend the incident debriefing.

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Role of Peer Support: The function of peer support is not to provide professional counseling, but rather to listen, share feelings, answer questions, and describe common reactions and emotions the individual may experience following a crisis, trauma, and/or a critical incident. In addition to providing this assistance, Peer Support Team members are trained to recognize when an individual requires further intervention by a mental health professional and can provide a referral. In the event of a line of duty death, Peer Support Team members can serve to lessen the potential negative emotional impact for employees.

310.6.5 OPERATIONS SECTION CHIEF

The Operations Section Chief (OSC) will oversee the various facets of the funeral preparation and execution on behalf of the Incident Commander. The OSC should:

- Exercise functional supervision over the progression of all funeral related events;
- Maintain contact with all activated segments of the Incident Command structure;
- Attend all planning meetings;
- Appoint a Mortuary Liaison to discharge the duties listed on the Mortuary Liaison Checklist; (Addendum #1)
- Appoint a House of Worship Liaison to discharge the duties listed on the House of Worship Checklist; (Addendum #2)
- Appoint a Cemetery Liaison to discharge the duties listed on the Cemetery Liaison Checklist; (Addendum #3)
- Request Allied Agency assistance to ensure that bomb sweeps are conducted at all venues prior to the arrival of personnel;
- Request Allied Agency assistance in the event Special Response Team (SWAT) personnel will be deployed at all venues prior to the arrival of personnel;
- Change and re-direct the Incident Action Plan as necessary;
- Maintain a journal of all activities;
- Submit the journal to the Planning and Intelligence Section prior to the debrief;
- Attend the incident debriefing.

310.6.6 PLANNING AND INTELLIGENCE SECTION CHIEF

The Planning and Intelligence Section Chief (PISC) will oversee the facilitation of all planning meetings, maintain all records and documentation, and coordinate the participation of elements from within and without the Department that will be contributing technical expertise to the proceedings.

The PISC should:

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- Announce and conduct an initial planning meeting;
- In conjunction with the Operations Section, identify an Operational Period;
- Compose a written Action Plan that allows sufficient time for all organizational components to complete assigned duties;
- Conduct a site survey at the house of worship and the cemetery and produce a security plan to include site and VIP protection;
- Establish and maintain contact with:
 - o The religious leader identified by the FLO;
 - o The Funeral Director;
 - o The Peer Support Manager or designee;
 - o DHRO Benefits Specialist;
 - o A photographer for both venues the day of the funeral;
 - o An audio/video expert for the church and graveside ceremonies;
 - o Maintain a journal of all activities;
 - o Maintain copies of all written plans, diagrams, maps, etc.;
 - o Handle all correspondence;
 - o Monitor the weather;
 - o Collect and archive all journals, notes and documents;
 - o Conduct the incident debriefing;
 - o Prepare an after-action report.

310.6.7 LOGISTICS SECTION CHIEF

The Logistics Section Chief (LSC) is responsible for site security at all funeral venues, the provision of all necessary supplies, procurement of certain key personnel and apparatus, operating a transportation detail to assist arriving and departing personnel, and assisting the family with the post-funeral reception. The LSC should:

- Arrange for the deployment of a tow truck at both venues the day of the funeral;
- Arrange for the deployment of a rescue ambulance at both venues the day of the funeral;
- Arrange for the deployment of portable toilets at all venues the day of the funeral;
- Arrange for the deployment of a catering truck at a suitable location the day of the funeral;
- Arrange for a canopy and sufficient chairs for the family at the cemetery;
- Arrange and supervise a transportation detail to assist persons attending from distant locales;

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- Assist the TGS and CGS with obtaining all equipment and supplies necessary for the event;
- With concurrence of the FLO assist the family with a post-funeral reception;
- Ensure that all equipment and supplies are returned after the event;
- Maintain a journal of all activities;
- Submit the journal to the Planning and Intelligence Section prior to the debrief;
- Attend the incident debriefing.

310.6.8 TRAFFIC GROUP SUPERVISOR

Under the direction of the Operations Section it is the responsibility of the Traffic Group Supervisor (TGS) to plan and coordinate all traffic related elements the day of the funeral. The TGS should:

- Attend all planning meetings;
- Diagram the parking facilities at the house of worship and the cemetery;
- Contact (through the CLO) all other jurisdictions that may be impacted during the funeral procession;
- Formulate a motorcade and parking plan for all venues, with Allied Agency assistance, as needed;
- Obtain all items required to accomplish the Traffic Group mission (cones, delineators, barricades, flares, etc.);
- Submit all plans and related documentation to the PISC prior to the second planning meeting;
- Maintain a journal of all activities;
- Attend the incident debriefing.

310.6.9 CEREMONIES GROUP LEADER

Under the direction of the Operations Section it is the responsibility of the Ceremonies Group Leader (CGL) to research, plan and execute all funeral related ceremonies. The CGL should:

- Establish a Church Ceremonies Team and designate a team leader;
- Establish a Cemetery Ceremonies team and designate a team leader;
- Meet the Funeral Director, the Cemetery Curator, the FLO and the religious leader at the cemetery well in advance of the interment and choreograph the graveside ceremonies;
- Ensure that the Master of Ceremonies is staffed by someone that is well versed in all facets of the program;
- Obtain a casket flag and white gloves;
- Confer with the FLO to ensure that the ceremony is planned in accordance with the wishes of the next of kin;

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- Confer with the FLO to ensure that the location of the grave is satisfactory to the next of kin;
- Maintain contact with all involved parties for both ceremonies to include:
 - o Honor Guard and Color Guard;
 - o Pallbearers;
 - o Piper and Bugler;
 - o Aerial squadron for flyover;
 - o Equestrian Squadron;
 - o Rifle Squad;
- Conduct dress rehearsals with all involved parties at both venues;
- Create a house of worship and cemetery plan/diagram;
- Confer with the TGS to ensure that arriving personnel are positioned in accordance with the parking plan;
 - o Ensure that all vehicles belonging to members of the ceremonial groups are positioned for rapid departure from the house of worship, to the cemetery, well in advance of the funeral motorcade;
- Oversee the conduct of the funeral services.

310.6.10 GROUP COMMUNICATIONS OFFICER

The Groups Communications Officer (CO) is assigned to the Incident Commander and is the point of contact for all media outlets. The CO should:

- Ensure the Chief Probation Officer or designee is briefed on all media requests;
- Confer with the FLO regarding the completion of the Critical Injury/ Death and Funeral Notice;
- Prepare a press release regarding the death of the employee and the subsequent ceremonial arrangements;
- Compose a brief biographical history of the deceased employee;
- Maintain a journal of all activities;
- Submit all documents to the Planning and Intelligence Section prior to the debriefing.

310.7 DEATH AND/OR TRAUMATIC INJURY NOTIFICATION GUIDELINES

A. Agency Notification: In the event of the death of an officer, the ranking on-duty officer (watch commander, field supervisor, etc.) should immediately notify the agency head (Chief Probation Officer). The appropriate chain of command should be followed whenever possible unless circumstances are such that the agency head must be notified directly; if for example the media have obtained information or key personnel are not available.

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It is imperative that these notifications are not made via vehicle radio unless absolutely unavoidable. In such cases, notification should be only that there has been a death without broadcasting names. This also applies to field units notifying on-duty command personnel.

The field supervisor should gather as many facts as possible regarding the incident and location of the deceased to provide to the agency head for notification of family members.

B. Family Notification: This is the most critical area in helping to mitigate rather than escalate the trauma of the event. The following individuals may be considered as appropriate personnel to be assigned as notification team members:

- Head of the agency (Chief Probation Officer or designee);
- Peer Support Team Member trained in death notifications;
- Mental health professional;
- Close friend of the deceased;
- Chaplain;
- Individual designated in the employee's Confidential Emergency Notification Document.

Additional Considerations in Preparation to Deliver a Death or Traumatic Injury Notification:

1. Every effort will be made to ensure the notification plan is formulated using the most recent Confidential Emergency Notification Document provided by the officer;
2. The Probation Chief, his representative, and/or pre-selected persons of the officer's choice will notify the family if time to assemble these persons exists. Delays in developing the appropriate notification team must be weighed against the importance of the timely notification of the primary family, and the opportunity to get the family to the hospital prior to the demise of the officer, if applicable;
3. While it is imperative that these individuals are assembled as soon as possible to notify the officer's next of kin, it is far better to make timely notification with a partial team than to delay the notification by waiting for the entire team. Additionally, a large group may be intimidating and heighten the trauma of the situation for family members;
4. Every effort shall be made to avoid making the death or traumatic injury notification on the doorstep of the family home. Ask to be admitted to the house. Inform family members slowly and clearly of the information that you have;
5. Notifying personnel must be prepared for unexpected responses from survivors to include severe mental, physical and/or medical breakdown;
6. Some team members may need to be sent to other locations to notify relatives. Do not wait for the entire family to assemble. Start the notification process immediately;

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7. If there is knowledge of a medical condition with a primary survivor, medical personnel will be dispatched to the residence to coincide with the notification along with the notifying personnel;
8. If family members reside far from the agency, it may be necessary to request another agency assist in making the notification. When doing this, request that the assisting agency conform as much as possible to our own protocols and provide the agency with as much information about the incident as possible. Also, assure the agency and family that your agency will be sending its own personnel as soon as feasible;
9. The FLO is permitted to assist in making transportation arrangements to San Diego County, but may not assume responsibility for travel expenses on behalf of the San Diego County Probation Department without the authorization of the Probation Chief or designee;
10. The notification team should also be prepared to assist with child care and, when appropriate, alternate housing. Additionally, the team should be prepared to furnish transportation if needed (i.e. Peer Support function);
11. Under no circumstance will a death notification be made by one person; rather, all notifications will be made by at least two personnel;
12. In the event of an on-duty death, the external monitoring of police frequencies may be extensive. Whenever possible, communications regarding notifications should be restricted to the telephone. If the media has obtained the employee's name, they will be advised by the Group Communications Officer to withhold the information, pending notification of next of kin;
13. The name of the injured or deceased officer will be released by the GCO (Group Communications Officer), or another person designated by the Probation Chief only after notification of the primary family members.

310.8 HOSPITAL DUTY GUIDELINES

1. The ranking agency official at the hospital should meet with hospital staff to arrange for the appropriate reception of family members and an appropriate waiting area for family and arriving officers (an area of privacy when possible);
2. If the officer is not yet deceased, the family should be allowed to visit him/her prior to death. It is not only their right, but it is psychologically beneficial for survivors to be able to do so. Whether the officer died at the scene or the hospital, immediate family members should be allowed to see him/her if they desire;
3. Agency transportation to the hospital should be provided to family members. While it is recommended that family members do not drive themselves, some will wish to have their vehicle available. In that case, provide a driver to take them in their own vehicle. If transporting in an official vehicle, avoid allowing family members to overhear radio transmissions. Transportation officer(s) should always notify the ranking agency official at the hospital prior to transporting family members;

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4. The ranking agency official should update the family on the status of the officer and the incident as soon as they arrive at the hospital. The ranking officer should remain with the family the entire time at the hospital to provide whatever assistance is needed;
5. A peer, a mental health professional, and a chaplain (helping triad) should remain with the family the entire time at the hospital to provide whatever assistance is needed, whenever possible;
6. The Group Communications Officer duties include not only managing the media and release of information, but shielding the family;
7. The assigned DHRO for this event shall request that all medical bills and paperwork be addressed to worker's compensation and/or the agency, and not to the officer's family residence;
8. Decisions should not be made for the family. Information and support should be provided to enable them to make the necessary decisions themselves;
9. The initial crisis and hospital scene can be very traumatic; however, remember that family care and needs do not end there. The family will continue to need support, guidance, and assistance.

Additional Considerations During Hospitalization:

1. Family visitation of/or observation of the officer should be facilitated as soon as possible. The FLO will serve as information liaison for medical personnel to the family of the officer;
2. The FLO will insure that pertinent information on the officer's condition is relayed on a timely basis, to include the IC and CLO;
3. The personnel who made the initial notification should be among those at the hospital whenever possible;
4. As soon as practical after notification to the family of an impacted officer, the Probation Chief shall cause notification to be made to all agency personnel. Notification shall include pertinent details not precluded by an ongoing investigation, details of hospital policy regarding visitation, etc.

310.9 SUPPORT FOR THE FAMILY DURING/AFTER WAKE AND/OR FUNERAL PROCEEDINGS IN THE EVENT OF A LINE OF DUTY DEATH

1. Every effort will be made to ensure proceedings are arranged using the most recent Confidential Emergency Notification Document provided by the officer;
2. The FLO will continue to act as liaison;
3. Continued liaison assistance will be offered to and provided for the family during this process, unless they request otherwise;
4. In the event prior funeral arrangements were not made, the family may need assistance in all aspects of funeral preparation;
5. Peer Support Team members will provide necessary support, which may include ensuring the home is prepared for the influx of visitors following the funeral if the family desires, screening of

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phone calls for the family, ongoing emotional support, provision of information regarding support groups or other public safety survivors (i.e. Concerns of Police Survivors, Survivors of Homicide Victims, Compassionate Friends, Parents of Murdered Children, etc.);

6. A Peer Support Team Member(s) member or San Diego County Probation Officer(s) will be assigned to remain at the residence continually during the time that survivors are attending the funeral and related functions. Officers conducting the residence checks will also inquire if any harassing telephone calls are being received.

7. The San Diego County Probation Department will send Peer Support Team Member(s) or other officers on routine residence checks by the officer's or survivors' home, for as long as is reasonable following the incident.

310.10 PROVIDING EXTENDED AND FOLLOW-UP SUPPORT FOR THE FAMILY

1. The FLO and Peer Support Team Member(s) will encourage and assist the family with obtaining peer support and/or professional counseling services if requested;

2. It is of paramount importance to help the primary surviving family maintain a relationship with the Probation Department if they desire. To that end, the following efforts will be made.

- Peer Support Team Member(s) should schedule follow-up visits with the primary surviving family for at least two years following the line-of-duty death, to include monthly phone calls and greeting cards on special occasions and holidays;

- Peer Support Team Member(s) will ensure primary family members are invited to all memorial services or other agency functions deemed appropriate.

- Survivors should continue to feel a part of the "probation family." They should be invited to attend Department activities to ensure continued contact.

- Peer Support Team Member(s) will provide the primary family members with information from organizations such as Concerns of Police Survivors (COPS) and other recognized police survivor organizations.

3. If criminal violations surround the death, the family will be informed of all developments prior to any press release;

4. Conversely, if there are no court proceedings surrounding the circumstances of the death, the department will relay the information to the surviving family as soon as it becomes known.

310.11 INFORMATION AND ASSISTANCE REGARDING BENEFITS TO THE SURVIVING FAMILY IN THE EVENT OF A LINE OF DUTY DEATH

1. The DHRO will gather information regarding all department, association, and Federal benefits available to the surviving family and ensure the department's full support pursuing these benefits. The DHRO is responsible for working with the FLO in assisting the family to file appropriate paperwork and following through with the surviving family to ensure benefits are being received;

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2. The FLO and DHRO should visit with the surviving family to discuss the benefits within a few days following the funeral. A prepared printout of the benefit payments due the family, listing named beneficiaries, contacts at various benefit offices, and when they can expect to receive the benefit should be given to the family. This same explanation procedure should be repeated within a month following the funeral since the initial contact is clouded by the emotional numbness of the family during the first benefits meeting. A follow up will be made every six months until the surviving family receives every possible benefit;
3. If there are surviving children from a former marriage, the guardian of those children should also receive a printout of benefits to which the child or children are entitled;
4. The DHRO should pay special attention to the problems with possible revocation of health benefits to the surviving family. The County of San Diego requires survivors to contact the County of San Diego Personnel Department within thirty (30) days if they wish to continue coverage.

310.12 ASSISTANCE FOR IMPACTED EMPLOYEES

Peer Support response protocols pursuant to Administrative Manual Policy 1333 San Diego County Probation: Peer Support Program will be activated. The purpose of the San Diego County Probation Department Peer Support Program is to provide trained peers who are available as support for employees and their family members during professional or personal crisis, or in the event of a critical incident.

310.13 LINE OF DUTY DEATH: FLAGS AND BLACK BAND OBSERVANCES

- A. As soon as practical after the occurrence of a San Diego Probation Department line-of-duty death, the Chief Probation Officer shall cause notification to be made to all agency personnel. The notification should include an order to lower the department flags to half-staff and for personnel to wear mourning ribbons/black bands;
- B. Flags shall be lowered to half-staff and mourning ribbons/black bands worn until after the funeral of the involved officer;
- C. In the event of a Line-of-Duty Death in other San Diego Law Enforcement Agencies, the Chief Probation Officer shall cause notification to be made to all agency personnel, which shall include the notification to lower the department flags to half-staff and for personnel to wear mourning ribbons/black bands;
- D. The Chief Probation Officer may order observances, as deemed appropriate on a case by case basis, in the event of unusual line-of-duty death circumstances occurring within the State of California, or occurring outside of the state.

NOTE: Regarding black band observances, and with Chief Probation Officer approval, mourning ribbons/black bands may be worn on badges and may be worn by civilians, in the form of a looped black ribbon.

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310.14 ADDENDUM #1: MORTUARY LIAISON CHECKLIST

Addendum #1

MORTUARY LIAISON CHECKLIST

- o In conjunction with the Family Liaison Officer and the family, identify the mortuary of preference.
- o Record the exact name, address, telephone number and person to be contacted at the mortuary. The contact person should be one with decision making authority who should, as the primary point of contact, be available for all-hours contact for the duration of the event.
- o Schedule a meeting at the mortuary with the immediate next of kin, Family Liaison Officer, Mortuary Liaison Officer, Peer Support Team Liaison and the Funeral Director, to obtain first-hand information regarding available services. The wishes of the next of kin regarding preparation of the body, i.e. open casket, religious symbols or personal keepsakes to be enclosed with the body at burial, etc. will be addressed at this meeting.
- o With the concurrence of the next of kin, establish a viewing or prayer service schedule and inform the Officer in Charge of the Honor Guard of the date, place, and time.
- o Coordinate with the Funeral Director for provision of limousines for the family on the day of the funeral.
- o Verify that the mortuary will coordinate memorial folders, thank you cards, photographs, video, floral arrangements and the memorial book.
- o The mortuary expects the family to provide:
 - Social Security Number
 - DD214 for honorably discharged veterans
 - Clothing for burial
 - A list of pallbearers
 - A photograph of the decedent
 - Their identified preference for a cemetery plot
- o Update the Operations Section Chief as necessary.

310.15 ADDENDUM #2: HOUSE OF WORSHIP CHECKLIST

Addendum #2

HOUSE OF WORSHIP CHECKLIST

- o Determine (through the Family Liaison Officer) the religious affiliation of the decedent and family.
- o Determine (through the Family Liaison Officer) the exact name, address and telephone number for the house of worship preferred by the family.

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- o Contact the leader of the congregation and determine the seating capacity of the facility.
- o Obtain a floor plan of the facility and a diagram of available parking.
- o Meet with the leader of the congregation and compose a detailed list of the items or issues the Department is expected to handle, and a detailed outline of how the service is expected to evolve.
- o Solicit the recommendations of the leader of the congregation for family and VIP seating.
- o Set a tentative date and time for the service. Do not make a commitment. (Autopsies or other facets of the investigation may delay the release of the remains.)
- o Prepare to brief the Incident Command Staff at the scheduled planning meeting.
- o Advise the leader of the congregation that a Master of Ceremonies must be provided to choreograph all aspects of the worship service.
- o Arrange for a dress rehearsal for all who will be participating in the worship service (Ushers, Pall Bearers, Honor Guard, etc.)
- o Consult with the Traffic Group Leader about the parking layout at the house of worship.
- o Update the Operations Section Chief as necessary.

310.16 ADDENDUM #3: CEMETERY LIAISON CHECKLIST

Addendum #3

CEMETERY LIAISON CHECKLIST

- o Verify with cemetery personnel that no other burials are scheduled during the period that the police ceremonies are to occur.
- o Obtain a map of the facility.
- o Consult with the Cemetery Manager regarding recommendations for a traffic plan for a long procession.
- o Consult with the Traffic Group Leader about the parking layout for the cemetery.
- o In conjunction with the Ceremonies Group Leader, formulate a plan for a large formation of uniformed and plain clothes police personnel.
- o Maintain contact with the Planning and Intelligence Section Chief which is responsible for monitoring the weather. Remain current on the status of the weather. The cemetery will need to arrange for shelters if necessary.
- o Update the Operations Section Chief as necessary.