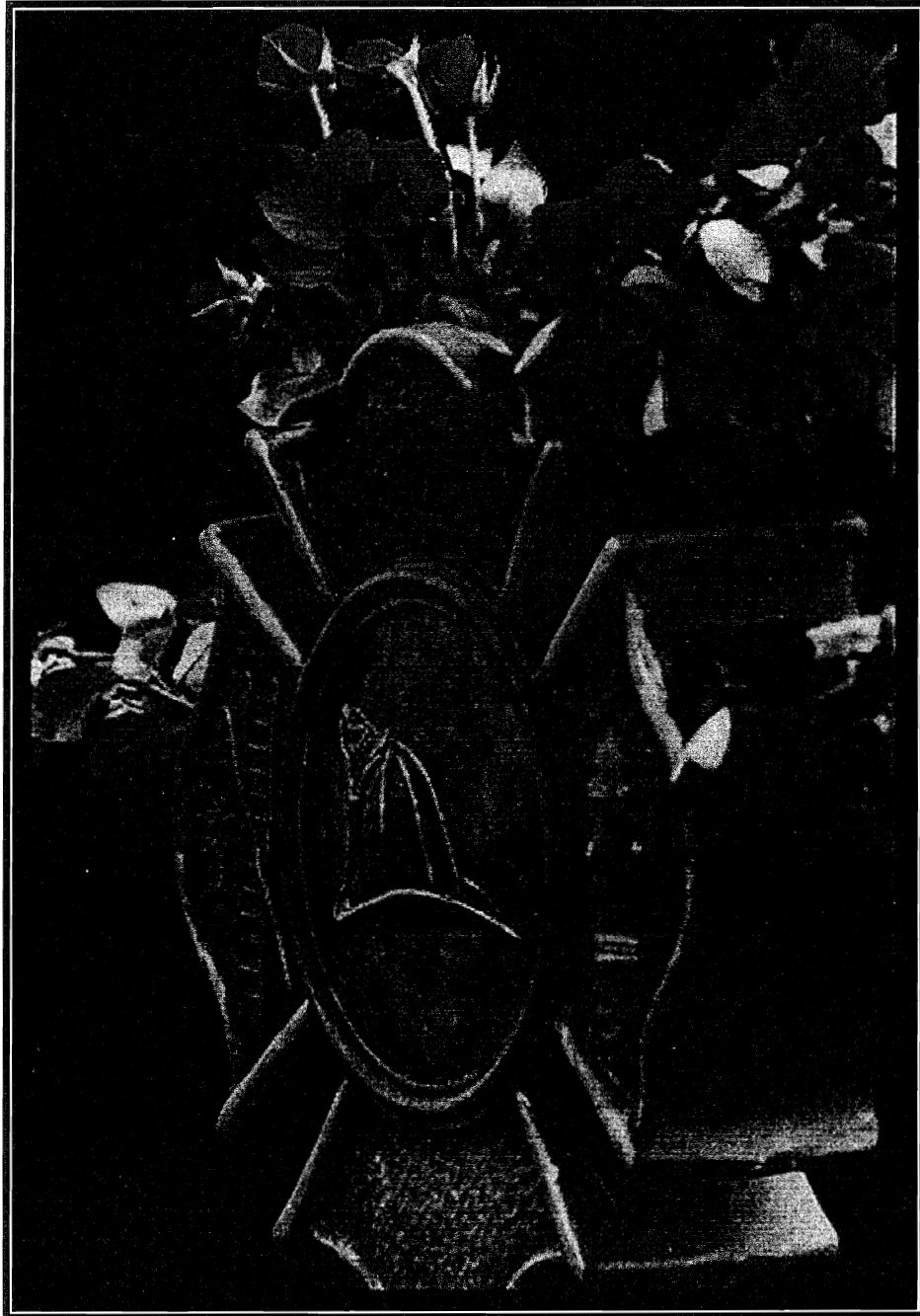




# Long Beach Fire Department

*... taking care of our own*



## Line-of-Duty Death Contingency Plan





**Line of Duty Death  
Long Beach Fire Department  
Introduction  
- 1 -**

## **Line of Duty Death Introduction**

A firefighter's death, in the line of duty, will be an extraordinarily traumatic event for both the surviving family and to our organization. When this happens, the tragedy will most likely be a sudden event without any warning. The time period from the death to the laying to rest of our comrade will be extremely short and will require that our Department move quickly, with great compassion and organization, to provide a fitting memorial for our firefighter.

The purpose of this document is to provide a written contingency plan to assist our Department with the planning and coordination that will become necessary when this event occurs.

The plan is devised for maximum structural flexibility and not to overburden any one individual.

The plan assigns responsibility to individuals and teams for the:

1. Notifications
2. Planning
3. Execution of Services
4. Death Investigation
5. After Care

Since this catastrophic event could take place at anytime, the Chief and Command Staff Officers (Deputy Chiefs, and Assistant Chiefs) should carry the plan in their Department vehicles. A Deputy or Assistant Chief may need to initiate the plan if the Chief is unavailable.

As the plan is read you will see that the organizational system we use is designed along the lines of the Incident Command System (ICS). The plan is administrated by a Planning Group Manager, or Incident Commander, and the work load is divided among specific Divisions and Groups.



**Line of Duty Death**  
**Long Beach Fire Department**  
**Introduction**  
**- 2 -**

Once the Planning Group Manager (Deputy Chief level) is designated by the Chief, that person should obtain the Line of Duty Death container. (This is kept by the Chief's secretary.) The container houses the following notebooks, which comprise the detailed lists of responsibilities for each ICS position within this structure.

1. Planning Group Manager
2. Logistics Group
3. Viewing/Vigil Division
4. Memorial Service Division
5. Interment Division
6. Reception Division
7. Family Liaison Officer
8. Public Information Group

Immediately, the Planning Group Managers need to appoint Division/Group leaders for each of the eight positions. A meeting of all Division/Group leaders then needs to be called without delay. At this initial meeting the distribution of the assignment notebooks should be made.

The notebooks are meant to be a starting point for each leader. Leaders should keep an open mind since no pre-plan can cover all possibilities.

When a Line Of Duty Death strikes our Department, it is imperative that we move quickly and efficiently. It is hoped that this pre-designed structure will be an aid.

All of us desire that this plan will never be implemented, but preplanning for the event is prudent.



**Line of Duty Death  
Long Beach Fire Department  
Chief's Responsibility**

**- 1 -**

## **Chief's Responsibility**

Upon the death of any Long Beach Firefighter the Chief or Acting Chief should immediately be notified. In the case of a Line of Duty Death, it is imperative that this communication is made without delay.

During notifications, it is imperative that accurate information is passed quickly and discretely. Our radio traffic is monitored regularly by the media and private citizens. Names of dead or injured firefighters shall NEVER be given over the radio. All communications of this sensitive nature shall be conducted by telephone.

Upon the receipt of this tragic news the Chief or Acting Chief (if the Chief is unavailable) should coordinate the following:

1. Order FD notifications
  - a. Command Staff
  - b. Community Services PIO's
2. Contact and advise the City Manager of all pertinent information and that the Department is implementing the "Line Of Duty Death Contingency Plan".
3. Assemble the Notification Team
  - a. Chief (if possible) or representative
  - b. Family Liaison Officer (select the individual)
  - c. A firefighter friend of the family or close civilian family friend
4. Make surviving family notification (See "Notification of Next of Kin" information in next section.)
5. Set up a Command Staff Meeting to commence upon the completion of the notification process.
6. Command Staff Meeting
  - a. Appoint the Planning Group Manager to coordinate all ceremonial services and issue the Line of Duty Death container that holds the notebooks comprising the detailed responsibilities of this function.



**Line of Duty Death  
Long Beach Fire Department  
Chief's Responsibility**

**- 2 -**

- b. Appoint the Death Investigation Leader and issue the notebook comprising the detailed responsibilities of this function.
- c. Verify that the necessary Critical Incident Stress Management (CISM) is in progress.
- d. Discuss all pertinent issues.

For detailed information of making the Next of Kin Notification please refer to the next section.



**Line of Duty Death  
Long Beach Fire Department  
Next of Kin Notification  
- 1 -**

## **NEXT OF KIN NOTIFICATION**

The importance of the NEXT OF KIN NOTIFICATION cannot be over-emphasized. This process will set the tone for many difficult days, weeks, months, and years for the surviving family. Sensitivity and compassion are imperative.

Family notification should be made as quickly as possible to avoid the family receiving a notification from another outside party. The media will employ many efforts to seek out the name of the fallen firefighter. We must use all necessary measures to protect the next of kin from unwanted media exposure.

For this reason, the Notification Team will need to assemble rapidly. The team should be at least two and preferably three individuals with individual vehicles. The team should be comprised the following members:

1. The Chief, if possible. However, if unavailable, the highest ranking available Officer (DC).
2. Family Liaison Officer (selected by the Chief from a list of qualified individuals that is held at the Alarm Office).
3. A firefighter friend of the family or close civilian family friend.

If the fallen firefighter's family resides far enough out of the area as to make our department's participation in the notification impractical, the local Fire agency in the area should be notified to make a timely notification.

Another distinct possibility is that our Department could experience a loss of more than one member. This would require multiple notification teams to be assembled and deployed.

Before you arrive at the residence, verify latest information, and decide who will speak, and what that person will say.

A word of warning, the family may strike out and blame our Department for their loss. For this reason, the initial notification and how we handle it is extremely important.



**Line of Duty Death  
Long Beach Fire Department  
Next of Kin Notification**

**- 2 -**

Steps to be taken at the residence:

1. It may become necessary to have paramedics standby if the people receiving the news are medically vulnerable. If this is done, have the apparatus standby near the residence, but not in view.
2. At the door identify yourself and ask to come in. (Notification should take place in a private setting.)
3. When inside, ensure you are notifying the right person.
4. Get people in a comfortable or relaxed setting: the most important function of the person making the notification is to put all of the known basic facts into one sentence and tell them.
5. Make sure your message is absolutely clear and direct.
6. Begin with, "I have very bad news" or "I'm very sorry to tell you".
7. Let them know how it happened, "Your husband died responding to a fire," or "Bob was killed in a building collapse."
8. Allow the family to express their emotions. Do not try to talk them out of their grief.
9. This is a very sad time. Do not mask your own grief.
10. Provide only the facts you know, never speculate. If you cannot answer a question, find out the correct answer.
11. Phrases or words to avoid:
  - a. "I know how you feel."
  - b. "It was God's will."
  - c. "Life will go on."
  - d. "He would have wanted to go this way."
  - e. "Be brave."
  - f. "Passed away."
12. Use the victim's first name when referring to our firefighter.





**Line of Duty Death  
Long Beach Fire Department  
Next of Kin Notification**

**- 3 -**

13. Ask if the Department can assist by notifying immediate family members (parents, brothers, and sisters).
14. With the permission of the next of kin, the Department can help setup a support system:
  - a. Clergy
  - b. Relatives
  - c. Friends
15. Never leave immediately after making a notification.
16. Do not leave people without a support system. Wait for others to arrive.
17. Do not take the victim's personal items with you.
18. Ask the survivor(s) if they wish to see the deceased firefighter, even if the body is badly disfigured. People often have a need to see, touch and hold the deceased, otherwise they may be in denial. This is often very helpful in the family's grief process. It gives a sense of finality.
19. If family members wish to see the firefighter, arrangements need to be made rapidly for the viewing. Sensitivity to the family is very important. Provide the best possible environment and avoid delays that heighten the family's anxiety.
20. Offer to transport the family to the location of the firefighter, and help prepare them for what they will see.
21. Do not let them drive.
22. If you transport the family, turn off your radio and/or advise dispatch that you are transporting the relatives and, if possible, switch to an alternate channel, or communicate by cell phone.
23. If the Department's Family Liaison Officer is not present at the notification, the family should be given the name prior to the team departing. Write down his or her telephone and pager numbers. If possible, this person should already be known by the family.

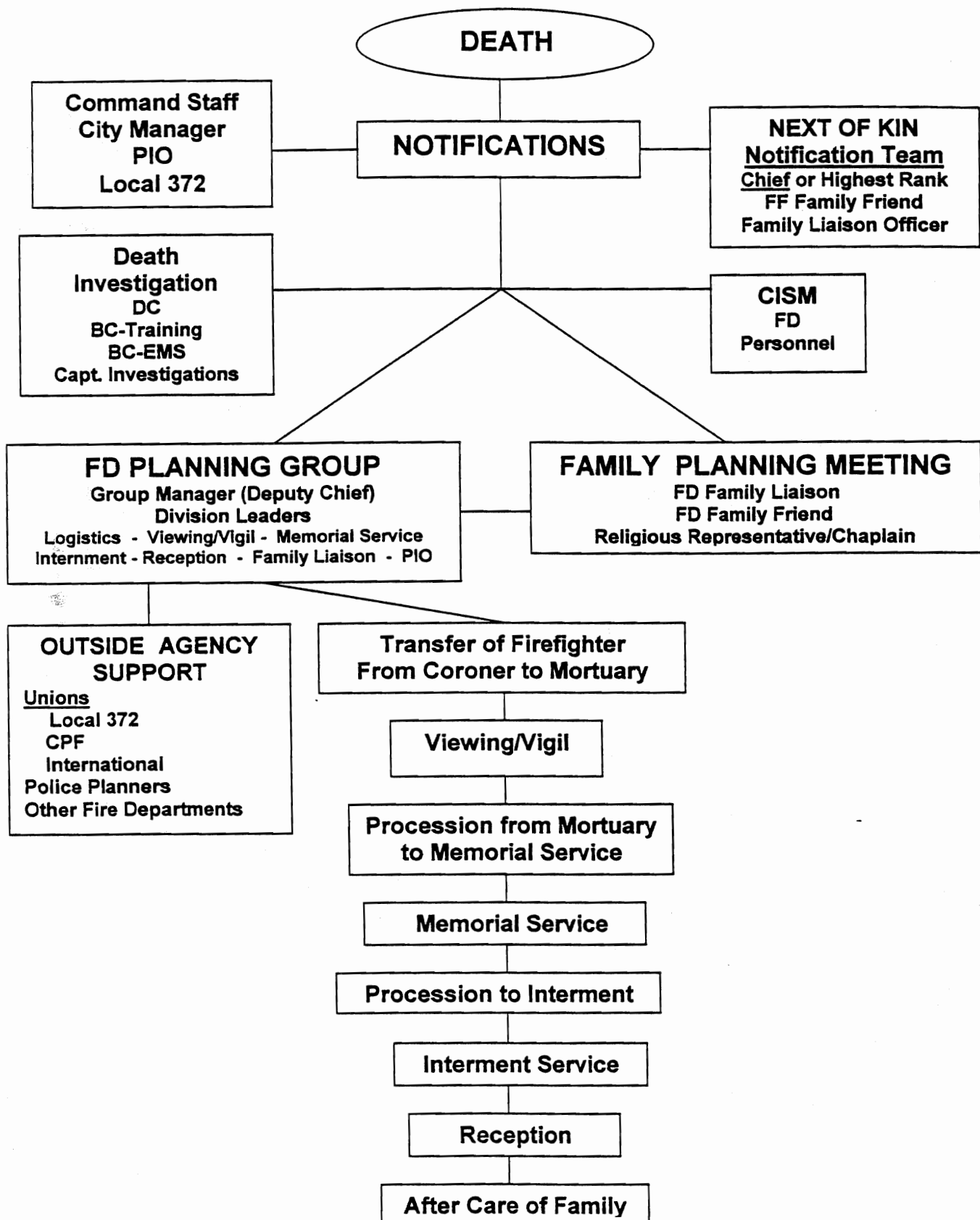


**Line of Duty Death  
Long Beach Fire Department  
Next of Kin Notification**

**- 4 -**

24. Have one member of the Department stay with the family, unless the family declines.
25. Advise the family that the Family Liaison Officer will contact them to assist with the necessary arrangements.
26. Ask if the Department can pick up any children who may be away at this time.
27. Advise the family of possible media calls. Unwanted media exposure will only add to the difficulty of this tragedy. Suggest that a friend of the family screens their incoming calls.
28. Assure the family that their wishes are the Department's number one concern.
29. Advise the family that an autopsy is required by law.
30. Ensure that the family understands that they do not have to make any immediate decisions regarding services, mortuary, wills, etc.
31. Before leaving the residence, try to set a time for a Family Planning Meeting. There are decisions that will need to be made by the family that will shape the planning process. This meeting should take place within the first 24 hours.

# LINE OF DUTY DEATH FLOW CHART





**Line of Duty Death  
Long Beach Fire Department  
Death Investigation**

**- 1 -**

## **Death Investigation**

In the event of a line of duty death or serious injury to one of our firefighters, our Department must take immediate steps to ensure that the incident is accurately documented and investigated. This action is conducted to protect the interests of the deceased, the surviving family, and our Department. It is also a mandate of State and Federal law.

To accomplish this, there will be an Incident Investigation Team pre-designated for use in these types of emergencies. The team shall be made up of:

1. Deputy Chief (appointed by the Chief), Chairman
2. Battalion Chief of EMS
3. Battalion Chief of Training
4. Captain - Fire Investigation Unit
5. Chair Safety Committee
6. City Safety Officer

The activation of the team should be called by the Deputy Chief in charge. The team should then meet at the site as soon as possible.

The initial collection of facts, preservation of evidence, and the appropriate agency notifications shall be the responsibility of the Incident Commander until the time the team can take over.

The following is a list of items that should be addressed:

1. Immediate Action
  - a. Secure the scene. No unnecessary disturbing of the scene should take place. Remove all non-essential personnel.



**Line of Duty Death  
Long Beach Fire Department  
Death Investigation**

**- 2 -**

b. Impound all safety equipment that was used by our firefighter:

- 1) SCBA
- 2) Turnouts
- 3) Helmet
- 4) Gloves

These items may need to be sent for testing.

c. Have a video and still picture record made of the sight.

**2. Secondary Action**

a. Arrange for the required autopsy that meets Public Safety Officers Benefit (PSOB) Program requirements.

b. Obtain audio tapes of the incident.

c. Request written transcripts with times of radio transmissions.

d. Impound all written forms used in the incident:

- 1) Incident Work Sheets
- 2) Personnel Accountability Forms (FR-292, FR-293)

e. Ensure all necessary agency notifications have been made:

- 1) OSHA
- 2) Federal Emergency Management Association (FEMA)
- 3) U.S. Fire Administration
- 4) NIOSH
- 5) ATF (if there are suspicious circumstances)
- 6) State Fire Marshal
- 7) PSOB (one member of team needs to be designated liaison)
- 8) City Safety Officer

f. Obtain written statements from all directly involved individuals. It is preferred that these statements be completed prior to the release of members at the end of the shift. If this is impractical, the statements should be provided within twenty-four hours. These statements are confidential and are not to be reviewed by any individual, including Supervisors. These documents are to be sealed and turned over to the Incident Investigation Team.



**Line of Duty Death  
Long Beach Fire Department  
Death Investigation**

**- 3 -**

- g. Review all chronological reports.
- h. Review all written statements.
- i. Setup interview teams for all companies on the scene.
- j. Interview all individuals on scene (tape record).
- k. Reconstruct the scene from statements.
- l. Have diagrams and designs of fire scene for interviews.
- m. Review the autopsy report (one is required).
- n. Write the final report.

If an employee is killed as a result of a fire/explosion, the FIRE INVESTIGATION shall be conducted by the Fire Department Arson Investigation Unit. The cause and origin determination shall rest with this unit and any additional investigation resources that may be requested, such as the ATF, Long Beach Police, or Sheriff Department. Once this investigation is complete, the Arson Investigation Captain will then turn the scene over to the Death Investigation Group.

The cause and determination investigation of how the fire/explosion started should not



**Line of Duty Death  
Long Beach Fire Department  
Planning Group Manager**

- 1 -

## **Planning Group Manager**

It is very important to both the immediate family of the deceased, and to our firefighters, that our Department provides the best possible tribute to our fallen comrade(s). For this reason it is extremely important that an effective group of planners is gathered to manage all activities. The organizational structure that will become necessary to control and coordinate this effort is patterned after the ICS structure that is utilized to manage major emergency incidents.

A Deputy Chief will be designated by the Chief, or Acting Chief, and will lead the Planning Group as the Planning Group Manager. This Manager will be appointed as quickly as possible and have overall responsibility and control of coordinating all activities involving the planning and execution of the plans that provide an appropriate memorial service for our fallen firefighter.

The Planning Group Manager will supervise the following seven Divisions/Groups:

1. Logistics Group
2. Viewing/Vigil Division
3. Memorial Service Division
4. Interment Division
5. Reception Division
6. Family Liaison Group
7. Public Information Group

Once the death occurs or is eminent, the Planning Group Manager should assign the Division/Group Leaders to appropriate individuals and a staff meeting should be convened to distribute work assignment notebooks. It is important that this meeting is called ASAP. The laying to rest of our firefighter will take rapid action. There may be religious reasons that dictate this burial or cremation within three days of death.

The structure provided to the Planning Group Manager is meant to be a guide. It may be altered as the Manager sees fit.

As the overall event manager, the following are considerations that should be followed as planning progresses:



**Line of Duty Death  
Long Beach Fire Department  
Planning Group Manager**

**- 2 -**

1. The desires of the surviving family are paramount at all times.
2. Planners should be aware that open and frequent communication between and within the Planning Group is key to successfully coordinating this effort.
3. Rehearsals of specific events is advisable, if possible, to reduce confusion.
4. It is advisable for the Planning Group to meet once or twice daily. This allows all Division/Group Leaders to see the overall work in progress.
5. The earlier the team is activated the better. Lost time can never be made up when dealing with this work load in a three to five day window.
6. This is a complex event to manage. Bring the best talent to the Group that is available.
7. Give your Division/Group Leaders authority to select the best people to staff their organizations.
8. Think Big - There is a potential for having thousands of individuals participating in a full FD funeral.
9. Remember there is planning support available from other agencies.
  - a. Unions
    - 1) Local
    - 2) Cal Professional Firefighters
    - 3) International
  - b. Long Beach Police Department
  - c. Other major agencies

\* SPECIAL NOTE - On May 4, 2000, the Long Beach Police conducted an extremely dignified memorial/funeral service for slain Officer Daryle Black. The service was held at the Terrace Theater. The physicality was beautiful and supported adequate seating. The setting was outstanding. It may be advised that you consider this building because of numerous reasons.





**Line of Duty Death  
Long Beach Fire Department  
Planning Group Manager**

**- 3 -**

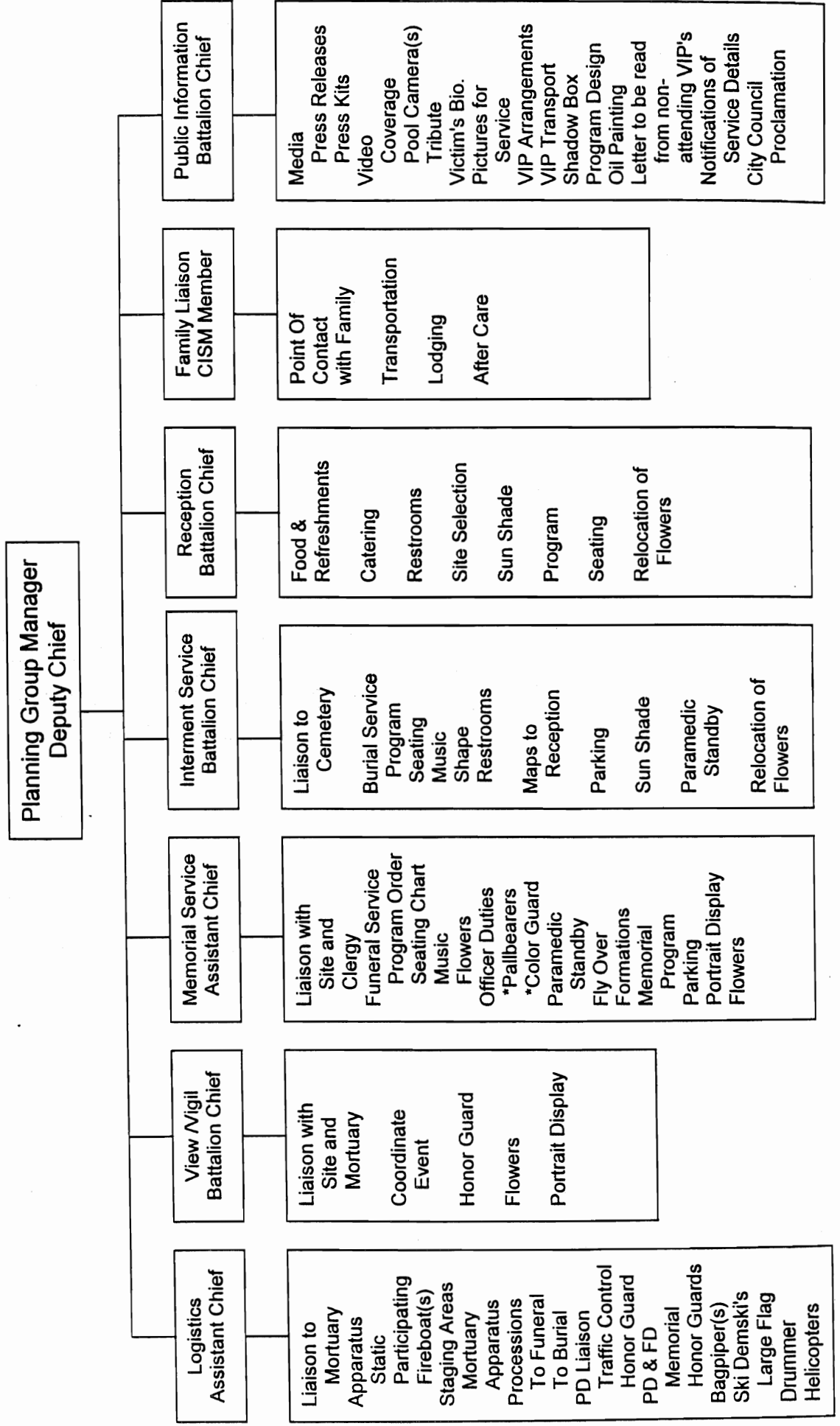
See the Planning Group Organizational Chart on the next page.

Included in this notebook are individual Division/Group job descriptions.

Also included are the individual Division/Group notebooks for you to distribute.

# LINE OF DUTY DEATH PLANNING GROUP

## ORGANIZATIONAL CHART





**Line of Duty Death  
Long Beach Fire Department  
Logistics Group  
- 1 -**

## **Logistics Group**

The Logistics Group is established to manage specific areas of responsibility as outlined in this document in response to a Line of Duty Death.

The Logistics Group Leader (Assistant Chief) shall report directly to the Planning Group Manager.

The Logistics Group Leader will need to appoint competent staff members to assist with the Group's responsibilities which are far reaching.

This Leader is responsible for the following:

1. Arrange for deceased's transport from Coroner to mortuary (possible FD ambulance).
2. Designate and coordinate the use of all Fire Department apparatus for events:
  - a. FD apparatus to be used as caisson.
  - b. FD apparatus to be used as flower car (if necessary).
  - c. LBFD units in processions
  - d. Outside agency vehicles
  - e. VIP transport:
    - 1) Surviving family
    - 2) Politicians
    - 3) Union officials
    - 4) City management
    - 5) Clergy
  - f. Antique Fire Apparatus.
3. Designate apparatus order for all processions.
4. Designate route of procession:
  - a. If possible, the procession should proceed past deceased's station and as many stations as possible.
  - b. If possible, the procession should go through downtown to allow the public to be involved in the ceremony.



**Line of Duty Death  
Long Beach Fire Department  
Logistics Group**

**- 2 -**

- c. Mortuary to service.
  - d. Visiting apparatus meeting with caisson and the procession to service site.
  - e. Service site to burial.
  - f. NO SIRENS will be activated during any procession.
  - g. Apparatus should have emergency lights activated during any procession
5. LBFD apparatus static displays:
    - a. In-service apparatus standing by on procession routes.
    - b. Ladder trucks for arch (large flag for arch - Ski Demski).
  6. Coordinate with Planning Manager if mutual aid will be needed to fill LBFD stations.
  7. Liaison with PD:
    - a. Motorcycle escort
    - b. Street closures along route
    - c. Rifle team for 21-gun salute (if necessary)
  8. Organize staging areas:
    - a. Locations :
      - 1) Mortuary staging area (officer needed):
        - a) Liaison with mortuary
        - b) Organizes LBFD apparatus
        - c) Obtains casket roller if FD apparatus will be used as caisson
      - 2) Outside Agency Apparatus Staging Area (officer needed, possibility of over 100+ vehicles to control)
    - b. Need to provide:
      - 1) Restrooms
      - 2) Refreshments
      - 3) Food
  9. Obtain services of a bagpiper - California Professional Firefighters team.
  10. Obtain one or two buglers (they may need to be amplified).
  11. Obtain the services of a drummer, if desired.
  12. Obtain adequate white gloves for Command Staff, pallbearers, and color guard.



**Line of Duty Death  
Long Beach Fire Department  
Logistics Group**

**- 3 -**

13. Obtain black bands for badges.
14. Design all necessary maps.
15. Obtain helmet and turnout that will accompany casket.
16. Select eight pallbearers and a leader. Coordinate with Family Liaison Officer for family preferences.
17. Coordinate the LBFD color guards.
18. Issue a directive that specifies uniform to be worn.
  - a. Hat
  - b. Tie
  - c. Black badge band
19. Manage the standing of watches at the Police and Fire Memorial.
  - a. Dawn to dusk
  - b. One hour shifts
  - c. Invite Police to participate
  - d. Ideally, both the Fire and Police Chiefs stand the first watch
  - e. Prepare sight
    - 1) Menu pedestal in front with pertinent information - Westin Hotel
    - 2) Velvet rope with stands - Convention Center
    - 3) Manage flowers that will be delivered
20. Arrange for helicopter fly over if desired (coordinate with service group leaders).
  - a. LA County
  - b. Orange County
  - c. LA City
21. If there are injured firefighters who wish to attend any service, provide for their transportation.
22. Coordinate water displays from fireboats (invite LA City to participate).



**Line of Duty Death  
Long Beach Fire Department  
Viewing/Vigil Division  
- 1 -**

## **Viewing/Vigil Division**

The Viewing/Vigil Division will be established if service is desired by the family(s).

The Viewing/Vigil Leader will report to the Planning Group Manager.

Necessary information the Division needs is:

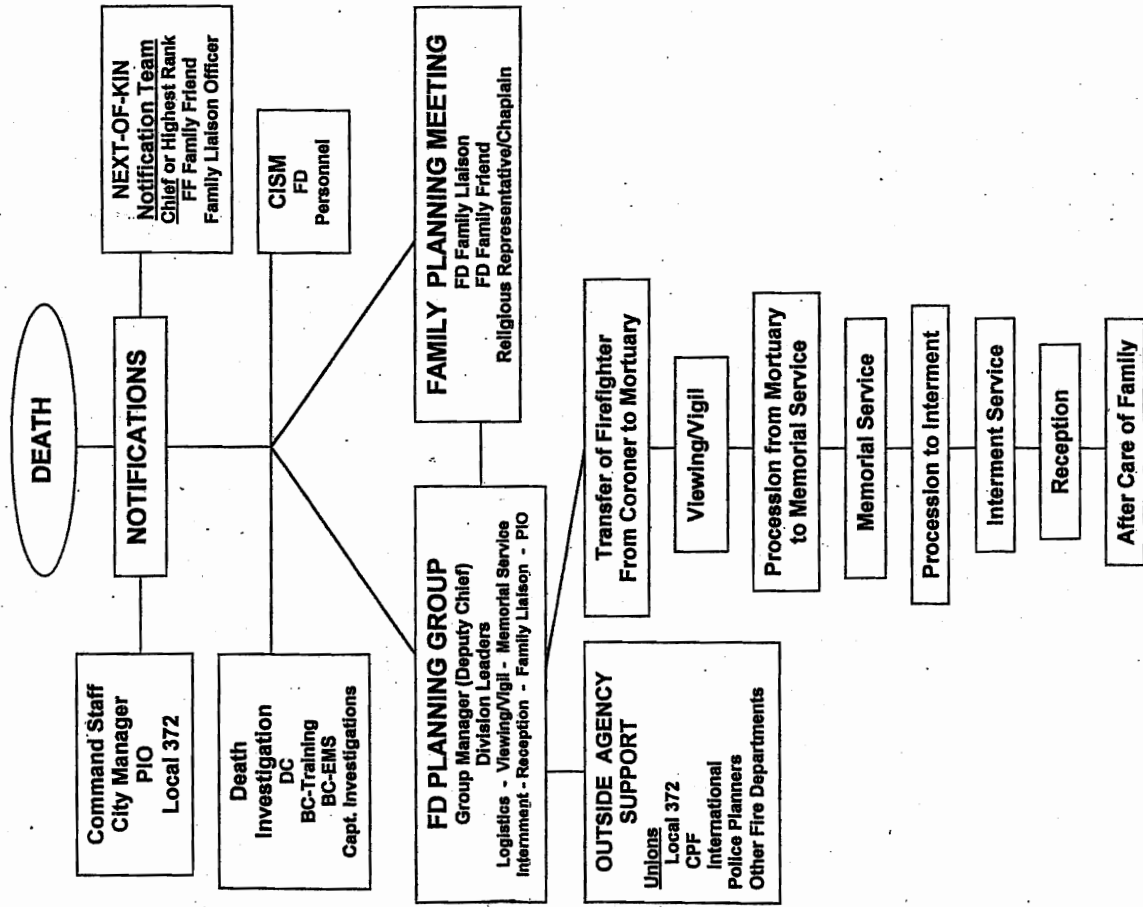
1. Service date (usually one to two days prior to Memorial) \_\_\_\_\_
2. Location \_\_\_\_\_
3. Time \_\_\_\_\_

The duties and responsibilities of this Leader are:

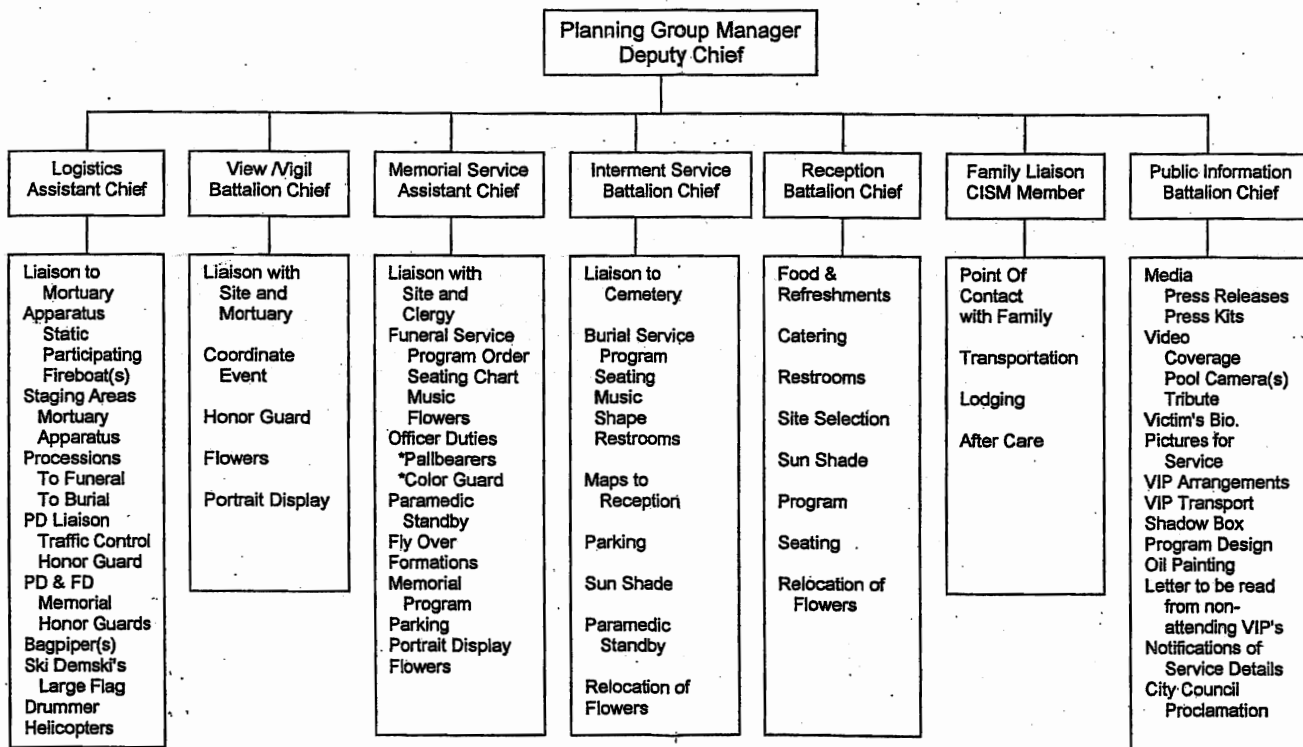
1. Liaison with mortuary.
2. Liaison with clergy.
3. Coordinator with service facility.
4. Coordinate with Logistics if the body is moved to a site away from mortuary.
5. Service content and order.
6. If this form of event is held, it is the responsibility of this Division to provide Honor Guards for posting at or near the casket. Five guards will be needed. One at each end of the casket. Rotate guards every 15 minutes. Coordinate with the Family Liaison Officer if there are preferred individuals by the family.

Honor Guards' Names \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# LINE OF DUTY DEATH FLOW CHART



# LINE OF DUTY DEATH PLANNING GROUP ORGANIZATIONAL CHART







**Line of Duty Death  
Long Beach Fire Department  
Viewing/Vigil Division  
- 2 -**

7. Other considerations:
  - a. Immediate family members should be escorted by FD personnel to and from the viewing.
  - b. Catholic protocols may include a rosary service in conjunction with the viewing. This may or may not require the participation of an Honor Guard.
  - c. It is generally proper protocol for Honor Guards to wear their uniform hat inside the church or mortuary including the time spent posted alongside the casket. Gloves should also be worn.
  - d. The event is usually held one or two days prior to the memorial service.
  - e. The casket may be open or closed.
  - f. CISM members should be on site for counseling, if necessary.
  - g. Pictures of our fallen fighter should be present. It is responsibility of the PIO group to provide:
    - 1) An oil painting if possible
    - 2) Photographs
  - h. Flowers



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

- 1 -

## **Memorial Service Division**

Memorial Service Division is responsible for planning and coordinating any and all arrangements for this main service for a Line of Duty Death.

The Division Leader (Assistant Chief) will report directly to the Planning Group Leader.

For proper planning to commence, it is very important that the following information be submitted to the Division, from the Planning Group Manager and Family Liaison Officer, as soon as possible. Necessary information includes the following:

1. Date \_\_\_\_\_
2. Location \_\_\_\_\_
3. Time \_\_\_\_\_
4. Level of FD involvement
5. Open or closed service to public and outside agencies
6. Open or closed casket
7. Preferred music \_\_\_\_\_
8. Preferred speakers \_\_\_\_\_
9. Will a bagpiper be used Yes \_\_\_\_\_ No \_\_\_\_\_
10. Will the last alarm tradition be used Yes \_\_\_\_\_ No \_\_\_\_\_



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

**- 2 -**

**Outline of Division's responsibilities:**

1. Ensure the facility is large enough to handle anticipated large numbers. You may have to plan for overflow.
2. Coordinate with:
  - a. Logistics - arrival and departure from service
  - b. Religious Leaders - program content
3. Design order of program. This service should last no more than one hour and forty minutes. Coordinate with Planning Group Leader on starting time of the service.
4. Design seating plan - If indoors determine capacity and obtain a floor plan drawing.
  - a. Family area
  - b. VIP's
    - 1) Politicos
    - 2) City management
    - 3) Union (local, state, and national)
    - 4) LBFD Command Officers
    - 5) Chief Officers' visitors
  - c. LBFD personnel
  - d. Civilian friends
  - e. Visiting departments (possibly in blocks)
  - f. Recruit academies
  - g. Retired LBFD Chiefs
5. Coordinate music:
  - a. Family requests
  - b. Other
  - c. How music is to be performed
    - 1) Choir
    - 2) Soloists (very impressive if possible)
    - 3) Recording
    - 4) Orchestra
    - 5) Small group (instrumental)
6. Adequacy of PA system



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

**- 3 -**

7. If outdoors, there are special needs:
  - a. PA system
  - b. Tent
  - c. Chairs
  - d. Restrooms
  - e. Water
  - f. Stage
  - g. Power
  - h. Shade
8. Coordination with pallbearers. The designation of individual pallbearers will be the responsibility of the Logistics Group.
9. Conduct any rehearsals deemed necessary.
10. There should be ALS and BLS ambulances standing by.
11. Coordinate program - Advise Family Liaison, who will keep the family informed.
  - a. Content
  - b. Order
  - c. Number of speakers
12. Eulogy presenter - Should be strong, and well prepared.
13. Need large photo/oil painting of deceased(s) for service. Coordinate with Family Liaison and PIO's.
14. Need a shadow box (PIO Group to provide) to present with:
  - a. Badge
  - b. Patches
  - c. Hat hardware
  - d. Picture (PIO's to provide)
15. Select the ushers to be used and tasks for them to carry out.
16. FD Chaplain.
17. Room for family.



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

**- 4 -**

18. Last Alarm ceremony.
19. Parking requirements.
20. Coordinate with PIO's on the printed program for service.
21. Coordinate with the PIO group on an appropriate video presentation:
  - a. interviews with friends, supervisors
  - b. any pre-existing video of firefighter
  - c. Department video clips
22. Memorial program distribution.
23. Parking
24. Portrait Display



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

**- 5 -**

## **Possible Order of Service**

1. Invocation
2. Prayer
3. Opening remarks/greetings
4. Special music
5. Scripture reading/minister's remarks
6. Speakers
  - a. Mayor
  - b. Council member who's district accident occurred
  - c. Any State or Federal politicians
  - d. Family representative(s)
  - e. Union representative
  - f. FD representative's friend(s)
7. Eulogy - Chief
8. Special music
9. Presentations
10. Closing remarks/prayer
11. Last Alarm Ceremony
12. Bagpipes
13. Dismissal instructions



**Line of Duty Death  
Long Beach Fire Department  
Memorial Service Division**

**- 6 -**

## **Suggested "Last Alarm" Ceremony**

Chaplain or Department member reads or recites:

Throughout most of history, the life of a firefighter has been closely associated with the ringing of a bell. As he/she began his hours of duty, it was the bell that started it off. Through the day and night, each alarm was sounded by a bell, which called him to fight fire and to place his life in jeopardy for the good of his/her fellow man. And when the fire was out, and the alarm had come to an end, the bell rang three times to signal the end.

And now our Brother/Sister \_\_\_\_\_ has completed his/her task, his/her duties well done, and the bell rings three times, followed by a pause, three times, followed by a pause, and three time in memory of, and in tribute to his/her life and service.

Officer in charge calls firefighters to attention.

Color Guard called to present arms.

Bell is struck three times.

Color Guard called to order arms.

Firefighters seated.



**Line of Duty Death  
Long Beach Fire Department  
Interment Division**

**- 1 -**

## **Interment Division**

The Interment Division is established to manage all arrangements for an interment service in response to a Line of Duty Death.

The interment Officer (Battalion Chief) shall report directly to the Planning Group Manager.

The graveside service normally consists of a short religious service and several FD protocols.

Remember, the arrival at the cemetery is a very difficult time for family members. A long wait before the service begins can cause a great deal of anxiety. If an extremely long motorcade or delays are anticipated, it may be advisable to arrange for a family waiting room. It is imperative to have a parking plan at the cemetery. Cemeteries usually have traffic plans and know exactly how many vehicles can be accommodated.

Critical information for this Division:

1. Open or closed service to the public
2. Location
3. Time of anticipated arrival
4. Number of anticipated guests

This Division is responsible for:

1. Organizing program
2. Setting formation
3. Providing seating for at least family and VIPs
4. Providing restrooms if deemed necessary





**Line of Duty Death  
Long Beach Fire Department  
Interment Division**

**- 2 -**

5. Distributing maps to reception location
6. Shade if necessary
7. Liaison with cemetery
8. Liaison with clergy
9. Coordinate flag presentation to family. This will be conducted by the pallbearer team.
10. Present badge, name tag, and patch in a case to the family.
11. Create a parking plan
12. Provide a sound system
13. Coordinate a possible fly over of FD aircraft (if necessary)
14. Provide electrical power
15. Provide a public address system
16. Provide and coordinate a bugler - Playing taps
17. Coordinate bagpiper
18. Coordinate 21-gun salute (if necessary)
19. Relocation of flowers



**Line of Duty Death  
Long Beach Fire Department  
Interment Division**

**- 3 -**

## **Possible Program For Interment**

1. Assembly
2. Officers attention, salute (command given, ready two, when casket is placed over grave)
3. Opening prayer
4. Scripture reading
5. Bagpiper
6. Committal reading, closing prayer
7. Taps
8. Flag folding
9. Flag presentations by Chief
10. 21-gun salute
11. Fly by (if possible)
12. Attention, dismissal



**Line of Duty Death  
Long Beach Fire Department  
Reception Division**

**- 1 -**

## **Reception Division**

The Reception Leader shall be responsible directly to the Planning Group Manager.

It is the responsibility of this Division to organize and provide food and refreshments at a reception at the conclusion of the burial service. This will probably take place at a location away from the cemetery.

The responsibilities of this Division include:

1. Location selection (Ensure the site has parking and a venue large enough to accommodate the anticipated group.)
2. Number of anticipated attendees
3. Anticipated starting time
4. Anticipated closing time
5. Menu and refreshments
6. Is the event to be catered
7. Provide maps to be handed out at the interment.
8. If outside:
  - a. Tents
  - b. Bathrooms
  - c. Tables and chairs
9. Any introductions and/or program:
  - a. PA
  - b. Stage
10. Relocation of flowers



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

- 1 -

## **Family Liaison Officer (FLO)**

The Family Liaison Officer is a critical position in our Line of Duty Death organization.

This Officer will be designated by the Chief or Acting Chief immediately after the death.

The Family Liaison Officer (FLO) shall:

1. Accompany the Chief or designee during the initial family notification.
2. Conduct the Family Planning Meeting within 24 hours.
3. Act as Department's single point of contact to the family.
4. Manage the After Care Program

This individual should be drawn from the ranks of our Critical Incident Stress Management (CISM) Team. The team should provide a list of specially trained individuals to the Alarm Office. Designated individuals should be available by pager at all times.

Once assigned, the FLO will be available 24 hours a day until after the burial. The Family Liaison should be assigned a FD vehicle. He/she should also be issued communication equipment, cell phone, portable radio, and pager for the entire funeral process.

The FLO should also designate an assistant to help with this very important function.

In the event of a multiple death, it will be necessary to have one liaison for each victim.

**Initial Notification** - It is critical that the FLO is designated as quickly as possible after the death. If possible, this person should attend the initial notification of death visit, which will allow the FLO to start building a relationship with the family. If this is not possible, the name, telephone (cell), and pager numbers should be given to the family prior to leaving the initial notification visit.



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

- 2 -

**Family Planning Meeting** - As soon as it is practical after the notifications (12 to 24 hours), it is important that the FLO schedule a Family Planning Meeting. The decisions made at this meeting will provide important information to the planning and logistics effort as we prepare for an honorable service(s) for our fallen comrade(s).

The meeting will be difficult for both the family and the FD team, but it will be an important step in the eventual recovery of the family.

For this meeting, our Department should be represented by the following:

1. FD Family Liaison Officer
2. Assistant Family Liaison Officer (friend of the family)
3. The family's religious representative, or our FD Chaplain

At this meeting, the family should decide how many people will represent them. A word of caution, this will most likely be an emotional meeting, the fewer members present the more constructive the meeting. A large group could make the painful process more difficult to manage.

Always keep in mind that we are there to facilitate the wishes of the family.

It is important that we first explain all options to the family regarding service types and FD involvement before any decisions are made. The FLO must be prepared to discuss all aspects of the funeral process and counsel the family in its decisions.

One of the most important decisions that will need to be reached is the sight of the memorial/funeral service. Explain to the family that a traditional fire department service could bring 4,000 to 5,000 mourners, thus requiring a large venue.

Explain that our Department is ready to organize such a large service. Let the family know that if a decision is made to proceed with a traditional line of duty service that the family will be consulted on every detail, if desired.

The FLO should explain what a traditional Fire Department funeral includes:

1. Flag draped casket
2. Casket carried on FD apparatus
3. FD - pallbearers (8) and color guard
4. Apparatus procession (LBFD and outside agencies)



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

**- 3 -**

5. Honor Guard at viewing
6. Bagpipers
7. Motorcycle escort
8. Last alarm ceremony
9. 21 gun salute
10. Ladder arch
11. Bugler playing taps
12. Eulogy and speeches by Chief, Union, Politicos

\* SPECIAL NOTE - On May 4, 2000 the Long Beach Police conducted an extremely dignified memorial/funeral service for slain Officer Daryle Black. The service was held at the Terrace Theater. The physicality was beautiful and supported adequate seating. The setting was outstanding. It may be advised that you consider this building because of numerous reasons.

It is hoped that the family will allow the service to be conducted in Long Beach, but with our personnel living over such a large area, the family may want to have it at a different area.

Be prepared for the potential of being blamed for the loss of the loved one. It is very natural for people to find scape goats in a time of extreme grief. There is always a possibility that the family will refuse all FD assistance. If this happens calmly state, "we respect your wish." Also advise them that it is our Department's intent to memorialize our firefighter with a service that will be held in Long Beach and that they are welcome to attend. Explain that this service is not meant to bypass the family's wishes, but that it is extremely important to our grieving firefighters and the fire service to properly pay tribute to one of our own.

Remember, some religions require that the deceased is buried or cremated within a three-day period of time. If these restraints are present, it becomes even more important that the process moves rapidly.

It is important to advise the family that thousands of firefighters will come to pay their respects.

The following pages will give you a work sheet to follow as you proceed through this process.



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

- 4 -

## Family Planning Checklist

1. Mortuary to be used after coroner's autopsy: (Have suggestions if no preference)

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone # \_\_\_\_\_

2. Would the family like a formal FD service? Explain what all this would entail.  
Yes \_\_\_\_\_ No \_\_\_\_\_

3. Is there a preference? Burial \_\_\_\_\_ Cremation \_\_\_\_\_ Other \_\_\_\_\_

4. Has a cemetery plot been already purchased? Yes \_\_\_\_\_ No \_\_\_\_\_

Location \_\_\_\_\_

If no, preferred location \_\_\_\_\_

5. Will there be a Vigil/Viewing (usually one to two days prior to Memorial Service)

Location \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

6. Nature of Memorial Service

a. Religious preference if any \_\_\_\_\_

b. Open or closed to public, Open \_\_\_\_\_ Closed \_\_\_\_\_



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

**- 5 -**

c. Location (large area if open service, Church, Synagogue, Arena, Terrace Theatre, outside.)

1) Name \_\_\_\_\_

2) Location \_\_\_\_\_

3) Date \_\_\_\_\_

4) Time \_\_\_\_\_

d. Open or closed casket, Open \_\_\_\_\_ Closed \_\_\_\_\_

7. Is there a religious requirement for burial time frame? Yes \_\_\_\_ No \_\_\_\_

If yes, when will burial or cremation have to be completed by \_\_\_\_\_

8. Burial (graveside) service? Yes \_\_\_\_ No \_\_\_\_

a. FD involved? Yes \_\_\_\_ No \_\_\_\_

b. Location \_\_\_\_\_

9. Ask if the FD can assist with out-of-town family arrangements.

a. Transportation

b. Lodging

10. Ask if there are preferred pallbearers, and that eight will be needed in total. If no preference is made, assure the family that the FD will select the necessary and appropriate individuals.

Preferred Names

_____	_____	_____
_____	_____	_____
_____	_____	_____





**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

**- 6 -**

**11. FD needs family contact numbers**

**Name**

**Relationship**

**Telephone #**


**12. Are there preferred scriptures?** \_\_\_\_\_

**13. Is there preferred music?** \_\_\_\_\_

**14. Are there preferred speakers?** \_\_\_\_\_

**15. Obtain all articles of clothing that the deceased will wear and deliver them to the funeral director.**

**16. Obtain recent photographs of the deceased for the Memorial Officer and PIO.**



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

- 7 -

## **After Care**

It is the responsibility of the Long Beach Fire Department to assist the surviving family(s) during their recovery from the devastating event of a line of duty death. There will be many details, paper work, and steps that our organization can assist the family with. This assistance may extend over a length of time.

The Family Liaison Officer is charged with providing the necessary assistance. This officer may need to select individuals with special expertise to assist in this function.

After care may require a generous time commitment, but as details are handled the work load will diminish.

The surviving family should always be considered one of our own. This is what we would like the Department to do for our families if we were the fallen firefighter.

After care responsibilities include, but are not limited to:

1. Assisting the family(s) with the completion of all forms for benefits:
  - a. FD
  - b. State
  - c. Federal
  - d. Insurance
  - e. Deferred Compensation
  - f. Assisting with taxes
2. Review of all bills before payment by survivors for legality, honesty, and accuracy. This should include last illness, previous debts, and funeral expenses. Some bills may be covered by insurance, or otherwise not legally due.
3. Change of titles and bank accounts
4. Grief counseling



**Line of Duty Death  
Long Beach Fire Department  
Family Liaison Officer (FLO)**

**- 8 -**

5. Referral to the Fallen Firefighters Foundation:
  - a. Support groups
  - b. Fallen Firefighters Memorial Celebration - Maryland
6. Invitations to FD functions: This is important. The family should never feel that they are not still included in our FD family.
7. At some point the deceased's locker will need to be cleaned out and the contents returned to the family. It is the FLO's responsibility to do this. It is advisable that the contents are screened for inappropriate material prior to sending to the family.
8. Any other needs



**Line of Duty Death  
Long Beach Fire Department  
Public Information Group**

**- 1 -**

## **Public Information Group**

The Public Information Group is established primarily to coordinate and disseminate all information regarding a Line of Duty Death.

The Group Leader will report directly the Planning Manager during the service preparation phase.

**RULE NUMBER ONE - WE RELEASE NO NAMES OF INJURED OR DECEASED FIREFIGHTERS PRIOR TO THE NOTIFICATION OF NEXT OF KIN.**

Think of how tragic it would be if the media informed the family of the loss.

The responsibilities of the Group include:

1. The coordination and/or presentation concerning all media contacts
  - a. Interviews
  - b. News conferences
  - c. Written news releases
2. Notification of the death and pertinent information to:
  - a. City Safety Officer - who will contact OSHA
  - b. Local Union
  - c. Southern California Fire Departments
  - d. Major State Fire Departments
  - e. Union
  - f. IAFF
  - g. IAFC
  - h. National Fallen Firefighters Foundation  
Telephone (301) 447-1365, FAX (301) 447-1645
  - i. Public Safety Officers Benefit Program  
Telephone (888) 744-6513, FAX (202) 307-3373
  - j. President
  - k. Governor
  - l. Senators - State and Federal
  - m. Representatives - State and Federal



**Line of Duty Death  
Long Beach Fire Department  
Public Information Group**

**- 2 -**

3. Rapid notification to important State and Federal politicians is very important if you desire their participation. They need as much lead time as possible to adjust their schedules.
4. Establish information telephone numbers for:
  - a. Recorded information
  - b. Live contact person
5. Develop a complete biography of individual(s) and recent pictures to be used:
  - a. For press
  - b. Ceremonies (collogue, portraits)
6. Preparation of a press kit that will include:
  - a. Bio(s)
  - b. Pictures
  - c. Service information
  - d. Maps
7. Organization of all media coverage at any/all service(s)
  - a. Consider the use of pool coverage
    - 1) Notify the Radio Television and News Association (1-818-986-8168)
    - 2) Notification needs to be done ASAP
  - b. Manage media viewing area at service and burial. They should not be in a position that would detract from any service in any way.
  - c. Work with the media, not against them. Good coverage will help in the tribute to our fallen comrade.
8. Preparation of printed service programs for:
  - a. Viewing
  - b. Memorial
9. Coordinate with FD video section for taping of events.
10. Manage VIP arrangements:
  - a. Airport pickup
  - b. Transport
  - c. Lodging
11. Coordinate with Family Liaison if the family would like any of the following:
  - a. Set up trust fund(s)