

Family Support Liaison

1038.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the position, role and responsibilities of the Family Support Liaison. The procedure describes the conditions under which the position is activated and identifies the District personnel responsible for the activation.

1038.2 POLICY

It is the policy of the Fresno County Fire Protection District to assign a member to act as a Family Support Liaison, as soon as practicable, to the family of any member who has been seriously injured or has died in the line-of-duty. The member assigned should be the most appropriate person for the circumstances, without regard for rank.

1038.3 PROCEDURE

1038.3.1 LIAISON ACTIVATION CRITERIA

The District will assign a member to the Family Support Liaison position whenever any District member has been seriously injured or has died in the line of duty. At the discretion of the Fire Chief, the position may be activated and filled in the event of an off-the-job serious injury or death or in the event of a member's catastrophic loss.

1038.3.2 LIAISON ROLE AND RESPONSIBILITIES

The Family Support Liaison will coordinate the needs and wishes of an employee's family with the responsibilities and needs of the District and will represent the District in helping meet the needs of the employee's family by communicating direction with the Fire Chief or the authorized designee. Responsibilities shall include, but not be limited to, the following:

- (a) Establish ongoing communication with the Duty Chief and obtain a briefing regarding circumstances of the event, family contacts up to the present and other relevant information.
- (b) Establish contact with family members. Identify immediate needs and questions and provide appropriate solutions or responses. Relay any unfilled needs and unanswered questions to the Fire Chief.
- (c) Coordinate or provide transportation to hospitals, places of worship and/or other appropriate locations.
- (d) Within 24 hours of an employee's line-of-duty death, arrange for the Fire Chief to visit the family.
- (e) Establish contact with the district Public Information Officer and coordinate media information needs, while considering the privacy wishes of the family.
- (f) Coordinate with local law enforcement to provide for the physical security of the family.
- (g) Establish communications with other support personnel or groups, including chaplains, and human resources representatives.

Fresno County Fire Protection District

Policy Manual

Family Support Liaison

- (h) If appropriate, coordinate with the District -appointed funeral detail officer.
- (i) Ensure the family knows how to reach him/her and establish a time to contact the family in the future.

1038.3.3 SELECTION AND REPORTING REQUIREMENTS

The affected member's Division Chief will select the Family Support Liaison. The following guidelines should be used for selection:

- (a) The liaison should be an individual the family knows and with whom they are comfortable working.
- (b) If the family has no preference, the selection may be made from names recommended by the affected member's supervisor and/or coworkers.
- (c) The liaison should report directly to the affected member's Division Chief.
- (d) If the selected liaison does not already have an assigned District cellular telephone, one should be assigned to facilitate the necessary communications.