

## Severe Injury, Line of Duty Death, and High-Profile Incident

### Notifications

#### Purpose:

The purpose of this policy is to establish clear procedures for notifying the department and family members in the event of a severe injury, line of duty death (LODD), or a high-profile incident. This policy aims to ensure timely and compassionate communication while providing necessary support and resources during these challenging times.

#### Definitions:

A. Line of Duty Death (LODD):

The death of a firefighter or department member resulting from an injury, illness, or accident that occurred while on duty or as a direct result of on-duty actions or exposures.

B. Severe Injury:

A severe injury sustained by a firefighter or department member during the course of their duties, requiring immediate medical attention and potential to disable the firefighter temporarily or for a substantial period of time. This may include mental health trauma.

C. High Profile Incident:

An event or emergency response operation that draws substantial public attention, media interest, or has the potential to generate intense scrutiny due to factors such as the severity of the incident, high casualty count, involvement of prominent individuals, significant property damage, or affects members of the department in a negative way.

D. Notification team:

A team of two or more members of the department who are responsible for notifying the family of a firefighter who has been seriously injured or killed in the line of duty.

## Notification Process for Line of Duty Death or Serious Injury

### Initial Notification:

In the event of a LODD or serious injury, the following steps will be followed for the initial notification:

### Procedures for injury or LODD notification

- I. In the event of a serious injury or line of duty death, the Incident Commander (IC) or Battalion Chief at the scene will immediately notify the Fire Chief if unavailable the Deputy Fire Chief.
- II. The Fire Chief or designee will notify City Manager, City PIO, City Attorney if applicable and any other City Administrators as needed.
- III. The PIO should be advised to work with the media to hold broadcast of incident until family is notified.
- IV. The Fire Chief will assign a notification team to locate and inform the family of the firefighter. The notification team will consist of at least two members, preferably a chief officer, and, when possible, the company officer or may be a co-worker or family friend designated in the employee's Emergency Information packet. Notification team should make every effort to be in Class A's.
- V. The notification team will make the notification in person, at the family's home or other preferred location.
- VI. The notification team will provide the family with the following information:
  - (i) The known circumstances of the injury or death
  - (ii) The contact information for the department's chaplain, family liaison officer FLO, and union representative (if applicable)
- V. The notification team will offer their condolences to the family and answer any questions they may have.

### Initial Responsibilities

- I. The Incident Commander or Battalion Chief at the scene of the injury or death is responsible for notifying the Deputy Fire Chief.
- II. The Fire Chief or Deputy Fire Chief is responsible for assigning a notification team and ensuring that the notification is made in a timely and compassionate manner.
- III. The notification team is responsible for making the notification to the family of the firefighter.

### Fire Chief or Designee:

The Fire Chief or their designee will assume responsibility for initiating the notification process and activating the Family Liaison Officer (FLO).

### Family Liaison Officer (FLO):

The Fire Chief will appoint a Family Liaison Officer (FLO) to act as the primary point of contact for the family of the affected firefighter or department member.

### Responsibilities:

The FLO will be responsible for the following tasks:

- I. Conducting a face-to-face notification of the family, in the presence of another department member or a representative from a professional counseling service.
- II. Providing emotional support and assistance to the family during this difficult time.
- III. Ensuring the family's needs are addressed, such as immediate support services, funeral arrangements, and access to resources.
- IV. Acting as a liaison between the family and the department to keep them informed of relevant developments.
- V. If a LODD the FLO should review the Confidential Information Packet to ensure the department member's wishes are honored.

### Notification to Department Members:

The Fire Chief or their designee will be responsible for notifying all department members about the LODD or serious injury in a timely a manner. The notification will occur following the confirmation of the event and after all immediate family members have been notified.

### Department Meeting:

A department-wide meeting will be convened to share the news, provide support, and answer any questions the members may have.

### Counseling and Support:

Counseling services and resources will be made available to all department members to help them cope with the emotional impact of the incident.

### Follow-up Support and Assistance

Following the initial notification, the department will continue to provide ongoing support and assistance to the affected family and department members. This includes but is not limited to:

- I. Providing grief counseling services for family members and department personnel.
- II. Arranging for financial support and benefits, as applicable.
- III. Assisting with funeral and memorial arrangements.
- IV. Facilitating communication and information-sharing between the family and the department.
- V. Conducting a comprehensive review of the incident to identify any lessons learned and potential improvements to prevent similar occurrences in the future.

## Notification Process for High Profile Incident

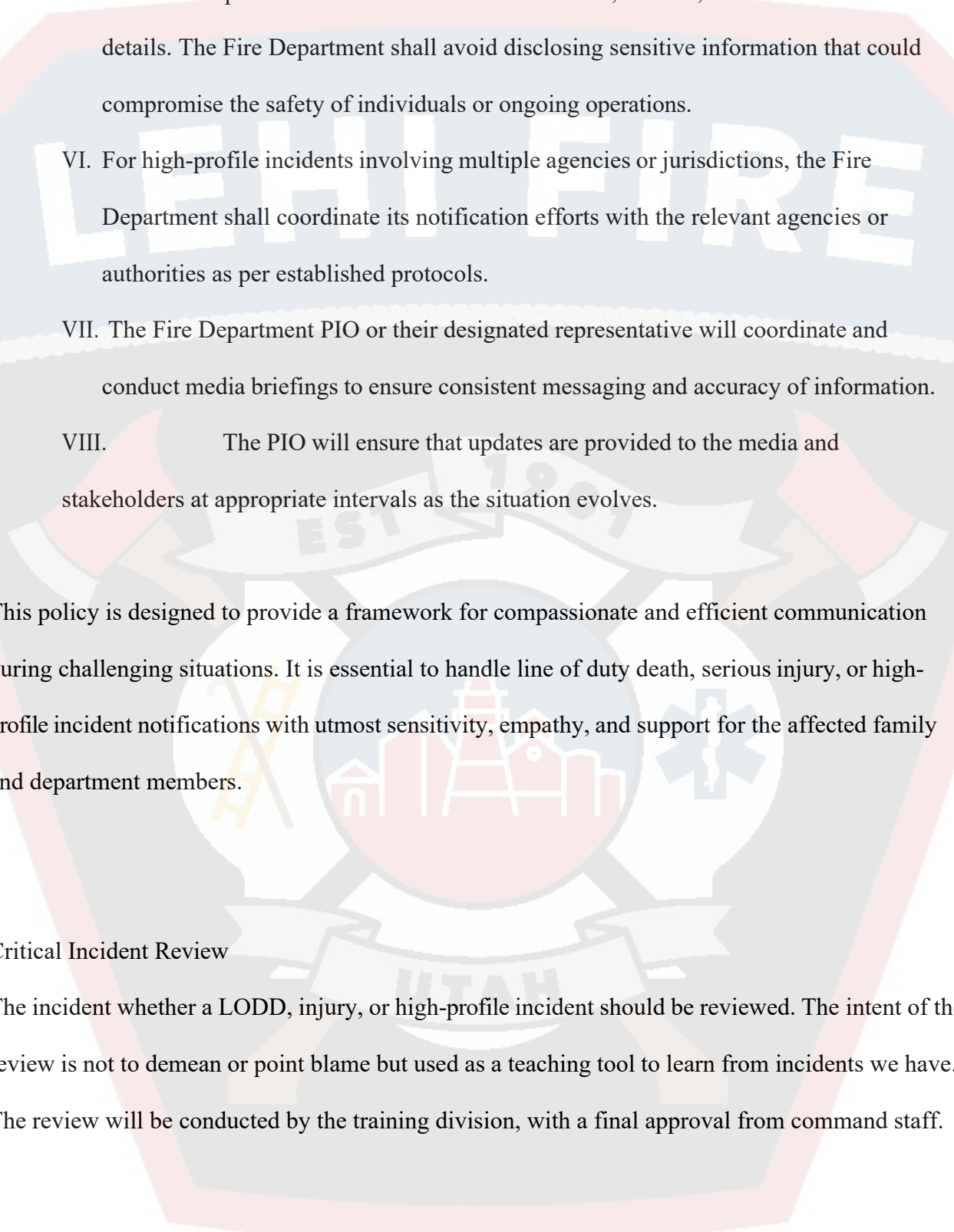
In the event of a high-profile incident, the following steps will be followed for the initial notification:

### Internal

- I. The Incident Commander (IC) or Battalion Chief at the scene will immediately notify the Fire Chief, if unavailable, the Deputy Fire Chief.
- II. The Fire Chief or designee will notify City Manager, City PIO, City Attorney if applicable and any other City Administrators as needed.
- III. The affected firefighters will be encouraged to contact their own families to notify of the incident, if unable then a designee will notify family.
- IV. The Fire Chief or designee will inform department members about the incident and provide guidance on media interactions and the sharing of information.

### External

- I. The Fire Chief or designated Public Information Officer will act as the official spokesperson for the department.
- II. The Fire Chief will coordinate with local authorities and other relevant agencies to ensure consistent messaging.
- III. The Public Information Officer will provide regular updates to the media and the public, while ensuring the confidentiality of sensitive information.
- IV. All personnel, including firefighters, officers, and administrative staff, shall refrain from making public statements or granting media interviews related to the high-profile incident unless explicitly authorized by the Fire Department PIO or Fire Chief.

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- The background of the page features a large, semi-transparent watermark of the Lehi Fire Department logo. The logo is a shield-shaped emblem with a red border. At the top, the words "LEHI FIRE" are written in large, white, block letters. Below this, there is a banner with the text "EST. 1907". The central part of the shield contains a circular emblem with a red background, depicting a fire station, a fire truck, and a fire hydrant. To the right of this emblem is a white Maltese cross, a symbol of medical services. At the bottom of the shield, the word "UTAH" is written in white, block letters.
- V. Information provided to the media should be factual, concise, and limited to relevant details. The Fire Department shall avoid disclosing sensitive information that could compromise the safety of individuals or ongoing operations.
- VI. For high-profile incidents involving multiple agencies or jurisdictions, the Fire Department shall coordinate its notification efforts with the relevant agencies or authorities as per established protocols.
- VII. The Fire Department PIO or their designated representative will coordinate and conduct media briefings to ensure consistent messaging and accuracy of information.
- VIII. The PIO will ensure that updates are provided to the media and stakeholders at appropriate intervals as the situation evolves.

This policy is designed to provide a framework for compassionate and efficient communication during challenging situations. It is essential to handle line of duty death, serious injury, or high-profile incident notifications with utmost sensitivity, empathy, and support for the affected family and department members.

#### Critical Incident Review

The incident whether a LODD, injury, or high-profile incident should be reviewed. The intent of the review is not to demean or point blame but used as a teaching tool to learn from incidents we have. The review will be conducted by the training division, with a final approval from command staff.

## References:

1. National Fire Protection Association (NFPA) Standard 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program.
2. International Association of Fire Chiefs (IAFC) Model Policies and Procedures for Line-of-Duty Death and Serious Injury Notification.
3. Department-specific guidelines and protocols for emergency notifications and media relations.

