



**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



Section: Health & Safety	SOP: 3.4
Subject: Notification of Serious Illness, Injury, or Death	Executed: July 23, 2013 Revised:
Approved:  Allen W. Baldwin, Fire Chief	

PURPOSE

To establish guidelines that insures a coordinated notification of a serious illness, injury, or death of any member of the Winchester Fire and Rescue Department (WFRD).

SCOPE

This policy applies to all personnel within the Winchester Fire and Rescue Department with the intent of providing a step by step process for handling serious illness, injuries, or death notifications.

POLICY

All fire and rescue personnel are required to maintain accurate contact information with the department to include address and phone numbers for emergency contact/next of kin persons utilizing the attached Personnel Data and Notification form (PDN).

PROCEDURE

General

All notifications regarding a serious illness, injury, or death of a department member shall be made in person or via telephone, and **never** over the department radio system.

1. Emergency contacts will be notified from department files on record.
2. No information is to be released to the Fire and Rescue System, the public, or the media until the emergency contact/next of kin have been notified.
3. As quickly as possible after the emergency contact/next of kin have been notified, the Fire & Rescue Chief of the Department or his/her designee will work

with the City of Winchester Public Information Officer (PIO) to determine the means by which information will be released internally and externally. If the notification is for a volunteer member, the volunteer Chief and President shall work with the Fire & Rescue Chief of WFRD to determine the best route of notification.

4. At no time will department personnel release any information regarding the injury(s), illness(es), or death(s); all inquiries shall be referred to the Fire & Rescue Chief, the City of Winchester PIO or volunteer Chief/President (if applicable).

On-Duty Event

1. In the event that a department member becomes critically ill, is seriously injured or died while on duty, the officer in charge or another available supervisor will immediately notify the Emergency Communication Center (ECC) via telephone and **never** over the department radio system. A prepared message shall be given to ECC personnel for dissemination.
2. The ECC shall immediately initiate the officer page notifying the Chief Officers of the department with the message delivered from the on-scene officer.
3. Once notified, the Fire & Rescue Chief or his/her designee will ensure that the following tasks are completed:
 - a. Ensure appropriate department officers including volunteer Presidents and Chiefs have been notified.
 - b. Notify the City Manager
 - c. Notify the City Public Information Officer
 - d. Notify the Department Chaplain(s)
 - e. Notify the Special Investigation Team (SIT) Safety Officer
4. In the event of a death, alert and assemble the Notification Team as per the Department's *LODD Manual*.
5. Additional actions to consider include:
 - a. Activation of the designated Incident Management Team (IMT)
 - b. Activation of the Emergency Operations Center (EOC)
 - c. Relieving the deceased/injured/ill member's crew from duty. Depending on the nature of the incident, it may be necessary to relieve an entire shift assignment.
 - d. Activate the Critical Incident Stress Management (CISM) debriefing team.
6. In the event of multiple injuries or fatalities, the Fire & Rescue Chief or his/her designee will determine how to coordinate multiple notifications.
7. Further actions will be in accordance with the Department's *LODD Manual*

Off-Duty Event

1. Information regarding a department member, who becomes critically ill, is seriously injured or killed while off-duty must be forwarded through the chain of command to the Fire and Rescue Chief or his/her designee. If possible, the department member's supervisor/chief should collect and forward the following:
 - a. Department member's name and assignment
 - b. Family member's name and relationship (if applicable)
 - c. Authorization to release information to the Department
 - d. Situation (significant injury or death)
 - e. Hospital or funeral information (if available)
 - f. Name of the person making the notification and date and time
 - g. Phone number and name of family contact person
 - h. Any other pertinent information

STANDARDS

The following standard operating procedures shall be used/considered when making a notification:

- WFRD LODD Manual
- SOP 2.11 - Chaplaincy Program
- SOP 3.5 - Safety Investigation Team
- SOP 3.7 - Critical Incident Stress Management Team
- SOP 7.7 - Continuity of Operations (COOP)
- SOP 7.9 - Activation of Off-Duty Personnel