



LINE OF DUTY DEATH MANUAL

Adopted:
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I. GENERAL

The death of any department member in the line of duty is a traumatic event not only for the member's surviving family and friends, but also the Department and the City of Winchester as a whole. This manual provides a contingency plan to assist the Department with the coordination and planning that will be necessary when such an event occurs.

The Department's planning efforts will focus on honoring the deceased and caring for those left behind. Our primary goal is to work with the family, funeral director, and the clergy to ensure that the fallen member(s) receive a fitting tribute that is consistent with the family's wishes. If the funeral or memorial service is held outside of the immediate area, the Department will coordinate with the appropriate fire and law enforcement agencies to assure a proper service.

Generally speaking, the Department recognizes three types of funeral services for members.

Level One

Honors bestowed for the line-of-duty death of any uniformed career or actively participating administrative or operational volunteer member of the Department who are representing their station or the Department while performing their official duties including, but not limited to the following:

- At their volunteer station/scheduled worksite (whether as a department volunteer or career staff on straight pay, overtime, or a work substitution)
- Responding to an emergency incident, fundraising activities.
- Attending meetings/training/etc.

Level Two

Honors bestowed for the off-duty death of a uniformed career, actively participating administrative or operational volunteer member of the department not related to their line-of-duty activities. Such as:

- In transit to or from his/her worksite/training location/etc.
- Attending non-compensated training/meetings/etc.
- Retired and whose death is a direct result of an injury/illness sustained while on-duty

Level Three

Honors bestowed for the non-line-of-duty death of a non-uniformed career member retired career member, in-active volunteer member, or life member (whose death is not attributed to a line-of-duty injury or incident).

The following table identifies the funeral/memorial service options associated with each type of service; however, circumstance may require deviation from this outline (see Appendix 1 – Funeral/Memorial Service Options for an explanation of each item).

Level One	Level Two	Level Three
American Flag Presentation	American Flag Presentation	American Flag Presentation
Apparatus Procession		
Badge Shrouds	Badge Shrouds	Badge Shrouds
Bagpiper	Bagpiper	
Bell Service	Bell Service	Bell Service
Bugler		
Badge, Bunker Gear, Helmet Presentation	Badge, Bunker Gear, Helmet Presentation	
Casket Watch/Vigil	Casket Watch/Vigil	Casket Watch/Vigil
Color Guard	Color Guard	
Crossed Ladders		
Department Eulogy	Department Eulogy	Department Eulogy
Fire Engine Caisson	Hearse	Hearse
Fire Service Flag	Fire Service Flag	Fire Service Flag
Flag Draped Casket		
Honor Detail		
Honor Guard	Honor Guard	Honor Guard
IAFF Eulogy/Medal Presentation (if a member)	IAFF Eulogy/Medal Presentation (if a member))	IAFF Eulogy/Medal Presentation (if a member))
Motorcycle Escorts		
Last Alarm Ceremony	Last Alarm Ceremony	Last Alarm Ceremony
Pallbearers, active	Pallbearers, Honorary	Pallbearers, Honorary
Static Apparatus Display	Static Apparatus Display	Static Apparatus Display
Station/Worksite Bunting	Station/Worksite Bunting	
Vehicle Bunting		

Note: Military and /or Masonic rites are not included, but may be requested by the family.

II. NEXT OF KIN NOTIFICATION

The importance of the next of kin notification cannot be overemphasized. This process will set the tone for many difficult days, weeks, months, and years for the surviving family. Sensitivity and compassion are imperative.

1. Family notification should be made as quickly as possible to avoid the family receiving a notification from another outside party.
2. The Notification Team will assemble rapidly and be en-route to the next of kin's location within 30 minutes of the injury/death occurring. The team will consist of no more than four individuals, preferably with Department vehicles. The team shall be comprised of the following:
 - a. Fire and Rescue Chief or highest ranking officer available
 - b. Volunteer Station Chief (if applicable)
 - c. Fire and Rescue Chaplain or clergy on the member's Personal Data Notification (PDN) form
 - d. Department Member or other individual identified on the member's PDN form
3. In addition to the Notification Team the following individuals should be available either via telephone or within close proximity to immediately respond to the next of kin's location:
 - a. Family Liaison Officer (FLO)
 - b. IAFF Local President or designee (if the deceased was a member of Local 3401)
 - c. Any additional Department member(s) or other individual(s) identified on the member's PDN form
4. In the event of a multiple fatality incident, multiple Notification Teams will be required. The composition of these teams will be determined by the Fire and Rescue Chief or designee.
5. If a member's family resides far enough out of the area to make the Department's participation in the notification impractical, the local fire department and/or IAFF affiliate should be notified and asked to make a timely notification. If unable to make contact with an official from that agency, contact the locality's law enforcement agency for assistance.
6. Before arriving at the location, the Notification Team Leader should verify the latest information, decide who will speak, and determine what that person will say.
 - a. Ensure that an ALS unit is staged out of sight. Depending on where the family lives, this may require the Notification Team Leader to coordinate with the appropriate jurisdiction through the Emergency Communications Center.

7. Prior to leaving the location, try to set a time for a Family Planning Meeting, preferably within 24 hours (see page 8).

In addition, bear in mind the following:

- Allow the family to express their emotions. Do not try to talk them out of their grief.
- Provide only the facts, never speculate.
- Use the victim's first name.
- Ask if the Department can assist by notifying or picking up immediate family members, clergy, friends, etc.
- Do not leave the family alone after making the notification, do not leave until a support system has been established and arrived.
- Do not bring the victim's personal items.
- Ask the survivor(s) if they wish to see the deceased member even if the body is badly disfigured. If the family wishes to see the member, arrangements need to be made quickly for the viewing and may need to be coordinated through the hospital and/or morgue. Provide the best possible environment and avoid delays that heighten the family's anxiety.
- Offer to transport the family to the employee's location and help prepare them for what they will see. If a Department employee drives the family, turn off all radios and silence all pagers and cell phones.
- Offer to have the Family Liaison Officer (or another representative of the Department) stay with the family.
- If the Family Liaison Officer is not present at the notification, the family should be given his/her name and contact information prior to the Notification Team's departure.
- Advise the family of possible media calls.
- Assure the family that their wishes are the Department's primary concern.
- Advise the family that an autopsy is required to comply with Public Safety Officer Benefit (PSOB) regulations.
- Ensure that the family understands that they do not have to make any immediate decisions regarding services, mortuary, wills, etc.

III. REQUIRED NOTIFICATIONS

After the initial notification, the following individuals and organizations must be notified of a Line-of-Duty Death (LODD).

Note: To ensure that a Uniformed Member's surviving family receives the benefits to which they are entitled; the notifications listed below should be initiated even if it is initially unclear whether the member's death will be officially recognized as a LODD.

Required Information

When reporting a LODD, be sure to have the following information available:

Firefighter Information:

- ✓ Full name
- ✓ Status (career, volunteer, contract, other)
- ✓ Date of birth and age
- ✓ Date of incident
- ✓ Date of death and date of funeral
- ✓ Description of incident/cause of death

Department Information:

- ✓ Name of Chief
- ✓ Name of Department
- ✓ Address
- ✓ Phone and fax numbers
- ✓ Email address (if available)

Next-of-Kin Information (if possible):

- ✓ Name
- ✓ Relationship
- ✓ Address
- ✓ Phone number

Required Notifications

1. Public Safety Officers Benefit Program

Telephone: (888) 744-6513

Online notification: <https://www.psob.gov/>

2. National Fallen Firefighters Foundation (NFFF)
 - a. LAST Team

Telephone: (866) 736-5868
<http://www.firehero.org>

3. Virginia Fire Chiefs Association (VFCA)

Telephone: (888) 818-0983
<http://www.vfca.us/>

4. Virginia Department of Fire Programs (Division 2)

Telephone: (540) 672-1277
http://www.vafire.com/training/operations_branch/division_2.htm

5. OSHA/VOSH (Northern Virginia Regional Office)

Business hours telephone: (703) 392-0900
After hour's pager: (540) 372-5310

6. United States Fire Administration (USFA)

Telephone: (301) 447-1350
Online notification: <http://www.usfa.dhs.gov/applications/ffmem/notification.jsp>

7. IAFF (if the deceased was a member of the Professional Firefighter Local)

Local President or designee must contact the IAFF and their respective District Vice President.
Telephone: (202) 737-8484

8. In the event that the deceased personnel are a member of another fire and rescue organization, consideration shall be made to make contact with those entities to allow for coordination of services.

IV. OFFICIAL DISPLAYS OF MOURNING

As quickly as practical, the Fire & Rescue Chief or his/her designee should declare an official period of mourning of thirty (30) days. During this time:

1. Department members will wear a black mourning band on their badges and/or black ribbon lapel pin.
2. Flags at the Department Public Safety Center and all stations shall be lowered to half mast.
3. The main entrance of the Public Safety Center and the member's assigned fire station shall be draped with black bunting; such bunting should be removed the day after the member's funeral. (In the event of multiple fatalities, bunting should remain in place until the day after the last member's funeral.) Other stations may also elect to drape their station and are encouraged to do so if they so choose.
4. The City seal on all Department-owned and Volunteer-owned vehicles should be covered with a 2" band of black electrical tape affixed from the lower left corner to the upper right corner of the seal. The Station seals on volunteer-owned apparatus may be covered in a similar manner at the discretion of the volunteer fire and rescue chiefs. The tape should remain on the apparatus until the day after the member's funeral. (In the event of multiple fatalities, tape should remain in place until the day after the last member's funeral.)

V. FAMILY LIAISON OFFICER

1. The Family Liaison Officer (FLO) will:
 - a. Be available to respond to assist the Notification Team
 - b. Conduct the Family Planning Meeting within 24 hours.
 - c. Act as the department's single point of contact to the family.
 - d. Manage the After Care Program.
2. Once assigned, the FLO will be available 24 hours a day until after the burial. He/she should be assigned a Department vehicle.
3. At some point, the member's locker and/or gear stall will need to be cleaned out and the contents returned to the family. This should be accomplished with a witness present and all items removed should be documented with a list placed in a file. While the FLO can delegate the task itself, he/she should be the one to actually return the contents to the family.
4. Provide the contact information for the City of Winchester Employee Assistance Program (EAP). Advise the family that EAP may be able to put the family in touch with grief counselors and other resources. The NFFF is another excellent resource; the Foundation facilitates support groups and other services for surviving family members.

Family Planning Meeting

1. Within 24 hours of the notification, the FLO should make every attempt to schedule a Family Planning Meeting. The decisions made at this meeting will provide important information with regard to planning and logistics.
2. The family will need to determine how many people will represent their wishes and who has the authority to make decisions.
3. The following individuals should be present:
 - a. FLO
 - b. Family's religious representative/Department Chaplain
 - c. Memorial Service Team Leader
4. The member's PDN form provides an excellent starting point for the Family Planning Meeting. The FLO should review which elements of a fire department funeral the member wished to have. Family members who are not familiar with the fire department may need to have these options explained in detail (See Appendix 1).

5. One of the most important decisions that will need to be reached is the site of the memorial/funeral service. Explain to the family that a traditional fire department service could draw upwards of 1,500 to 2,000 mourners, requiring a large venue.
 - a. The venue influences many of the decisions that follow. As such, it is critical that the venue be determined as quickly as possible.

VI. HOSPITAL LIAISON

The Hospital Liaison (HL) should assure the following:

1. Collect clothing and equipment as it is removed. All items should be secured for the Safety Investigation Team.
2. If applicable, relay pertinent information on the member's condition to Department officials.
3. Determine a secure area where Department officials and other personnel can assemble at the hospital.
4. Prior to their arrival, determine a quiet, secluded, secure area where family members can assemble at the hospital.
5. Meet the family when they arrive at the hospital.
6. If it is possible for the family to visit their family member prior to or even after his/her death, they should absolutely be afforded that opportunity. The HL or FLO should prepare the family for what they might see in the emergency room and accompany the family into the room if the family so desires.
7. The HL should work with hospital staff to treat family members that may be overcome by emotion, etc.
8. Ensure that the hospital is provided with a copy of the Firefighter Autopsy Protocol (United States Fire Administration, March 2008 – see Appendix 3).

VII. PUBLIC INFORMATION OFFICER

RULE NUMBER ONE: THE DEPARTMENT WILL NOT RELEASE THE NAMES OF INJURED OR DECEASED MEMBER'S PRIOR TO THE NOTIFICATION OF NEXT OF KIN AND THEREAFTER ONLY ON THE APPROVAL OF THE FIRE & RESCUE CHIEF OR HIS/HER DESIGNEE.

The media will employ many efforts to seek out the name of injured or deceased member(s). The Department must use all necessary measures to protect the next of kin from unwanted media exposure.

The responsibilities of the PIO include:

1. The coordination and/or presentation concerning all media contacts, to include:
 - a. Interviews
 - b. News conferences
 - c. Written press releases
2. Consider establishing information telephone numbers for recorded information and/or questions/inquiries.
3. Develop a complete biography of the individual(s) and recent pictures to be used:
 - a. For the press and/or
 - b. During the memorial service or other ceremonies.
4. Preparation of a press kit that will include:
 - a. Member's biography
 - b. Pictures
 - c. Service information
 - d. Maps (as developed by Logistics)
5. Organize/coordinate media coverage at any/all service(s).
 - a. Manage media viewing area at service and burial. They should not be in a position that would detract from any service in any way.
 - b. Work with the media, not against them. Good coverage will help in the tribute to our fallen comrade.
6. Coordinate with contract video services or local media for taping of events.

7. Coordinate with FLO to determine whether the family wishes to set up any of the following:
 - a. Trust fund(s)
 - b. Memorial bank accounts
8. Coordinate with the FLO to advise the family of impending press releases, etc., particularly if they contain potentially upsetting information (details surrounding the member's death, criminal proceedings, etc.).

VIII. LOGISTICS DIVISION

General

Provide staffing to other divisions as tasks arise.

Supplies/Tasks

1. Obtain and distribute black mourning bands.
2. Make arrangements for black bunting at the member's station/worksite.
3. Prepare detailed maps for out of town family and guests that show the following:
 - a. Location of fire stations
 - b. Location of funeral home(s)
 - c. Location of church(s)
 - d. Location of hotels
 - e. Location of cemetery
 - f. Location of gravesite
 - g. Location of food service providers
4. Prepare detailed maps prepared for Memorial Service Staff and participants that show the following:
 - h. Location of deceased member's home
 - i. Location of surviving family's home(s)
 - j. Location(s) of hotels where family are staying
 - k. Location of fire stations
 - l. Location of funeral home(s)
 - m. Location of church(s)/synagogue(s)/mosque(s)
 - n. Location of auxiliary parking at funeral/memorial service
 - o. Location of cemetery
 - p. Location of gravesite
 - q. Location of auxiliary parking at cemetery
 - r. Route(s) of procession to and from services
5. Obtain the following for presentation to the family/display:
 - a. City flag
 - b. Shadow box, to include: working badge, collar brass, and name tag.
 - c. Helmet
 - d. If possible, the employee's turnout gear for display. If the member's gear has been processed as evidence, obtain alternate turnout gear for display.

6. Coordinate VIP arrangements (see Appendix 2):
 - a. Airport pickup
 - b. Transport
 - c. Lodging
7. Assign a Communications Coordinator to:
 - a. Determine communications channels and,
 - b. Arrange for PA systems if needed.
8. Arrange for the caisson to be prepared, cleaned and draped for the procession.

Staffing/Coverage

1. Arrange for other volunteer companies and/or other jurisdictions to cover stations so that all department members may attend the funeral, gravesite, and/or other remembrance services.
2. Arrange drivers for chief officer's vehicles.
3. Assign an EMS transport unit (preferably ALS) to provide EMS at each site. If the services are outside of Winchester, this will require coordinating with the appropriate jurisdiction. If adverse weather is predicted (especially hot, cold, rain, etc.) consider requesting multiple units.
 - a. The unit should be staged in a location where it can leave the scene quickly if EMS transport becomes necessary.

Procession/Service

In conjunction with the Memorial Service Team:

1. Arrange with funeral home and clergy for funeral programs and remembrance cards.
2. Determine and assign units to participate in procession.
3. Arrange for emergency units to be parked at key locations along the procession route and give direction as to time, location, lights, and procedure.
4. Arrange police escort and the blocking of intersections along the procession route. This may require coordinating with multiple law enforcement agencies.
5. Arrange necessary escort vehicles (motorcycles, etc.).

6. Arrange control of parking at various sites
7. Assign a staging officer for incoming apparatus and vehicle that are part of the funeral procession
8. Arrange transportation and lodging for out of town family members. (Coordinate with the FLO)

IX. INCIDENT INVESTIGATION

The Department will take immediate steps to ensure that the incident is accurately documented and investigated to comply with all applicable regulations as well as protect the interests of the deceased, the surviving family, and the Department.

LODD investigations must be consistent with applicable Department SOPs.

It is also hereby noted that the Winchester Fire and Rescue Department shall require autopsies to be performed for all firefighter fatalities, in the event that an LODD takes place.

X. HONOR GUARD

The purpose of this section is to establish guidelines and to set forth policy, responsibilities and procedures with respect to the participation of the Honor Guard in fire department funerals.

Upon being notified of a LODD, the Honor Guard Commander or designee shall:

1. Report to the designated command post to coordinate offers of assistance from outside Honor/Color Guards.

FUNERAL PROCEDURES

A. Honor Guard Commander – The Honor Guard Commander is responsible for the proper functional execution of commands to the various elements of the Honor Guard and Fire Department Formation. He/she shall have general responsibility for the following:

1. In conjunction with the Memorial Service Team Leader, will confer with the clergy and funeral director regarding necessary arrangements.
2. In conjunction with the Memorial Service Team Leader, determine locations for static flag displays and other ceremonial elements at each site.
3. At funeral service, gravesite, etc., issue all commands for the Honor Guard.
4. Arrange for sufficient personnel to assist with the proper configuration of the Fire Department Formation.
5. Designate an individual to issue all commands to the Fire Department Formation at the funeral service, gravesite, etc.

B. Casket Team

1. This team consists of eight (8) members who will be in complete control of the casket from the first time the body is moved until the end of the burial services. They are responsible for folding the flag draping the casket and presenting it to the Fire and Rescue Chief or Volunteer Station Chief, who will then present it to the member's family.
2. The City of Winchester flag will be presented to the family by the highest ranking elected government official representing the City.

C. Honorary Pallbearers – If the family so desires, individuals may be designated Honorary Pallbearers; and walk behind the Casket Team.

D. Fire Department Formation – The Fire Department Formation shall consist of the following elements:

1. WFRD chief officers (active and retired)
2. WFRD Uniformed Employees
3. WFRD Non-Uniformed Employees
4. Department chief officers (active and retired)
5. Department members – operational members of volunteer agencies in the City of Winchester
6. City of Winchester law enforcement personnel
7. Personnel/members from outside jurisdictions
8. Visiting Honor/Color Guards
9. Law enforcement personnel from outside jurisdictions

E. Funeral Escort – The funeral escort shall consist of all members who will be responding, via motorcade to the burial site. The funeral escort, when ready to proceed to the burial site, shall be arranged in the following manner:

1. Motorcycle outriders (if necessary for traffic control)
2. Remaining motorcycles formed in a column of twos
3. Casket Team
4. Fire and Rescue Chief and member's direct supervisor or volunteer station chief
5. Caisson
6. Family Car(s)
7. WFRD Staff Vehicles
8. WFRD apparatus
9. Visiting Fire Department staff vehicles
10. Visiting Fire Department Apparatus
11. City of Winchester Law Enforcement Vehicles
12. Visiting Law Enforcement Vehicles
13. Civilian Vehicles
14. Any buses used to transport visiting personnel, regardless of jurisdiction, will proceed directly to the burial site along with the color guard. This motorcade will be separate from the funeral motorcade. Buses will NOT be permitted in the funeral escort.

F. At the Gravesite

1. It is the tradition of the Honor Guard for the Casket Team to remain with the casket for the duration of the gravesite service, even when there is no flag to be folded. The presiding clergyman and funeral director should be made aware of this fact in order to avoid unnecessary delay in seating the family.

PROTOCOL

- A. Uniformed Members attending any type of department funeral should be in a Class A uniform, with hat. Those personnel who do not have a Class A blouse should wear a Class B uniform. Personnel wearing a Class B uniform should be permitted to wear their department issued winter coat, if weather conditions dictate its use. Personnel should not wear any type of lightweight, windbreaker-type jacket or a civilian trench coat over the uniform.
- B. Hats should be worn at all times while outside and removed upon going indoors. The hat should be carried under the left arm while walking indoors and placed in the lap while sitting. If it is necessary to stand or kneel, the hat may be placed on the seat.
- C. Only Honor Guard personnel, personnel assigned to the Casket Team, and honorary pall bearers, will wear white cotton gloves.
- D. **POSITION OF ATTENTION** – Assume this position on the command “ATTENTION.”
1. To assume this position, bring the heels together smartly so that the heels are on the same line with the toes pointing out equally, forming an angle of 45 degrees. Keep the legs straight without locking the knees. Hold the body erect with the hips level, chest lifted and arched, and the shoulders square and even. Let the arms hang straight, without stiffness, along the sides with the back of the hands outward. Curl the fingers so that the tips of the thumb are alongside and touching the first joint of the forefingers. Keep the thumbs straight and along the seams of the trousers with all fingertips touching the trouser leg. Keep the head erect and hold it squarely to the front with the chin drawn slightly in so that the axis of the head and neck is vertical. Look straight to the front. Rest the weight of the body equally on the heels and balls of the feet. Remain silent except when replying to a question or if directed otherwise.
- E. **POSITION OF PARADE REST** – Parade rest is commanded from the position of “Attention” only. The command for this movement is “PARADE REST.”
1. On the command of execution “REST”, move the left foot ten inches to the left of the right foot. Keep the legs straight, resting the weight of the body equally on the heels and balls of both feet. Simultaneously place the hands at the small of the back, centered on the belt line. Keep the fingers of both hands extended and joined, interlocking the thumbs so that the palm of the right hand is outward. Hold the head and eyes as at the position of “Attention.” Remain silent and do not move.
 2. “Stand at ease,” “At Ease,” or “Rest” may be commanded from this position.
- F. **STAND AT EASE** – The command for this movement is “STAND AT EASE.”

1. On command, execute "Parade Rest" but turn the head and eyes directly toward the officer in charge.
2. "At Ease" or "Rest" may be commanded from this position.

G. **AT EASE** – The command for this movement is "AT EASE."

1. On command, movement is allowed but personnel must remain standing and silent with the right foot in place.
2. "Rest" may be commanded from this position.

H. **REST** – The command for this movement is "REST."

1. On command, movement, talking, or drinking is allowed unless otherwise specified. Personnel must remain standing with the right foot in place. "At Ease" may be commanded from this position.

I. **HAND SALUTE** – The hand salute is a one-count movement; the command is "PRESENT ARMS."

1. On command, raise the right hand to the hat and with the tip of the forefinger touch the rim of the visor slightly to the right of the right eye. The fingers and thumb are extended and joined, palm down. The outer edge of the hand is barely canted downward so that neither the palm nor the back of the hand is visible from the front. The upper arm is horizontal with the elbow inclined slightly forward and the hand and wrist straight.
2. When uncovered or when wearing a hat without a visor, the hand salute is executed in the same manner as previously described, except the tip of the forefinger touches the forehead near the eyebrow and slightly to the right of the right eye.

J. **ORDER ARMS** – Order arms from a Hand Salute is a one-count movement. The command is "ORDER, ARMS."

1. On command, return the hand slowly to the side, resuming the Position of Attention.

XI. MEMORIAL SERVICE TEAM

The Memorial Service Team is responsible for planning and coordinating any and all arrangements for funeral, gravesite, and/or other remembrance services following a LODD. The number of services and anticipated number of attendees will determine how many team members are required. In addition to the Team Leader, there should be at least one team member assigned to each service location.

On the day of the funeral, the Memorial Service Team Leader will serve as “Operations” under the general Incident Commander.

The Memorial Service Team Leader will work closely with the FLO to ensure that all arrangements are in accordance with the family’s wishes. His/her responsibilities include:

1. Liaison with mortuary, clergy, funeral director, etc. to coordinate the funeral, gravesite, and/or other remembrance services.
2. Coordinate with Honor Guard Commander to ensure appropriate ceremonial protocols.
3. Develop an operational plan/itinerary for the day of the funeral/memorial service to include:
 - a. Plans to pick the family up and transport them to the funeral home or funeral/memorial service location.
 - b. Plans for the Casket Team to meet at the funeral home to escort the casket to the funeral.
 - c. Locations at the funeral/memorial service for bagpipers, Honor/Color Guards.
 - d. Location at the funeral/memorial service where the caisson will stop to unload the casket.
 - e. Assign locations for family, dignitaries, Fire Department Formation, and others to view the casket’s removal from the caisson.
 - f. Design seating plan, to include seating for the following:
 - i. Family
 - ii. WFRD chief officers (active and retired)
 - iii. WFRD Personnel – all career staff of the Fire & Rescue Department
 - iv. WFRD civilian personnel
 - v. Department chief officers (active and retired)
 - vi. Department members – members of volunteer agencies in the City of Winchester
 - vii. City of Winchester law enforcement personnel
 - viii. Personnel/members from outside jurisdictions
 - ix. Visiting Honor/Color Guards
 - x. Law enforcement personnel from outside jurisdictions

xi. Civilian attendees

Note: ii-vi may be switched dependent on volunteer or career status.

- g. Determine where the ladder arch will be set up at the gravesite.
- h. Develop a plan to move personnel from the funeral/memorial service to the gravesite and have them in formation prior to the family's arrival.
- i. Determine where the caisson will stop to unload the casket at the gravesite.
- j. Assign locations for family, dignitaries, Fire Department Formation, and others to view the casket's removal from the caisson.
- k. Locations at the gravesite for bagpipers, Honor/Color Guards.
- l. A plan to move personnel, family members, and dignitaries to the reception site.

Reception Group

If the family desires, the Reception Group will plan a reception to follow the gravesite service.

1. The Reception Group, in accordance with the family's wishes, should choose a reception site large enough to hold the expected number of attendees and provide for adequate parking (civilian and Department vehicles).
2. Further, the Reception Group should determine the following:
 - a. Anticipated start time
 - b. Anticipated end time
 - c. Menu and refreshments
 - d. Will the reception be catered?
 - e. In conjunction with Finance, determine who will pay for the supplies, food, etc.

XII. FINANCE OFFICER

The Finance Officer will report directly to the Officer-in-Charge/Incident Commander. He/she will be responsible for the following:

1. **Time Unit:** This unit is primarily responsible for ensuring proper daily recording of personnel time, in accordance with relevant policies. Excess hours worked must also be determined, for which separate logs must be maintained.
2. **Procurement Unit:** This unit administers all financial matters pertaining to vendor contracts. Personnel assigned to this unit will work closely with Logistics to ensure that purchases are consistent with applicable City policies.
3. **Cost Unit:** The Cost Unit provides cost analysis data for the incident. This unit must ensure that equipment and personnel for which payment is required are properly identified, obtain and record all cost data, and analyze and prepare estimates of incident costs. The Cost Unit also provides input on cost estimates for resource use to the Officer-in-Charge.

XIII. BENEFITS OFFICER

The Benefits Officer will assist the family in obtaining all of the benefits available to them. In accordance with the family's wishes, he/she may assist the family with filling out the proper forms and requesting the needed information. The family should be encouraged to consult an attorney and/or accountant for specific legal/financial advice.

Necessary Forms

In general, the family will need to gather the following forms to apply for LODD benefits:

1. Line of Duty Death Claim Benefits Form
2. Decedent's full name
3. Decedent's Date of Birth
4. Date of injury
5. Date of death
6. City, state, address of injury
7. City, state, address of death
8. Witnesses to injury (Interview)
9. Witnesses to death (Interview)
10. Name and address of spouse and Social Security Number
11. Interview of spouse
12. Name and address of previous spouse (spouses) and SS#
13. Name, address, age, and SS# of all children
14. Interview of work supervisor
15. Death Certificate (at least 12 certified copies)
16. Birth Certificate – Decedent's (Feds - 5 Certified Copies)
17. Birth Certificate - Spouse (Feds - 3 Certified Copies)
18. Birth Certificate - All children (Feds - 3 Certified Copies)
19. Marriage Certificate (Feds - 1 Certified Copy)
20. Last Will and Testament (Feds - 1 Certified Copy from Attorney)
21. Statement (Bill) from Funeral Home (Feds - 5 Certified)
22. Medical Examiner's Report (Feds - 3 Certified Copies)
23. Autopsy Report (Feds - 3 Certified Copies)
24. Toxicology Report must include carbon monoxide levels (Feds - 3 Certified Copies)
25. Emergency Room Report
26. Hospital discharge summaries (If more than one, each time in hospital for injury or illness)
27. Pre-employment Physical and Decedent's Last Physical
28. Workmen's Compensation Reports
29. Interview of Decedent's doctors
30. Children's college information (If attending)
31. Accreditation of children's college (Federal)
32. Monetary funding of college (Federal)
33. Fire Investigation Report or Investigative Summary

34. Work Schedule
35. Radio Log
36. Authorization for Release of Information
37. Divorce Decrees, if needed
38. Separation Papers from Attorney, if needed
39. Contract, ordinance or Resolution recognizing unit as part of safety program with Government Agent(s) Signature
40. Copy of Training Records
41. Payroll Records
42. Employee Primary Care Physician Records
43. Department Roster
44. Copy of Fire Incident Report
45. Copy of EMS Report
46. Copy of Fire Casualty Report
47. Interview Personnel on Scene
48. Certified Copy of any Prenuptial Agreements
49. Copy of Obituary

Financial Benefits Contact Checklist

The Benefits Officer will utilize the following checklist to initiate all benefits claims on behalf of the family. The Benefits Officer will work closely with the FLO.

Source of Benefit	Contacted		Agency
	YES	NO	
Federal			
Public Safety Officers' Benefits Program			Bureau of Justice Assistance U.S. Department of Justice
Scholarships for surviving children/spouse			NFFF, IAFF
Social Security death or disability			Human Resource Manager
Victims Assistance Program			NFFF
Veterans' Benefits			Human Resource Manager
State			
Funeral benefit			VA Workers' Compensation Commission
One-time death benefit			Department of Fire Programs
Education benefits for children			State Council of Higher Education for VA.
Education benefits for spouses			State Council of Higher Education for VA.
Workers' Compensation Plan			Human Resource Manager
VRS Retirement Benefits			Human Resource Manager
VRS Optional Life Insurance			Human Resource Manager
Local			
Employee Assistance Program			Human Resource Manager

457/401(k)/401(a) Pension Plan			Human Resource Manager
Final paycheck			Human Resource Manager
IAFF life insurance			President of IAFF Local
AFLAC			President of IAFF Local

Available Benefits

The following are some of the benefits to which the surviving family may be entitled. This list is not exhaustive; personnel from the PSOB, Commonwealth of VA, City of Winchester Human Resources, and the IAFF may be able to help the family locate and qualify for additional benefits. Also see <http://www.firehero.org/index1.aspx?BD=18178&statebenefitid=17997>.

Public Safety Officers Benefit (PSOB) (Career & Volunteer)

Administered by the U.S. Department of Justice
As of October 1, 2010, the PSOB payment (for FY 2011) is \$318,111.64
www.ojp.usdoj.gov/BJA/grant/psob/psob_main.html.

Commonwealth of Virginia Funeral Benefit (Career & Volunteer)

Administered by the VA Workers' Compensation Commission – \$10,000.00; additional Travel Expense up to \$1,000.00.

Contact: Virginia Workers' Compensation Commission, as listed below.

Commonwealth of Virginia One-Time Death Benefit (Career & Volunteer)

\$100,000 to the beneficiary if the death occurred while in the line of duty. If the death was caused by a respiratory disease, hypertension, or heart disease, it will be presumed to be a line-of-duty death and the beneficiary shall be entitled to receive the sum of \$25,000. Also, continued health insurance coverage is provided for the spouse and any dependents.

Contact: Office of the Comptroller, Department of Accounts, P.O. Box 1971, Richmond, VA 23218 --- (804) 225-3038 --- www.doa.state.va.us.

Workers' Compensation (Career only)

Benefit is 2/3 of decedent's average weekly wage to dependents with a weekly minimum and maximum; amounts change every year. Dependents are defined as a surviving spouse, a child under 18 or beyond if disabled, or under 23 if full-time student. Parents may also be considered dependents if destitute and there are no other total dependents. Child includes stepchild, legally adopted child, posthumous child, and an acknowledged illegitimate child. Parents include stepparents or parents by adoption.

Contact: Virginia Workers' Compensation Commission, 1000 DMV Drive, Richmond, VA 23220 --- (804) 367-8615 --- (877) 664-2566 --- www.vwc.state.va.us.

Education Benefit – Children (Career & Volunteer)

Free undergraduate tuition and required educational and auxiliary fees for children aged 16-25 at any public institution of higher learning in Virginia. Does not include room and board.

Contact: State Council of Higher Education for Virginia, James Monroe Building, 101 N. Fourteenth Street, Richmond, VA 23219 --- (804) 225-2600 --- www.schev.edu.

Education Benefit – Spouse (Career & Volunteer)

Free undergraduate tuition and required educational and auxiliary fees for children aged 16-25 at any public institution of higher learning in Virginia. Does not include room and board.

Contact: State Council of Higher Education for Virginia as listed above.

Virginia Retirement System (Career only)

Survivors may be entitled to the employee's VRS pension, either through a monthly benefit or a one-time lump sum.

Contact: Virginia Retirement System, 1200 East Main Street, Richmond, VA 23218 --- (804) 649-8059 --- (888) 827-3847 --- www.varetire.org.

Virginia Retirement System Basic Group Life Insurance (Career only)

The amount of basic group life insurance is equal to the employee's annual salary rounded to the next highest thousand, and then doubled. For accidental death, the amount is doubled again. Basic group life insurance is subject to imputed income taxes.

Virginia Retirement System Optional Group Life Insurance (Career only)

The employee may have purchased the optional group life insurance coverage for one, two, three, or up to four times the employee's salary, not to exceed \$500,000.

Health Insurance (Career & Volunteer)

Survivors eligible to receive state death benefits also qualify for continued health insurance coverage paid in full out of the state's general fund. Spouse covered for life or until remarriage. Children covered until age 21, age 25 if full-time student, or longer if mentally or physically disabled.

Contact: Office of the Comptroller, Department of Accounts, P.O. Box 1971, Richmond, VA 23218 --- (804) 225-3038 --- www.doa.state.va.us.

Non-Profit Organizations (Career & Volunteer)

The Virginia Public Safety Foundation provides immediate payment of \$2,000 to the families of firefighters killed in the line of duty. This is to help with necessary expenses until long-term benefits take effect.

Educational grants available to children and spouses. The grant may cover room and board or books (those expenses which the State Council of Higher Education for Virginia does not cover). Grief counseling and legal services also available.

Contact: P.O. Box 1355, Richmond, VA 23218, (804) 282-0148 --- (866) 857-8773 --- vpsf@earthlink.net

XIV. AFTER CARE

The department is committed to providing ongoing support to the surviving family. Over the short- and long-term, there will be many details, paperwork, and tasks that our organization can assist the family with. Regardless, the surviving family should always be considered one of our own.

Further, a Line-of-Duty Death becomes a part of the department's history and traditions, and an even more important part of the personal history of each coworker close to the incident or the colleague lost. The department MUST remain sensitive to the importance of honoring the memory of those lost at appropriate moments in the future. Keeping the member's memory alive is important not just to the immediate survivors, but to all those who will carry on these traditions in the years to come.

The FLO will serve as a long-term liaison with the surviving family and ensures that close contact is maintained between the department and the survivors and that their needs are met for as long as they feel the need for support. Follow-up phone calls the first few weeks and then again in a couple months.

After Care responsibilities include, but are not limited to:

1. Assisting the family(s) with the completion of all forms for benefits:
 - a. Fire Department
 - b. City
 - c. State
 - d. Federal
 - e. IAFF
 - f. Insurance
 - g. Deferred compensation
 - h. Assisting with taxes
2. Invitations to City of Winchester Fire and Rescue Department and City of Winchester Government functions.
3. If the family wishes, the department will provide a department escort(s) to external memorial services and other functions attended by the deceased member's family.
4. If the member's death results in criminal prosecution, the FLO should accompany any family members that are attending the court proceedings.
5. Members of the department are encouraged to keep in touch with the family. Close friends, co-workers and officials should arrange with the family to visit the home from time to time so long as the family expresses a desire to have these contacts continue. Holidays may be especially difficult for the family, particularly if small

children are involved. Increased contact with the survivors and additional support is important at these times.

6. The Honor Guard shall represent the deceased and the Winchester Fire and Rescue Department at future National Fallen Fire memorial services.

APPENDIX 1 – Funeral/Memorial Service Options

The following definitions may be helpful while working with the family to ascertain their wishes.

American flag – The Department will present the family a folded American flag. Depending on the family's wishes, the flag may or may not have been draped over the casket.

Apparatus procession – The route of the procession depends on the logistics of the funeral. The procession may begin at the funeral home, proceed to the service location, and continue on to the cemetery or the procession could bypass the funeral home and begin at the service location. The number of apparatus in the procession is up to the family; some may choose to include a large number of apparatus, while others may prefer only those apparatus assigned to the employee's station/battalion/etc.

Bagpiper – The tradition of playing bagpipes at a firefighter's funeral dates back over 150 years. There may be a single piper or a contingent of pipes and drums, depending on the family's wishes.

Bell Service – Historically, firefighters have used bells to indicate the beginning and end of shift as well as to alert personnel to emergency incidents. During a funeral, the bell service is used to indicate that an employee has answered his/her last alarm and been called home for the final time.

Bugler – A tradition borrowed from the military; typically, the bugler will play Taps at the conclusion of the graveside service.

Color Guard – A group of firefighters that present the "colors" or flags of the United States, Commonwealth of Virginia, and the IAFF (if the deceased was a member).

County eulogy – A eulogy delivered by a representative of County government (e.g., County Administrator or designee).

Crossed Ladders (LODD only) – Two aerial ladders are extended and the tips crossed, creating an arch. A large American flag is typically hung from the arch. The crossed ladder arch is typically located along the procession route or at the entrance to the cemetery.

Department eulogy – A eulogy delivered by a representative of the Department (e.g., Fire Chief or designee).

Fire engine caisson – Instead of a hearse, the family may choose to have the casket transported to the service and cemetery on the hose bed of a fire engine.

Fire service flag – The family will be presented with a City or similar flag, representing the Department.

Flag draped casket – If desired, the casket may be draped with an American flag during the funeral/graveside services and while in transit.

Honor Detail – Two members of the Honor Guard will stand watch over the casket during viewing hours at the funeral home. Members rotate every 15-30 minutes.

Honor Guard – The Honor Guard coordinates the ceremonial elements of the funeral/memorial service and “calls” orders to uniformed personnel who attend.

International Association of Fire Fighters (IAFF) eulogy – Eulogy by the president of IAFF Local 3401 or designee.

Motorcycle escorts – Motorcycle police officers from the appropriate law enforcement agency may escort the processional.

Last Alarm Ceremony – Radio transmission indicating that a firefighter has responded to his/her last alarm and has returned to quarters for the last time (closely related to the Bell Service).

Pallbearers – Active pallbearers physically move the casket from one location to another; honorary pallbearers walk behind the casket.

Static apparatus display – Apparatus may be displayed at the funeral home, service, or cemetery. May be in addition to or in lieu of an apparatus procession.

Station bunting – The station to which the employee was assigned is “bunted” in black fabric.

Vehicle bunting – The apparatus to which the member was assigned is “bunted” in black fabric. May be positioned as a static display outside of the funeral home, service, or cemetery.

APPENDIX 2 – Dignitaries

Since the World Trade Center disaster, various state, national, and even international officials have attended fire service funerals, particularly those that involved multiple fatalities or otherwise received special attention. Depending on the circumstances, it is possible that the following dignitaries may choose to attend a LODD funeral:

Federal Officials

- President or Vice President
- Cabinet members (e.g., Secretary of Homeland Security)
- Members of Congress
- FEMA Director
- United States Fire Administrator

State and Local Government Officials

- Governor , Lieutenant Governor or Attorney General
- State Legislators
- State Fire Marshal or Agency Officer with Fire Program Oversight
- Local Elected Officials, including city and county

National and State Fire Service Officials

- IAFC President, Officers, or Division/District Representatives
- IAFF General President, Officers, or Division/District Representatives (if applicable)
- VFFF President, Officers, or Division/District Representatives (if applicable)
- Virginia Fire Chiefs Association Officers
- Local IAFF Officers (if applicable)
- Representative of the NFFF

If a number of dignitaries indicate they plan to be at the service, it may overwhelm the resources in Logistics and require a separate “Dignitary Coordinator.”

In addition, consider the following:

- Immediately assign a Dignitary Coordinator, and publicize this person’s contact information. If necessary, assign others to assist.
- Prepare a fact sheet with pertinent information about the department, the deceased member(s), and the ceremony.
- As soon as possible, make contact with the dignitaries’ representatives. Senior level government officials may have both a security detail and a staff point of contact.
- Establish a plan for meeting and transporting dignitaries to/from the service.
- Designate an area for dignitaries in the seating plan for the service.

- Determine in advance if any of the dignitaries will be introduced or acknowledged during the service. If so, by whom?
- Determine if dignitaries will speak during the service. This decision must be made in consultation with the family. Decide on the length of the remarks and where they fall in the service.
- Decide the order in which dignitaries will ride in the procession and stand at the graveside service. Remember that the family members' cars should precede any dignitaries' vehicles.
- Determine whether dignitaries will have direct contact with the family. This is best done in a private setting with no media coverage. Be sure to ask the family in advance whether they are comfortable with this.

APPENDIX 3 – Firefighter Autopsy Protocol

Below is a direct link to the U.S. Fire Administration's (USFA), Firefighter Autopsy Protocol Manual, originally released in 1994 and most recently updated in 2008.

http://www.usfa.dhs.gov/downloads/pdf/publications/firefighter_autopsy_protocol.pdf

The manual addresses additional areas related to the conduct of autopsies and considers emerging issues and new technologies.

The updated Firefighter Autopsy Protocol Manual is intended to advance the analysis and understanding of the causes of firefighter deaths and contribute to the future development of improved health and safety standards, operational procedures, and technology for our nation's firefighters. With the continued development in the understanding of the causes of firefighter fatalities, we can all work toward preventing them in the future.

Each year an average of one hundred firefighters lose their lives. This protocol provides general background related to the conduct of autopsies as well as additional information where current autopsy practices may be supplemented to ascertain causes and mechanisms of firefighter fatalities. It includes discussion on the examination of personal protective clothing as well as toxicological evaluations. The manual recommends that autopsies be performed for all firefighter fatalities where a line-of-duty death has occurred.

APPENDIX 4 – Firefighter Last Alarm Ceremony

The last call for a firefighter shall consist of an alert for the appropriate station tones, followed by an “all call” alert. The Firefighter will then be summoned twice by radio dispatch. A series of tones will then follow to signify the tolling of the bell. (If a bell is present for an honor guard ceremony, the tolling of the bell tradition will be followed in lieu of sounding the last call over the radio system.) Radio Dispatch will then summon the fallen one more time and then announce the final call. The requirement of tolling of the bell over the radio system will be communicated through the honor guard coordinator.

PROCEDURES FOR FIREFIGHTER LAST CALL

- *Action: Encode the station of the fallen member
- *Action: Encode the city all call
- *Speak: Headquarters calling firefighter (title) John Doe
- *Pause 2 seconds
- *Speak: Headquarters calling firefighter (title) John Doe
- *Pause 2 seconds
- *5 long beeps
- *Pause 2 seconds
- *5 long beeps approximately 1 second each
- *Pause 2 seconds
- *5 long beeps approximately 1 second each
- *Pause 2 seconds
- *5 long beeps approximately 1 second each
- *Pause 2 seconds
- *5 long beeps approximately 1 second each
- *Pause 2 seconds
- *Speak: Headquarters calling firefighter (title) John Doe
- *Pause 2 seconds

*Speak: Firefighter (title) John Doe this is your last call

*Pause 2 seconds

*Speak: Headquarters clear: station KIG279, date, time

APPENDIX 5 – Compliance Checklist

- LODD Level to be honored
- Next of Kin Notification
- Other Required Notifications
- Activation of the Virginia LAST Team
- Display of Mourning
- Assignment of the Family Liaison Officer
- Assignment of the Hospital Liaison Officer (if applicable)
- Coordination of the Public Information Officer
- Activation of the Logistic Division
- Activation of the Safety Investigation Team
- Coordination of the Department Honor Guard
- Coordination of the Memorial Service Team
- Establishment of the Financial Officer
- Assignment of the Benefits Officer