



# LINE of DUTY DEATH GUIDELINES



Revised: 10/3/2011

On behalf of Pennsylvania Department of Health, Bureau of EMS and Pennsylvania Emergency Health Services Council, we would like to provide you with this EMS Line of Duty Death (LODD) Guideline.

EMS Line of Duty Deaths occurs infrequently, so when they do many EMS services are unaware of the correct procedures for managing a LODD. This guideline will provide important information relating to Line of Duty Deaths.

We would like to thank the Pennsylvania State Fire Commissioner's Office for granting us permission to reproduce their Line of Duty Death Protocol manual which serves as the basis for the guideline. We would also like to thank the Utah State Fire Chiefs Association for allowing us to use some of the information from their guidelines.

We would like to acknowledge the following individuals for their hard work and dedication in preparing this Line of Duty Death Guideline for your use:

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Please feel free to photocopy any of the pages in the appendices for your reference.

## MISSION STATEMENT

The purpose of this document is to provide a guideline for an organized response to an EMS Line of Duty Death (LODD) within the Commonwealth and identify all functions to plan and administer ceremonial events as well as the logistics of death benefits. This response will be performed to appropriately honor the fallen provider as identified by all effected parties.

## PRE-INCIDENT PLANNING

Pre-incident planning for a line of duty death is similar in many respects to the preparations that an EMS Service takes in the pre-planning for a multi-casualty incident (MCI). When we pre-plan for a MCI, we take into consideration the availability of personnel, apparatus, equipment, information about the incident, and other factors that influence how we will handle a MCI event. A Standard Operating Procedure or Guideline (SOP/SOG) is developed; people are assigned tasks; equipment and materials are obtained and allocated.

The pre-incident planning for line of duty death includes gathering information about personnel, the development of SOP/SOG, and identifying resources.

### Personal Information Packets

Personal Information Packets for all members of the department should be prepared *now*. They should include such items as emergency contacts, photos, wishes/desires of the member, and career historical information. Packets should be completed by members in consultation with their families, updated on a regular basis, and kept sealed in their personnel file.

### SOP/SOG

SOP/SOG should be developed to address such tasks as notification practices, prepared media announcements, department wake and funeral procedures, personnel assignments, and human resource needs.

### Resources

Resources need to be identified including personnel for Color or Honor Guards, uniforms, and supplies and equipment (e.g., mourning bands, gloves, bunting for the station and apparatus, and flags).

A list of outside resources, including local, state, national and related EMS support organizations, should be prepared.

## INITIAL ACTIONS

An emotional and tense situation occurs at an incident with the death, probable death, or injuries severe enough that they will likely lead to the death of an EMS provider. Actions, however, need to be taken to control the situation and to prepare for the events which will take place. (Refer to Appendix A – LODD Checklist)

- ***Don't forget the rest of the incident.***
- Institute a radio discipline policy.
- Assign a Public Information Officer (PIO)
  - Expect a major media event.
  - Use prepared scripts so that the release of information is concise and accurate.
  - Schedule press conferences.
- Begin notifications.
  - EMS provider's family
    - The Chief and an additional representative from the EMS provider's department should notify the family of the death (in person) and communicate the facts pertaining to the incident. An ambulance or medic unit should be dispatched to a location in close proximity to the family for potential medical care, but the ambulance/unit should be kept out of view. A family liaison should remain with and/or be available to the family (for at least 24 hours) and should be the conduit for all information to/from the family.
  - All appropriate agencies
    - A department representative shall notify the County Emergency Management Agency (EMA) office of the fatality.
      - EMA will notify the Pennsylvania Emergency Management Agency (PEMA) Emergency Operations Center (EOC).
      - PEMA will notify the Department of Health, Bureau of EMS.
      - The Department of Health, Bureau of EMS will notify the appropriate Regional EMS Council.
    - The department representative should notify the County Coroner's Office and inform him/her that this is a LODD. The coroner will follow proper autopsy protocol.
    - The department representative should notify NIOSH or OSHA to conduct an investigation, if necessary.
  - All EMS Service personnel
  - Mayor or Principal elected official
- Participate in a thorough investigation into the incident:
  - Recover & secure all personal protective equipment
  - Secure the scene. Consider it a possible crime scene (if the incident occurred on scene).
  - Establish an investigation team consisting of representatives from the coroner's office, local law enforcement, the home EMS company, and neighboring EMS services.
- Contact support agencies:

- The CISM team – to provide critical incident stress debriefing and grief counseling for the department. (A current listing is located at the PEHSC website: [www.pehsc.org](http://www.pehsc.org))
- Worker’s Compensation carrier through the responsible municipality
- Public Safety Officers’ Benefit Program (PSOB)
- Neighboring departments

## **NOTIFICATIONS**

### **Next of Kin**

(Refer to Appendix A –How to help the Family)

The importance of the next of kin notification cannot be overemphasized. This process sets the tone for the difficult times the surviving family will face. Sensitivity and compassion are important.

Family notification should be made as quickly as possible to avoid notification to the family from an outside party. The media may employ many efforts to seek out the name of the fallen EMS provider. Employ necessary measures to protect the next of kin from unwanted media exposure.

The name of the deceased EMS provider must never be released by the provider’s department before the immediate family is notified. Do not inform other individuals or the family’s neighbors of the death before informing the family. If other individuals ask questions, inform them that you need to find the family regarding a medical emergency and ask if they know where the family can be found.

A Notification Team needs to assemble rapidly. The team should consist, if possible, the highest ranking EMS Officer, a Chaplin or the family’s clergy (Bishop, Pastor, Minister, etc.), a Family Liaison Officer, and an EMS provider who is a friend of the family or close civilian family friend. Check the EMS provider’s Personal Information Packet for their wishes and/or recommendations.

If the fallen EMS provider’s family lives at such a distance as to make the department’s notification impractical, the local law enforcement agency in the area should be notified to make a timely notification.

In the event that the department experiences the loss of more than one member, then multiple notification teams will need to be assembled and deployed.

Before arriving at the residence, verify the latest information and decide who will speak and what will be said. Because of the emotional circumstances involved, be prepared for the family to strike out and blame the EMS Service for their loss.

Steps to be taken at the residence:

1. Dispatch an ambulance or medic unit to a location near the residence, but not in view, for potential medical care of an immediate survivor.
2. Go to the door of the residence, identify yourself, and ask to come in. (Notification should occur in a private setting.)
3. Enter the residence and ensure you are notifying the right person.
4. Put the basic facts into one sentence. Make sure the message is absolutely clear and direct.
5. State, "I have very bad news" or "I am very sorry to tell you."
6. Tell them what happened. "Your husband/wife died responding to an EMS call," or "John was killed while providing care to...." (Use the victim's first name when appropriate.)
7. Allow the family to express their emotions. Do not try to talk them out of their grief. Also, since this is a very sad time, do not mask your own grief.
8. Provide only the facts you know, never speculate, and answer all questions honestly. If you cannot answer a question, find the correct answer.
9. Avoid the following phrases: 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.*"
10. Ask if the Department can assist by notifying immediate family members (parents, brothers, and sisters).
11. Never leave immediately after making the notification. Have at least one member of the Department stay with the family – preferably the Family Liaison Officer.
12. Do not take the victim's personal items with you to the residence.
13. Ask the survivor(s) if they wish to see the deceased EMS provider, 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 grief process. It provides a sense of finality.
14. Make rapid arrangements for viewing the body, if family members wish to see the deceased EMS provider. Sensitivity to the family is very important. Provide the best possible environment for the viewing and avoid delays that heighten the family's anxiety.
15. Offer to transport the family to the location of the EMS provider, and help prepare them for what they will see. It is highly recommended that the family not drive themselves. If the family insists on driving, a uniformed EMS provider should accompany them in the family vehicle. (NOTE: If family members arrive on the scene during on-going operations, it is important to identify them and keep them out of the direct flow of operations, particularly if the body is still trapped or on the scene.)
16. Advise dispatch that you are transporting the relatives and, if possible, turn off your radio or switch to an alternate channel. Communicate by phone.
17. Provide the family with the name of the Department's Family Liaison Officer prior to the team deployment. Write down their telephone and pager numbers. If possible, the liaison officer should be someone with whom the family is acquainted.
18. Advise the family that the Family Liaison Officer will contact them to assist with the necessary arrangements.

19. Advise the family of possible media calls. Unwanted media exposure will only add to the difficulty of the tragedy. Suggest that a friend of the family screen incoming calls. Offer to be the media spokesperson for the family.
20. Assure the family that their wishes are important to the Department.
21. Advise the family that an autopsy may be required and why it may be necessary.
22. Ensure that the family understands that they do not have to make any immediate decisions regarding services, mortuary, wills, etc. The Department's Family Liaison Officer may be able to provide assistance.

## **EMS Service Members**

It is very important to notify all Department on-duty, off-duty, and vacationing members of the death(s) as soon as possible. (Refer to Appendix A – LODD Memo to Staff)

In the event of an on-duty death, the external monitoring of EMS frequencies may be extensive. Communications regarding notifications should be restricted to the telephone. Department personnel should not provide any information about the incident unless it is approved by the Chief or his designee.

For a line-of-duty death, the Chief EMS Officer will prepare and/or approve a message to transmit to personnel. The message will be recorded in the Department logbook.

## **LODD Sample Announcement**

*It is with deep regret that announcement is made of the death of (Rank, Name, Company) who lost his life in the line of duty while participating on an EMS call (Number, Location, Date and Time).*

For a death other than a line-of-duty, an announcement should be transmitted to personnel.

## **Sample Death Announcement for Non-LODD**

*It is with deep regret that announcement is made of the death of (Rank or Retiree Name) on/at (Date/Time).*

## **Media**

(Refer to Appendix A – Media Press Release)

Fortunately, the line-of-duty death of an EMS provider is a rare occurrence for most EMS organizations. When it does occur, the media, as well as many others, are interested in obtaining as much detailed information as possible. Every effort should be made to provide *essential* facts and information, but only after the next of kin has been notified. Caution is advised so that information critical to an investigation of the incident is not compromised. It is extremely important to coordinate with coroner's office and/or law enforcement.

The Public Information Officer (PIO), with the approval of the Head EMS Officer, can arrange for news conferences, written news releases, and interviews. Information provided during a news conference should be prepared in advance. A press kit can be prepared that may include Bio(s), pictures, and service information.

## **Others**

Depending on the circumstances surrounding the incident, and the family and community situation, notification of the death of an EMS provider may also be given to:

- Local elected or governing officials
- Neighboring fire departments
- Public Safety Officers Benefit Program (1-888-744-6513)
- Elected State and Federal Senators and Representatives

## **INVESTIGATIVE ISSUES**

A thorough investigation into the cause of the fatality should be conducted, including the possibility of criminal activities. Legal representation may be required. A full autopsy should be conducted. The decision to conduct an autopsy lies first with the county coroner and then with the family. If the county coroner does not require an autopsy one may be request by the family however, the cost associated with the autopsy may be at the family's expense. The guideline for the firefighter autopsy should be followed and is located at:

**[http://www.usfa.dhs.gov/downloads/pdf/publications/firefighter\\_autopsy\\_protocol.pdf](http://www.usfa.dhs.gov/downloads/pdf/publications/firefighter_autopsy_protocol.pdf)**

- Secure the scene.
- Conduct a thorough investigation with the assistance of a local law enforcement unit – possible criminal activity may be involved.
- Collect appropriate statements from individuals. Use restraint when collecting information. This is not intended to suppress the facts, but rather to suppress incorrect and unnecessary

opinions. Stick only to the facts. If facts are not known, this should be clearly stated.

- Recover and secure all protective clothing and equipment.
- Maintain records – interviews, radio tapes, incident report, photographs and drawings.
- Perform an autopsy in accordance with United States Fire Administration, Firefighter Autopsy Protocol using the post mortem protocol for any line of duty death. The autopsy is to be performed under the direction of the county coroner. It is essential that steps be taken to ensure that the cause of death is accurately reported.
- Obtain at least six (6) certified copies of the autopsy report and as many as 20 to 30 death certificates. The family may have to request these copies.
- ***Document, Document, Document!***

## **POST-INCIDENT ISSUES**

(Refer to Appendix F – Funeral Service and Procession Diagrams)

Assist the family in planning the funeral/memorial as they choose. This may include EMS Service involvement, transportation, home maintenance, meals, childcare, etc. The EMS Service assigned Family Liaison Officer should be the interface between the family and the department and/or others.

Continue to inform members and officials of arrangements.

Solicit local law enforcement officials and others for support. This may include assistance with traffic control during the funeral and routine checks of the family's residence.

Monitor department members closest to the incident to see how they are dealing with the loss. Provide for critical incident stress debriefing and grief counseling for the department as needed. Consideration may also have to be given to allow members time off to cope with the tragedy.

## **STAFF ASSIGNMENTS**

(Refer to Appendix D – Funeral Staff Assignments and PIO Information)

It is important to control what is being done on behalf of the EMS service and by whom. The person in charge should delegate the right person for the right job. At stressful times like these, many people are not suited for specific tasks, and this must be taken into account. (EMS agencies may utilize the incident command structure, if necessary)

The Chief EMS Officer has overall responsibility for directing the activities. It is recommended that the Chief EMS Officer assign, at a minimum, individuals to function as: Funeral Coordinator, Family Liaison Officer, Public Information Officer, Church Coordinator, Procession Coordinator, and Cemetery Coordinator. Other assignments or personnel may be established depending on the Department's personnel and desires (e.g., Hospital Liaison,

Reception Coordinator, and Benefits Coordinator). It is also recommended that these duties be assigned to individuals before an incident occurs. Prior assignment of duties will allow those individuals an opportunity to research and recommend a course of action for the Department prior to an incident. A line of duty death is a lengthy process that could go on for days or weeks, Backup personnel or deputies should also be assigned to positions. (NOTE: "Titles" and duties assigned to individuals may vary by department.)

### **Staff Assignments:**

**Funeral Coordinator** – The Funeral Coordinator is the overall coordinator or Incident Commander (IC) for the Department's involvement in the planning of and participation in the funeral. The coordinator also provides care for the family after the funeral. This person needs to be able to effectively communicate with the department leadership, funeral team members, both internal and external to the organization, department members, and the public. The Funeral Coordinator, or designee, may have these additional duties:

1. Conduct and coordination of meetings with key personnel as needed.
2. Assure notification of all off-duty and vacationing personnel.
3. Arrange to have flags lowered to half mast.
4. Notify all other City, County Departments.
5. Notify neighboring EMS Services.
6. Make appropriate follow-up contacts when the funeral arrangements have been made.
7. Collect all of the deceased personal items from the station and forward them to the Family Liaison Officer.
8. Continue to be a contact person for outside agencies.
9. Make appropriate arrangements for a post funeral meal/reception.
10. Contact support agencies, as appropriate, to arrange for their assistance.
11. Contact appropriate Department personnel to arrange for finalization of paperwork, forms, etc.
12. Contact local PSAP (911 center) for the purpose of station coverage during the funeral.
13. Contact law enforcement and other agencies for assistance during the funeral.

**Family Liaison Officer (FLO)** – The FLO is the primary EMS Service connection with the family – the conduit for all information to/from the family. The FLO should be assigned a department vehicle for the entire funeral process and should be available to the family 24-hours a day by phone or pager.

The FLO should be prepared to discuss all aspects of the funeral process and ceremonies, and to counsel the family in its decisions. These aspects may include, but are not limited to, the interment, wake, funeral ceremony, religious service, cemetery, burial garment (uniform or other), music, eulogy, procession, reception, child/family care. The FLO needs to know what services the Department can and cannot provide.

The Family Liaison Officer also needs to work with the family to obtain necessary

documentation – autopsy reports, birth and death certificates, marriage certificates, military records, and insurance documents. The FLO can assist in obtaining the benefits due to the family such as:

1. Public Safety Officers Benefits
2. Pension/retirement systems benefits
3. Local insurance benefits
4. Workers' Compensation
5. Social Security benefits
6. Veterans benefits
7. Union or State EMS provider related organizations benefits
8. State/Federal education benefits
9. Other local, state or regional organizations benefits
11. Funds – establishment of a Family Fund through a local bank.

**Public Information Officer (PIO)** – The Public Information Officer should coordinate and disseminate, with the approval of the Chief, all information regarding the Line-of-duty Death. The release of names of injured or deceased EMS providers should *never* occur prior to the notification of the next of kin. The PIO's responsibilities include:

1. Coordinate all media contacts including interviews, news conferences and written news releases and present information to the media
2. Coordinate notification of the following people/organizations:
  - a. Local public officials
  - b. Local union
  - c. Neighboring fire departments
  - d. e. State and federal elected officials
  - f. Other related State and local organizations
3. Establish information telephone numbers – recorded or live.
4. Prepare press kits – bio(s), pictures, service info, maps, etc.
5. Organize media coverage. Use media pool coverage to limit and manage media at the service and burial.
6. Prepare printed programs for the viewing and burial service.
7. Manage VIP arrangements.

**Church Coordinator** – The Church Coordinator assists with all phases of the funeral and/or memorial services. He/she works closely with the Family Liaison Officer to ensure that the needs and desires of the family are being met. Duties may include:

1. Work with the Funeral Home Director to ensure that the family is cared for appropriately in the planning of the funeral.

2. Determine whether department vehicles will be used as a funeral coach, family transportation, and for the processional.
3. Coordinate with the Honor Guard.
4. Obtain and deliver burial clothing from the family or from the Department to the Funeral Home Director.
5. Coordinate any formal walk-through of uniformed personnel during the period of viewing.
6. Assist in coordinating the funeral service such as prayers, readings, music, and eulogies.
7. Assist with arrival and seating of EMS Service members, visiting departments, dignitaries, friends, and family.

**Procession Coordinator** – It is the responsibility of the Procession Coordinator to coordinate the procession from the funeral service to the cemetery. Duties may include:

1. Coordinate the procession with other departments that will be involved.
2. Coordinate the cleaning and preparing Department vehicles.
3. Establish staging areas for vehicles and apparatus at the funeral service and the cemetery.
4. Determine if crossed ladders will be used and obtain the apparatus.
5. Contact and work with the Police Liaison Officer in setting up traffic control, directing traffic, and assisting in the staging areas.
6. Determine the procession vehicles order and assist in placing them.
7. Determine the route of the procession, length of time required for the procession, and if the procession will pass in front of the EMS station or other special location.
8. Provide maps and directions to the service.
9. Assign personnel to assist in parking cars as well as placing personal vehicles in order for the processional.
10. Direct individuals to proper placement in line during a walking procession.

**Cemetery Coordinator** – The Cemetery Coordinator is responsible for the events at the cemetery from the time the processional arrives until the end of the service including the departure of everyone from the cemetery. He/she works with the Family Liaison Officer and the Funeral Home Director in planning the grave side service. Duties may include:

1. Ensure the proper placement and formation of Department members, honor and color guards, bugler, pipers, drummers, firing squads, visiting departments, friends and others.
2. Coordinate the provision of a canopy or other overhead protection for the immediate family, the use of a public address system, a system of orderly parking, the graveside service staging area, and appropriate security.
3. Coordinate availability of medical personnel at the cemetery.
4. Coordinate the presentation of the United States flag to the family, if it is used as a casket drape. The presentation should be coordinated with the Department or other appropriate personnel.
5. Provide any details or instructions regarding post-funeral gatherings.

**Honor Guard** – The Honor Guard is a detail of Department members in dress uniform with white gloves that are normally positioned at the head and foot of the casket. They may escort the casket to the funeral and cemetery. They can also act as pallbearers.

**Pallbearers** – Pallbearers are chosen by the family (usually 6-8 individuals) to “bear the body of the deceased.” Their duties may include passing the casket from the Chapel to the funeral coach or apparatus and then from the vehicle to the graveside. If the Department apparatus is used as a caisson to carry the casket, the Pallbearers from the Department may be assigned to drive and/or ride on the apparatus from the beginning to the end of the funeral procession.

**Color Guard** – The Color Guard is a detail consisting of an American flag bearer and a State flag bearer.

## **FUNERAL CONSIDERATIONS**

(Refer to Appendix F – Funeral Service and Procession Diagrams)

(Refer to Appendix G – Funeral Service Types – Types of Services/Prayers)

Decisions regarding the funeral are the responsibility of the family. However, consideration should be given to the individual’s wishes, the family’s religious traditions, and Emergency Medical Service traditions. Coordination with the funeral director responsible for the services is a key component in any Line of Duty Death.

The honors and support provided by the Emergency Medical Services organizations may depend on circumstances surrounding the death, established departmental protocol, and the classification (type) of death.

### **Viewing/Vigil Considerations**

The family may desire to have a time for a viewing or vigil. The Department should coordinate its participation with the Family Liaison Officer. Often the family will request Honor Guards be posted at each end of the casket. It is generally proper protocol for the 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. It would be acceptable for immediate family members to be escorted by Department personnel to and from the viewing. It may be helpful to have members of the Critical Incident Stress Management (CISM) Team available for counseling.

## **Planning the Memorial Service**

If the Family wishes the EMS organization to have a Memorial Service, it is extremely important to coordinate preparation of the service with the Funeral Home. If the Station is within walking distance to the Funeral Home, all EMS members and visiting emergency medical services personnel should congregate at the Station and march in formal procession to the Funeral Home. EMS members should assemble in a formal processional and depart the Station in a timely manner to arrive at least ten minutes before the Memorial Service is scheduled to commence.

Formal and orderly placement/seating of the participating emergency medical services personnel at the memorial service will be organized at the funeral home. A staff representative from the PA Department of Health, Pennsylvania Emergency Health Service Council, or Regional Council may assist in placement/seating of all the emergency medical services personnel.

There are many examples of EMS organization funeral services (See Appendix F for some examples of services.).

## **Station Preparations**

The Emergency Medical Services Station or Fire Station is normally draped in black bunting to symbolize mourning. There is no “official” manner of draping the black bunting. The customary practice is to drape black cloth around the front of the building and apparatus bay doors. The apparatus similarly is draped in black. Again, there is no “official” manner of draping the apparatus; however, it must be done with dignity and honor. It is customary to place black wreaths on the grille work of the apparatus and to drape cloth on the front and sides of the apparatus. If the apparatus is taken out of service for the duration of the funeral, the draping can be done almost immediately. If the apparatus is to be used in the funeral procession, all red warning lights are normally covered with black bunting or black tape and NOT turned on. A temporary memorial is sometimes placed in front of the station consisting of an EMS jumpsuit or EMS uniform on a chair or stand along with a candle and flowers. This gives community members the opportunity to add to the memorial anonymously and to pay their respects.

## **DEATH BENEFITS**

(Refer to Appendix B - Benefits)

Depending on the cause of death, the deceased survivors may be eligible to receive State and Federal Death Benefits. These Benefits usually depend on the cause of death as determined by the autopsy. A team of forensics experts has developed a formal autopsy protocol, and County Coroners are aware of this protocol. The following information will need to be provided with the benefits forms: a written statement of the deceased standing with the EMS, a notarized statement issued by the officer in charge of the incident as to the deceased activities prior to the death, a notarized copy of the autopsy and death certificate. Other items may be needed and determination will be made on a case by case basis.

The staff member from PA Department of Health, Regional EMS Council, or the Pennsylvania Emergency Health Services Council can provide the State Benefits forms and assist with the notification of the Public Safety Officer Benefits program.

## **TRACKING FORMS**

(Refer to Appendix A – Checklists, Forms, Press Releases)

Tracking forms should be designed to meet appropriate needs. To track calls relative to EMS apparatus or personnel coming for the Memorial and Funeral Services, record the EMS service name, number of apparatus expected, number of emergency medical services personnel expected, and contact name and telephone number. This will aid in determining the parking area requirements as well as the amount of food preparation for meal service the after funeral. Record donor name and donations such as food and money made to the EMS service. The family of the deceased will want information about the donations so written acknowledgement of the donations can be sent to the donor. (See “Donation List” under Appendix A)

## **COORDINATION OF AGENCIES**

(Refer to Appendix C – Contacts)

Many agencies may be involved with various activities during the Funeral. Depending upon the type of death, the size of the community and the volume of calls for the EMS organization, stand by units may be needed during the funeral service. If the EMS Service is placed out of service, please contact the Regional EMS Council to assist with securing a covering service. The Regional EMS Council may contact the Bureau of EMS for assistance in securing units to provide coverage of the out of service area.

# Appendices

# Appendix A

Checklists, Forms, Press Releases

Date: \_\_\_\_\_  
Fax To: \_\_\_\_\_ Fax #: \_\_\_\_\_

### **Hot Sheet for EMS Line of Duty Deaths**

- Assign a two person team to notify the family, in person, before releasing any information
- Notify all personnel associated with the EMS service of the LODD
- Notify surrounding EMS services administration, the Regional Council, the Department of Health, Bureau of EMS, or the Pennsylvania Emergency Health Services Council
- Designate a family support team and offer to stay with the family around the clock.
- Meet with the family to explain the support that the EMS service can provide, ask if they have any immediate needs, and be prepared to explain why an autopsy may be required.
- Ensure that if the autopsy is necessary that the autopsy is performed within the guidelines of the DOJ/PSOB
- If requested**, contact local resources for professional counseling service for members of the EMS service
- Determine the type of investigation that needs to be conducted
- Prepare a summary of the facts about the deceased EMS person and the incident for public information purposes
- Prepare a written statement to be used by the EMS officer in charge or the PIO when making a press statement
- Schedule a media briefing
- For additional assistance with this incident, contact the Regional EMS Council, the Department of Health, Bureau of EMS, or the Pennsylvania Emergency Health Services Council

PA DOH BEMS: (717) 787-8740

PEHSC: (717) 795-0740 Toll-Free: (800) 243-2367

## LODD Checklist

- Notification of EMS Service Officers
- Radio Discipline Policy
- Scene Security
- Notification of local law enforcement agency
- EMS providers Personal Information Packet Referenced
- Notification Team Established
- Notification Team - Verification of Information and deceased (Facts Only)
- Notifications:
  - Family
  - EMS Service Members
  - Local Officials
  - Neighboring Departments
- Order Flags Half-Mast
- LODD Investigation Team
  - EMS providers PPE Secured
  - County Coroner Contacted (Autopsy Protocols)
  - Autopsy Arranged
  - Copies of Death Certificate (Minimum of 20 to 30)
- Contact Support Agencies:
  - CISM Team
  - Public Safety Officers Benefit Program
- LODD Staff Assignments
  - Funeral Coordinator
  - Family Liaison Officer
  - Church Coordinator
  - Procession Coordinator
  - Cemetery Coordinator
  - Public Information Officer
- Media Release Prepared (Only the Facts)
- LODD Supply Kit (mourning bands, gloves, bunting, bell, flag, etc)

## LODD Resource List

### Equipment

- **Ceremonial Casket Drape, Flag, Equipment**
  - Pennsylvania Emergency Health Services Council
  - Department of Health Bureau of EMS
  
- **Pennsylvania State EMS Flag**
  - Order form is available at [www.pehsc.org](http://www.pehsc.org)

### Personnel

- **Honor Guard**
  - City of Pittsburgh EMS Bureau Honor Guard
    - Jack Glass, EMT-P
      - (412) 427-3613
  
  - Seven Mountains EMS Council Honor Guard
    - Tim Nilson
      - (814) 355-1474

If you have contact information for any other available resources please share those with PEHSC at [pehsc@pehsc.org](mailto:pehsc@pehsc.org) or (717)795-0740. These resources will be added to this list and shared on PEHSC's website at [www.pehsc.org](http://www.pehsc.org).





Line of Duty Death  
*EMS Service provider's name*

Name of Deceased:

Address:

Date of Death:

DOB:

Positions held:

Next of Kin:

Address:

Phone:

*Siblings:*

*Children/ages:*

Organization:

Phone:

Chief:

Phone:

Funeral Home *info*

Viewing:

Funeral

*(EMS Service Organization Name)*  
*Address*  
*Phone #*  
*Date*

MEDIA PRESS RELEASE: For Immediate Release

**FROM:** *Executive Officer, (EMS Service Organization Name)*

**RE: Line of Duty Death,** *(EMS Service Provider's name)*

The *(EMS Service Organization Name)* announced today the funeral arrangements for *(name)*.  
Who *(how & minor details of call)*  
Funeral home visitation will be held at the *(name)* Funeral Home, Inc., *address, (County),*  
*directions* at the following times:

*(Days, dates, time)*

There will be an EMS Memorial Service on *day* evening at *time* at the *name* Funeral Home  
*Announce procession or meeting place here*  
EMS Services wishing to send representatives to the Funeral on *day* should arrive at the *place* **no**  
**later than** *time*

*Name, age* is survived by *name, his/her children, grandchildren etc*

A memorial fund has been established at the *name* Bank to benefit the surviving *name* family members. Donations can be sent to:

*Name Memorial Fund*  
*C/o EMS Service Name*  
*Address*

AFFIDAVIT

COMMONWEALTH OF PENNSYLVANIA)

) SS:

COUNTY OF

)

I, *EMS Executive Officer name*, certify that *name of deceased*, was performing *duty* in accordance with his/her departmental assignment as an active member of *name of EMS Service Organization*, of *name* County, Pennsylvania, on *date*, at when *type of death (if known)*.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
*EMS Executive Officer name*

## **Sample Memo to Staff for LODD**

TO: EMS Service Organization Staff  
FROM: Head EMS Officer  
RE: Line of Duty Death Announcement  
DATE:

It is my sad duty to inform you that at (time) today EMS provider(s) (rank and names) were killed in the line of duty. Details for the incident are not fully known. I have ordered an immediate and thorough investigation of the events surrounding this tragedy.

I will provide you with more information as soon as it is available, including details of services.

This is a difficult time for the entire EMS Service Organization, and we will work together to deal with this tragedy. All of us know when we choose EMS as a career that this type of occurrence is possible. But that does not make it any less tragic or any less difficult to bear once it actually happens.

At this time our thoughts and prayers are with the (*Name*) family. I urge you to support the Department in any way you can to see to the family's needs during this difficult and trying time.

(*Name*) has accepted the assignment as the Family Liaison Officer and will be coordinating the Department's support to the family and overseeing their needs.

I wish I had the words to ease the pain all of us are feeling, but I don't. I would only remind us all that this/these was/were (a) EMS provider(s) doing the job he/she/they loved on behalf of the people for whom he/she/they cared.

*Name of EMS Service Provider*  
Funeral Information

*Date & time*  
*Name of Funeral Home*  
*Address*

EMS Service Organizations are requested to arrive no **later than** *time & place*  
A full honors service will be conducted at the funeral home followed by private interment at  
*name Cemetery*.

Directions to EMS Station/vehicle staging area:  
*provide directions from 2 different locations*

*Local Police will provide directions for parking*

Only (**EMS Service Organization name**) and designated vehicles will accompany procession to  
cemetery.

Following the service, a luncheon will be provided at  
*Place*

MEMORIAL FUND INFORMATION

*Name of deceased Memorial Fund*  
C/o **EMS Service Organization name**  
*Address & phone #*

**Appropriate individuals have been selected by EMS Service Organization name to speak to  
the Media. Visiting departments are asked to use discretion when speaking to the media  
and refer all requests for interviews to the EMS Service Organization name Public  
Information Officer**

## Final Page Announcement

Activate *EMS Service* Alert Tones

Then announce:

Attention all *EMS Service Name* providers – *deceased name* answered his last call on *day & date*, at *time* Hrs. at *address of call*. This will be the final page for *deceased name*. *EMS Service Name* clear at (time).

## How to Help the Family...

### At the Hospital or the Morgue

- Offer to have a member of the department drive the family to the hospital and stay with the family as long as necessary.
- Work with the hospital staff to secure a private room where the family can gather. This should be a separate room from the general waiting area, if possible.
- Assist the family in dealing with hospital staff. Have EMT's or Paramedics to assist with hospital contacts.
- Provide assistance to the family in making calls to relatives and close friends. Answer incoming calls for the family or get messages to them at the hospital.
- Work with the family to arrange a plan for dealing with the media. The family may wish to have a member of the department speak for them.
- Offer to assist with day-to-day tasks such as home maintenance, arranging for childcare, or bringing meals and other necessities to the family.
- Help prepare the family for what they will see. Always allow family members to make the decision.
- Have someone available to drive the family home from the hospital. Offer to help with continuing visits as much as resources allow. Offer to stay with the family at the house.

### From Time of Death through the Funeral

- Notify the Department of Justice of the EMS service provider's death. This will begin the process of reviewing eligibility for the Public Safety Officers' Benefits Program.
- Work with the family in planning the funeral. ***Remember that the family's wishes shall always come first.*** If they want a private funeral, the EMS service organization may consider holding a memorial service; however, the family should be consulted.
- Consider creating a special role for the children in the family, such as riding on the ambulance in the funeral procession. (Be sure to request parent permission before mentioning this to the children!)
- Offer to assist with lodging or transportation for out of town relatives and friends.
- Offer to have a member of the EMS service organization stay with the family prior to the funeral. In smaller departments, consider a rotating schedule of people as needed in order to maintain a department presence to assist the family.
- Have someone available for tasks such as answering the phone, driving the family to the funeral home to make arrangements, or running errands.
- Help coordinate household duties such as food preparation, cleaning, and childcare. Do necessary maintenance such as mowing the grass or clearing the snow.
- If donations are collected for the family, set up a bank account to deposit these funds.

- Coordinate with local law enforcement officials to make routine checks of the residence and the surrounding neighborhood.

**When assisting the family with funeral arrangements, remember that the family's wishes and their religious preferences shall take precedence over EMS Service traditions.**

### Ongoing Support

- Make promises that can be fulfilled; keep all your promises; don't make idol promises.
- Offer to help with specific tasks and then follow through. Instead of saying "Call if you need anything," say, "I would like to come over on Thursday to fix the fence."
- Continue to talk with the family about your memories of the EMS provider. Most families want to hear about their loved one, even if it is emotionally difficult.
- Remember that parents of a fallen EMS provider need the same support and contact as spouses and children.
- Help with tasks that the EMS provider performed – yard work, fixing things around the house, attending children's sports and school events, etc.
- Take all steps necessary to assist the family in securing death benefits. The process is often lengthy; provide the family with regular updates.
- Continue to invite the family to department events, but don't be disappointed if they don't always attend.
- Remember that some events, such as holidays and the anniversary of the date of death, may be especially difficult for the family. Even families who seem to be doing well may need extra support and contact during these times.
- Contact the family before releasing any information on investigations, incident reports, etc.
- Consider creating some kind of tribute to the fallen EMS provider. This could be a local memorial, a video tribute, a scrapbook, or a scholarship in the EMS provider's name. Prepare a tribute that is fitting for your EMS provider and special to the family.

# Appendix B

## Benefits

## **Overview of Line of Duty Death and Disability Benefits for Emergency and Law Enforcement Provider**

**State** and **federal** death benefits are available for the survivors of emergency and law enforcement providers killed in the line of duty. The federal government also provides certain disability benefits.

### **Act 101 Death Benefits**

Pennsylvania's Act 101 of 1976, the Emergency and Law Enforcement Provider Death Benefits Act, provides for a one-time payment of death benefits to the surviving spouse, minor children, or parents of EMS providers, ambulance or rescue squad members, and law enforcement officers killed in the performance of their duties. The death must be causally related to the performance of duties.

For more information please go to:

[http://www.dgs.state.pa.us/portal/server.pt/community/act\\_101/1351](http://www.dgs.state.pa.us/portal/server.pt/community/act_101/1351)

In addition, the above link will provide the necessary forms and other websites that have benefit information like Workers Compensation, Educational Assistance, and Federal Benefits.

For more information about these Act 101 benefits, contact the Department of General Services, Bureau of Risk and Insurance Management, PO Box 1365, Harrisburg, PA 17125 (telephone: 717-787-2492) ask for Marianna Galloro.

### **Post Secondary Education Gratuity Program**

This program honors individuals who lost their lives protecting the citizens of this Commonwealth by providing their children with a waiver of tuition, fees, and room and board charges. An act was signed into law that provides financial assistance to children of Pennsylvania police officers, EMS providers, rescue or ambulance squad members, corrections facility employees, or National Guard members who died in the line of duty after January 1, 1976.

On November 30, 2004, the Governor signed into law an amendment to this Act, to also include sheriffs, deputy sheriffs, National Guard members, and certain other individuals who are on federal or state active military duty, are Pennsylvania residents, and who died in the line of duty since September 11, 2001.

This program provides a waiver of tuition, fees, and room and board costs charged by public postsecondary institutions. This waiver is only applied to charges that remain after all other grants (federal, state and outside scholarships) have been applied to your student account.

To qualify you must:

- Be a resident of the Commonwealth of Pennsylvania.
- Be a child by birth or adoption of a deceased police officer, EMS provider, rescue or ambulance squad member, corrections facility employee, or active National Guard member who died after January 1, 1976, as a direct result of performing his or her official duties.
- Be a child by birth or adoption of a deceased sheriff, deputy sheriff, National Guard member, or certain other individual who was on federal or state active military duty who died since September 11, 2001, as a direct result of performing his or her official duties.
- Be 25 years of age or younger at the time of application for the program.
- Have already applied for available scholarships, as well as state and federal grants, and have provided a record of application for financial aid to the postsecondary institution to which application is made.
- Be enrolled at a Pennsylvania community college, state-owned institution, or state-related institution as a full-time student pursuing undergraduate studies that will lead to an associate or baccalaureate degree.

How to apply:

**Go to** [www.pheaa.org](http://www.pheaa.org)

**Please Note:** A certified copy of the student's birth certificate must accompany the PEGP Application for first-time applicants. For more information on how to obtain this certificate, please visit [www.health.state.pa.us/vitalrecords](http://www.health.state.pa.us/vitalrecords).

Call toll-free: 1-800-692-7392.

Mail a written request to:

POSTSECONDARY EDUCATIONAL GRATUITY PROGRAM

PHEAA State Grant and Special Programs

1200 North Seventh Street

Harrisburg, PA 17102-1444

### **Retirement/Pension Plan**

Career EMS providers/EMS providers: Pennsylvania Municipal Retirement System administers individual pension plans for EMS providers. If an EMS provider covered under a plan dies in the line of duty, the spouse or minor children will receive approximately 50% of the monthly benefit the EMS provider was eligible to receive if retired. Unless the employee selected a Single Life Annuity, the beneficiary will receive a monthly benefit. If the EMS provider dies before being eligible for a normal or voluntary early retirement benefit, the EMS provider's accumulated deductions will be paid to the beneficiary.

Contact: Pennsylvania Municipal Retirement System, P.O. Box 1165, Harrisburg, PA 17108-1165 --- (717) 787-2065 --- (800) 622-7968 --- [www.pmrs.state.pa.us](http://www.pmrs.state.pa.us).

## **Non-Profit or Private Organizations**

Kids' Chance of Pennsylvania

P.O. Box 543

Pottstown, PA 19464

(484) 945-2104

Email: [info@kidschanceofpa.org](mailto:info@kidschanceofpa.org)

[www.kidschanceofpa.org](http://www.kidschanceofpa.org)

Kids' Chance of Pennsylvania offers scholarships for children age 16-25 whose parent died from a work-related accident which qualified for compensation under the Pennsylvania Workers' Compensation Law and resulted in financial need. The student must attend an accredited, postsecondary institution. Deadline for application is April 15th of each year.

Hero Scholarship Fund of Philadelphia

1617 JFK Boulevard, Suite 933

Philadelphia, PA 19103

(215) 496-6678

Email: [HERO1954@aol.com](mailto:HERO1954@aol.com)

Provides assistance to children of City of Philadelphia EMS providers killed in the line of duty. A onetime \$10,000 payment is made. In addition full tuition to any college for children age 21 or under with \$250 provided each semester for books. There is a payment of \$1,250 per semester for tuition and \$250 per semester for books to children of disabled EMS providers.

Firemen's Association of the State of Pennsylvania

484 Allegheny Avenue, Suite 2D

Franklin, PA 16323

(866) 753-FASP or (814) 432-5080

[www.pafire.org](http://www.pafire.org)

Provides one-time death benefit and scholarship opportunities for survivors of Association members.

## Public Safety Officers' Benefits Program

The Report and Claim forms may now be completed and submitted online at:  
<https://www.psob.gov>.

Enacted in 1976, the Public Safety Officers' Benefits (PSOB) Act (codified at 42 U.S.C. 3796, et seq.):

- Assists in the recruitment and retention of qualified public safety officers.
- Establishes the value that communities place on contributions from those who are willing to serve their communities during potentially dangerous circumstances.
- Offers peace of mind to men and women who are seeking careers in public safety.

The PSOB Program provides death benefits in the form of a one-time financial payment to the eligible survivors of public safety officers whose deaths are the direct and proximate result of a traumatic injury sustained in the line of duty. Since October 15, 1988, the benefit has been adjusted each year on October 1 to reflect the percentage of change in the Consumer Price Index. For each death and disability claim, the award amount is solely determined by the actual date of the officer's death or disability.

The PSOB Program provides disability benefits for public safety officers who have been permanently and totally disabled by a catastrophic personal injury sustained in the line of duty if that injury permanently prevents the officer from performing **any** substantial and gainful work. Medical retirement for a line-of-duty disability does not, in and of itself, establish eligibility for PSOB benefits.

The PSOB Program includes the Public Safety Officers' Educational Assistance (PSOEA) Act. This act expands on the former Federal Law Enforcement Dependents Assistance Program to provide financial assistance for higher education for the spouses and children of federal, state, and local public safety officers who have been permanently disabled or killed in the line of duty. Educational assistance through the PSOEA Program is only available to the spouse or children of a public safety officer after the PSOB death or disability claim process has been completed and benefits have been awarded. The educational assistance may be used to defray relevant expenses, including tuition and fees, room and board, books, supplies, and other education-related costs. As of October 1, 2005, the maximum award for a full-time student is \$827 per month of class attendance. All PSOEA awards must, by law, be reduced by the amount of other governmental assistance that a student is eligible to receive.

As defined by Congress in Public Law 90-351 (Sec. 1217), a public safety officer is an individual serving a public agency in an official capacity, with or without compensation, as a law enforcement officer, EMS provider, or member of a rescue squad or ambulance crew. In October 2000, Public Law 106-390 (Sec. 305) designated employees of the Federal Emergency Management Agency (FEMA) as public safety officers under the PSOB Act if they were performing official, hazardous duties related to a declared major disaster or emergency. The legislation also indicated that state, local, or tribal emergency management or civil defense agency employees working in cooperation with FEMA are, under the same circumstances, considered public safety officers under the PSOB Act. Retroactive to September 11, 2001,

chaplains also are included in the PSOB Act definition of a public safety officer.

The PSOB office works with national-level police and EMS provider groups to provide visibility and emotional support to this unique constituency. [Concerns of Police Survivors \(COPS\), Inc.](#) provides services and assistance for families and coworkers of fallen law enforcement officers during the annual National Police Week program. They also provide regional training sessions and several special seminars and extended programs for spouses, siblings, and children of slain officers. The [National Fallen EMS providers Foundation](#) provides peer counseling, training, and technical assistance for the families and coworkers of EMS providers who were killed in the line of duty. Some of their specific activities include developing and disseminating publications and reference materials for survivors and senior fire department managers and creating a public awareness strategy to promote the fire service and its critical role in public safety.

### **Attorney Fee Information**

Claimants seeking benefits through the Public Safety Officers' Benefits (PSOB) Program sometimes engage legal representation to assist them with their cases at the initial claims level and, if denied, at the appeals level. In these cases, once a decision has been made on a PSOB claim, the attorney is sent a "fee petition" letter requesting that an itemization of services in connection with the PSOB claim be submitted to the PSOB Office, as well as to the attorney's client.

As authorized by the PSOB Act, the Office of Justice Programs' Bureau of Justice Assistance (BJA) prescribes the maximum fee a representative may charge a claimant for such services; contracts for a stipulated fee and contingent fee arrangements are especially prohibited by the PSOB regulations.

To achieve the intent of the PSOB Program and conserve benefits that have been awarded to survivors, a maximum rate of \$100 per hour of legal services has been established for PSOB claims at the initial level. For appeals, which require more detailed work, the maximum rate is \$125 per hour. Once BJA has reviewed the submitted fee petition, the attorney and claimant are notified as to the authorized fee amount.



## **Make Sure You Are Covered**

I have been contacted by departments asking about being covered under the Public Safety Officers Benefit (PSOB) while working Natural Disasters such as the current flood emergency that many departments are dealing with.

To insure that members are covered by the PSOB if killed or permanently disabled, there needs to be a call generated which gives members the "Legal Authority to Serve the Public Agency in an Official Capacity." The Department of Justice (DOJ) will ask for documentation that the member was dispatched to the incident. If no call is generated and members are out filling sand bags, assisting citizens, etc and are injured or killed, they can be considered as "free lancing" which does not give them the "Legal Authority to Serve the Public Agency in an Official Capacity." Having your department "dispatched" for a Natural Disaster Emergency can and should include being "on alert with continuous call-outs through out the Disaster" which would justify you acting as a member of your department throughout the disaster performing various functions and covered.

Members and departments should document any injuries, sudden illness, infections, etc that member's encounter while working these disasters. If any of these lead to serious illness or death, documentation of exactly where and when the member encountered the illness (injury) will need to be documented to be covered. To be covered under the *Hometown Hero's Act* the onset of illness (injury) must occur within 24 hours of the "emergency call". So Documentation of when the member was dispatch to the incident and when the "injury" was sustained is essential for coverage.

If your department is assisting neighboring communities, make sure they have requested "Mutual Aid" from your department for assistance. Self dispatching to other communities could cause a claim to be denied as there would be no documentation of being "dispatched" to the scene.

I hope everyone is safe while working these Natural Disasters and **EVERYONE GOES HOME** each day, but I also want to make sure everyone is covered in the unfortunate case that and incident goes bad.

Kyle Ienn  
Nebraska State Advocate, National Fallen Firefighters Foundation  
EVERYONE GOES HOME Program  
RVFD101@cox.net  
402-578-3527

# Appendix C

## Contacts

# Contacts

## **Bureau of EMS**

Pennsylvania Department of Health  
Room 606 Health & Welfare Bldg.  
625 Forster Street  
Harrisburg, PA 17120-0701  
(717) 787-8740 FAX (717) 772-0910

## **Pennsylvania Emergency Health Services Council**

600 Wilson Lane, Suite 101  
Mechanicsburg, PA 17055  
(717) 795-0740 Fax (717) 795-0741  
(800) 243-2367

## **Bradford Susquehanna EMS Council**

123 West Lockhart Street  
Sayre, PA 18840  
[www.bsems.org](http://www.bsems.org)  
(570) 882-6390 FAX (570)882-6053

## **Bucks County Emergency Health Services**

911 Freedom Way  
Ivyland, PA 18974  
[www.bcehs.com](http://www.bcehs.com)  
(215) 340-8735 FAX (215) 957-0765

## **Chester County EMS Council**

Department of Emergency Services  
Chester County Government Services Center  
601 Westtown Road, Suite 12  
West Chester, PA 19380  
[www.chescoems.org](http://www.chescoems.org)  
(610) 344-5000 FAX (610) 344-5050

## **Delaware County EHS Council, Inc.**

201 W. Front Street  
Government Center Building, Rm. 117  
Media, PA 19063  
[www.co.delaware.pa.us/intercommunity/ems.html](http://www.co.delaware.pa.us/intercommunity/ems.html)  
(610) 891-5310 FAX (610) 891-5375

**Eastern PA EMS Council, Inc.**

4801 Kernsville Road, Suite 100

Orefield, PA 18069

[www.easternemscouncil.org](http://www.easternemscouncil.org)

(610) 820-9212 FAX (610) 820-5620

**EHS Federation, Inc.**

722 Limekiln Road

New Cumberland, PA 17070

[www.ehsf.org](http://www.ehsf.org)

(717) 774-7911 FAX (717) 774-6163

(800) 334-3473

**Emergency Medical Service Institute**

1002 Church Hill Road

Pittsburgh, PA 15205-9006

[www.emsi.org](http://www.emsi.org)

(412) 242-7322 FAX (412) 787-2340

**EMMCO East, Inc.**

1411 Million Dollar Highway

Kersey, PA 15846

[www.emmcoeast.org](http://www.emmcoeast.org)

(814) 834-9212 FAX (814) 781-3881

**EMMCO West, Inc.**

16271 Conneaut Lake Road, Suite 101

Meadville, PA 16335

[www.emmco.org](http://www.emmco.org)

(814) 337-5380 FAX (814) 337-0871

(814) 870-1010

**EMS of Northeastern Pa, Inc.**

1153 Oak Street

Pittston, PA 18640

[www.emsnp.org](http://www.emsnp.org)

(570) 655-6818 FAX (570) 655-6824

**LTS EMS Council**

542 County Farm Road, Suite 101

Montoursville, PA 17754-9621

[www.lyco.org](http://www.lyco.org)

(800) 433-9063 FAX (570) 433-4435

**Montgomery County Emergency Medical Services**

Office of Emergency Medical Services

50 Eagleville Road

Eagleville, PA 19403

[www.dps.montcopa.org/dps](http://www.dps.montcopa.org/dps)

(610) 631-6520 FAX (610) 631-9864

**Philadelphia EMS Council**

3061 Island Avenue

Philadelphia, PA 19153-3015

[www.phila.gov/regionalems/](http://www.phila.gov/regionalems/)

(215) 685-4216 FAX (215) 685-4207

**Seven Mountains EMS Council, Inc.**

523 Dell Street

Bellefonte, PA 16823

[www.smemsc.org](http://www.smemsc.org)

(814) 355-1474 FAX (814) 355-5149

**Southern Alleghenies EMS Council, Inc.**

Olde Farm Office Centre

1 Carriage House

Duncansville, PA 16635

[www.saems.com](http://www.saems.com)

(814) 696-3200 FAX (814) 696-0101

**Susquehanna EHS Council, Inc.**

265 Point Township Drive, Suite D

Northumberland, PA 17857

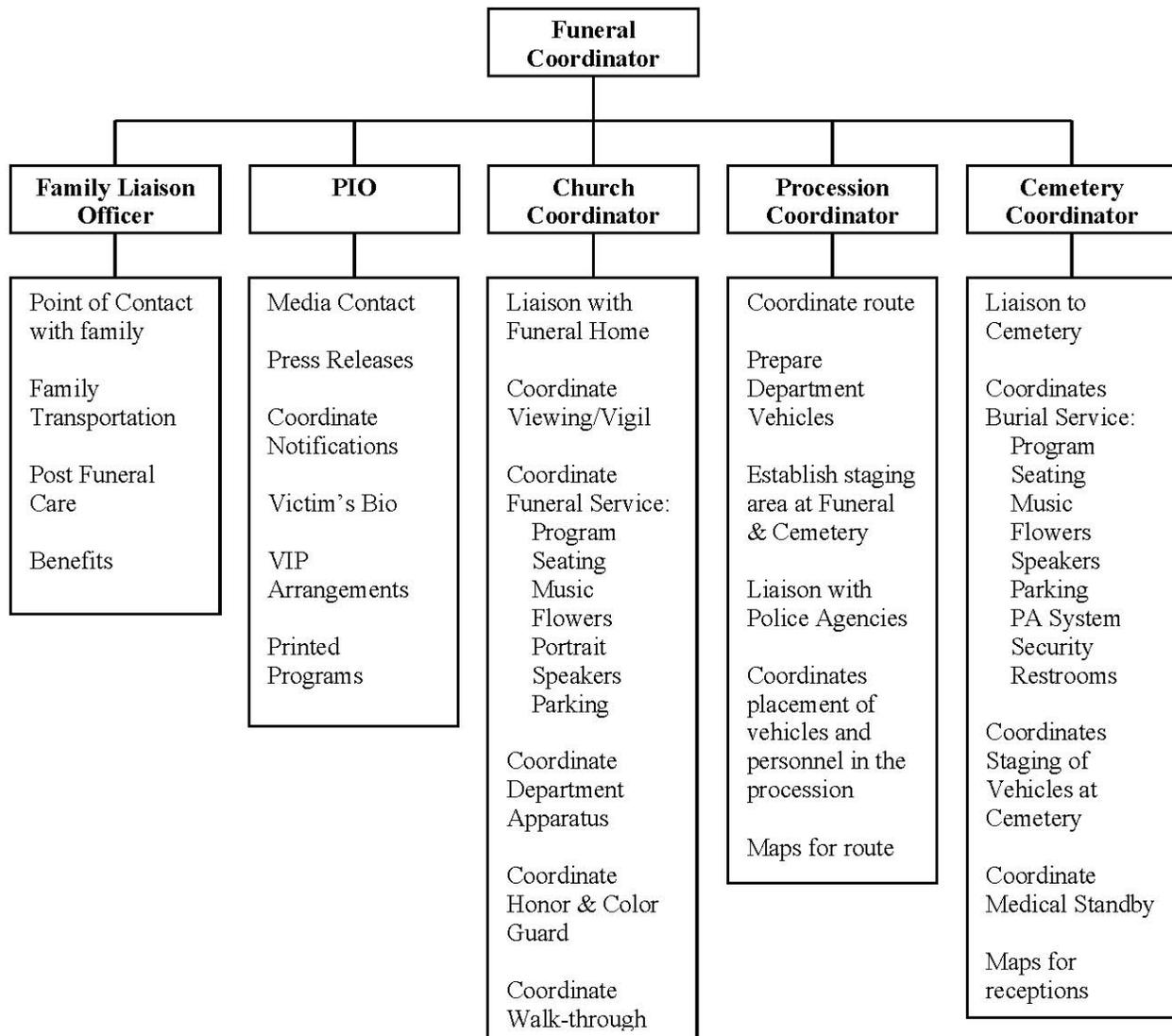
[www.sehsc.org](http://www.sehsc.org)

(570) 473-7834 FAX (570) 473-7838

# Appendix D

## Funeral Staff Assignments and PIO Information

NOTE: Staff assignments for each department may vary based on available staff, type of funeral, and/or services chosen based on family wishes. Some assignments may also be combined as necessary.



## **Staffing Assignment Check List**

### **Funeral Coordinator**

- \_\_\_ Notify off-duty personnel
- \_\_\_ Lower department flags to half mast
- \_\_\_ Notify neighboring fire departments
- \_\_\_ Notify other City, County departments.
- \_\_\_ Collect and secure deceased members personal items for Family Liaison Officer
- \_\_\_ Contact support agencies for assistance benefits.
- \_\_\_ Arrange for station coverage during funeral
- \_\_\_ Arrange for law enforcement and other departmental assistance during funeral
- \_\_\_ Arrange post-funeral meal/reception
- \_\_\_ Coordinate all funeral arrangements with staff coordinators and department

### **Family Liaison Officer**

- \_\_\_ Notify deceased members family in conjunction with the Head EMS Officer
- \_\_\_ Contact hospital for family visit, if needed
- \_\_\_ Coordinate family's funeral desires with department
- \_\_\_ Coordinate benefit applications with family
- \_\_\_ Arrange for Family's child care as needed
- \_\_\_ Make post-funeral follow-ups with family

### **Church Coordinator**

- \_\_\_ Coordinate Viewing/Vigil with Funeral Home Director, Family Liaison Officer and department
- \_\_\_ Coordinate church services with church/Funeral Home Director, Family Liaison Officer, and department
- \_\_\_ Coordinate Department staff roles
- \_\_\_ Coordinate Honor Guard
- \_\_\_ Coordinate Pallbearers
- \_\_\_ Coordinate/assist with services
- \_\_\_ Assist participants with arrival/parking/seating

## **Procession Coordinator**

- \_\_\_ Coordinate staging areas
- \_\_\_ Establish procession route
- \_\_\_ Prepare maps/directions, as needed
- \_\_\_ Establish/coordinate processional order
- \_\_\_ Prepare Department vehicles
- \_\_\_ Prepare stations, as needed
- \_\_\_ Prepare engine for use as caisson
- \_\_\_ Arrange for aerial apparatus
- \_\_\_ Coordinate staging, traffic control, etc. with law enforcement agencies

## **Cemetery Coordinator**

- \_\_\_ Establish placement of personnel and guests
- \_\_\_ Coordinate staging, parking and security
- \_\_\_ Coordinate standby medical personnel
- \_\_\_ Coordinate flag presentation
- \_\_\_ Coordinate drummer(s) and piper(s)
- \_\_\_ Coordinate bugler
- \_\_\_ Coordinate Dispatch Farewell Message
- \_\_\_ Notify participants of post-funeral arrangements

## **Public Information Officer**

- \_\_\_ Coordinate all media contacts
- \_\_\_ Coordinate notifications
- \_\_\_ Surrounding Departments
- \_\_\_ Local Public Officials
- \_\_\_ Other related State and local organizations

## **PIO INFO**

### **What the Public Wants to Know:**

- Timely and accurate facts
- Magnitude
- Immediacy
- Duration
- Who, What, Where, When, Why, How

### **How to deliver information:**

- Short, concise, focused
- Relevant
- Empathy/caring (put yourself in the public's shoes)
- Visuals that enhance communication (maps, graphics)

### **Examples of opening statements:**

- I want to share with you information pertaining to this incident...
- My goal is to keep you informed with the latest, confirmed information regarding this incident...
- I know that you are interested in... and I pledge to do everything I can to keep you informed...
- I am here to share with you the knowledge and confidence that I have in the abilities of first responders' to protect the citizens of our community during this tragic time...

### **Guidelines for answering questions:**

- Be prepared (90-95% of all questions can be anticipated)
- Determine who will answer questions about specific subject matters
- Listen (recognize the underlying issue)
- Keep answers short and focused
- Practice self- management (control your emotions)
- Speak and act with integrity (tell the truth, follow up, you are speaking for your organization)

### **Avoiding the Spokesperson Pitfalls:**

- Jargon
  - Do: Define all technical terms
  - Don't: Use language that may not be understood
- Temper
  - Do: Remain calm. Use a question or an allegation to springboard into something positive
  - Don't: Let your feelings interfere with your ability to communicate positively

### **Attacks**

- Do: Attack the issue
- Don't: Attack a person or organization

## **Promises**

Do: Promise only what you can deliver.

Don't: Make promises you can't keep or fail to follow up on promises

## **Speculation**

Do: Provide information on what is being done

Don't: Speculate about worst case scenarios

## **Off the Record**

Do: Assume everything you say and do is part of the public record

Don't: Make side comments or "confidential" remarks

## **Question and Answer Reminders**

Volume

Enunciation/pronunciation

Pace/rhythm/pitch

Facial expressions and eye contact

Posture

Gestures

Dress and grooming

Distractions

Watch out for "Uh," "Umm," and "You know."

## **Answering the Question**

Make your point first. Be concise, say it in 30 seconds

Be as brief as possible

Don't be evasive or try to fake it. If you don't know, tell them you will try to find out.

Never say "no comment." If you can't answer the question for a particular reason, say so.

If the question is not in your area of expertise, don't try to answer it.

Don't answer a hypothetical question. Avoid speculating by rephrasing the question on your own terms.

Breakdown multiple part questions and answer each part slowly and separately.

## **Media Patterns during a Crisis**

Most media follow a typical pattern by:

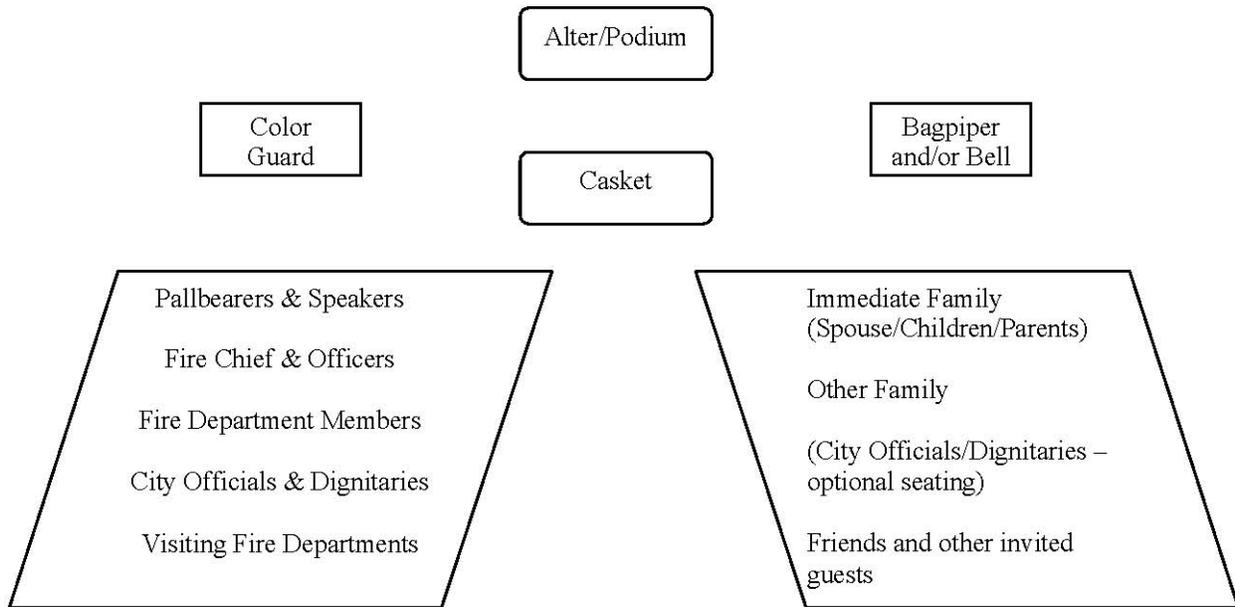
- 1) Searching for background information
- 2) Dispatching reporter/resources to the scene (may include both local and national coverage)
- 3) Obtaining access to the site or spokesperson
- 4) Dramatizing the situation. Looking for the best way to get the most dramatic video or photography possible
- 5) Expecting an instant briefing, complete with written information
- 6) Finding immediate victims and/or people who have been affected/inconvenienced by the situation
- 7) Expecting YOU to panic
- 8) Sharing information and sometimes rumors amongst themselves

# Appendix E

## Funeral Service and Procession Diagrams (For Reference Purposes Only)

# Visitation

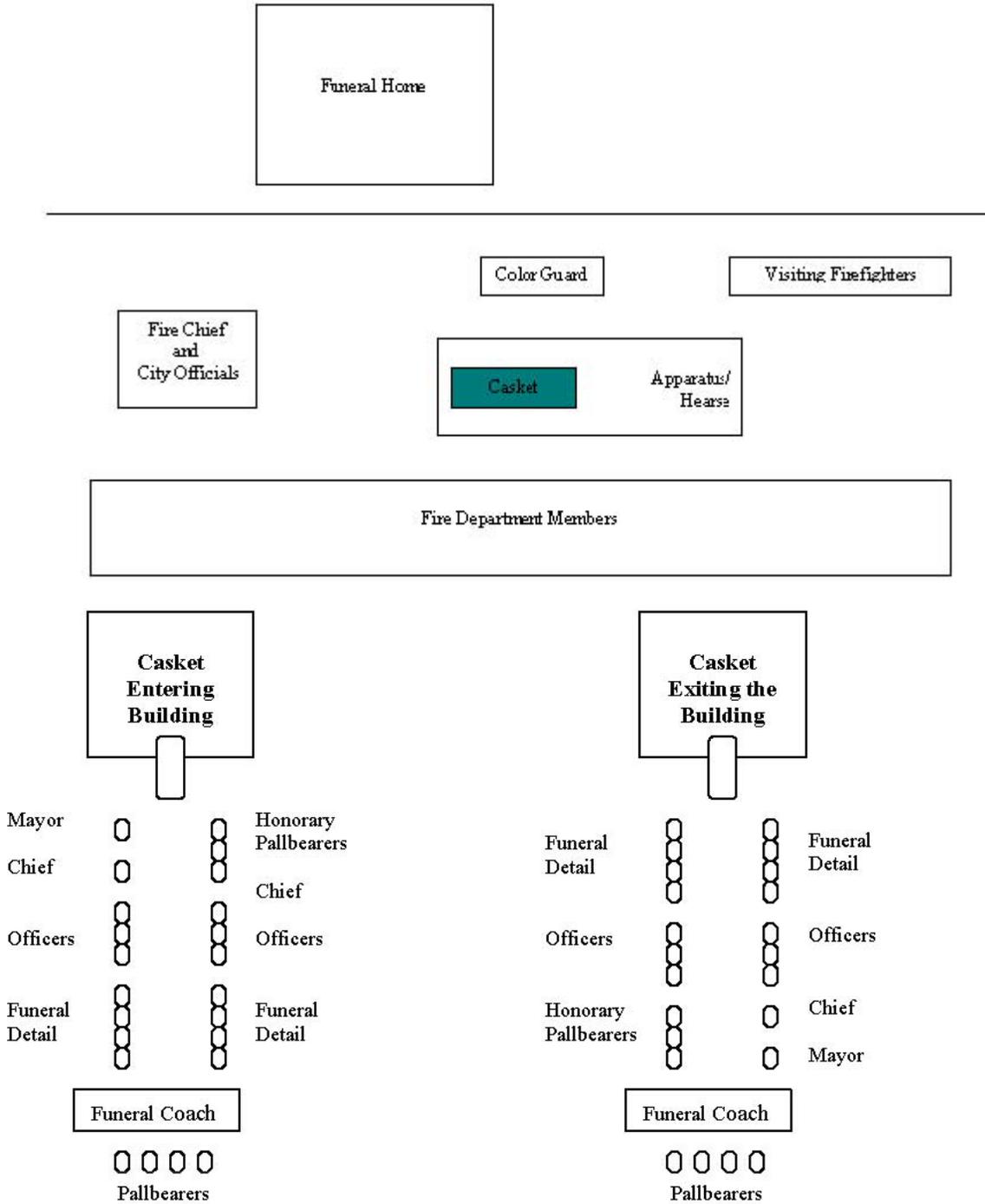
## Inside The Church



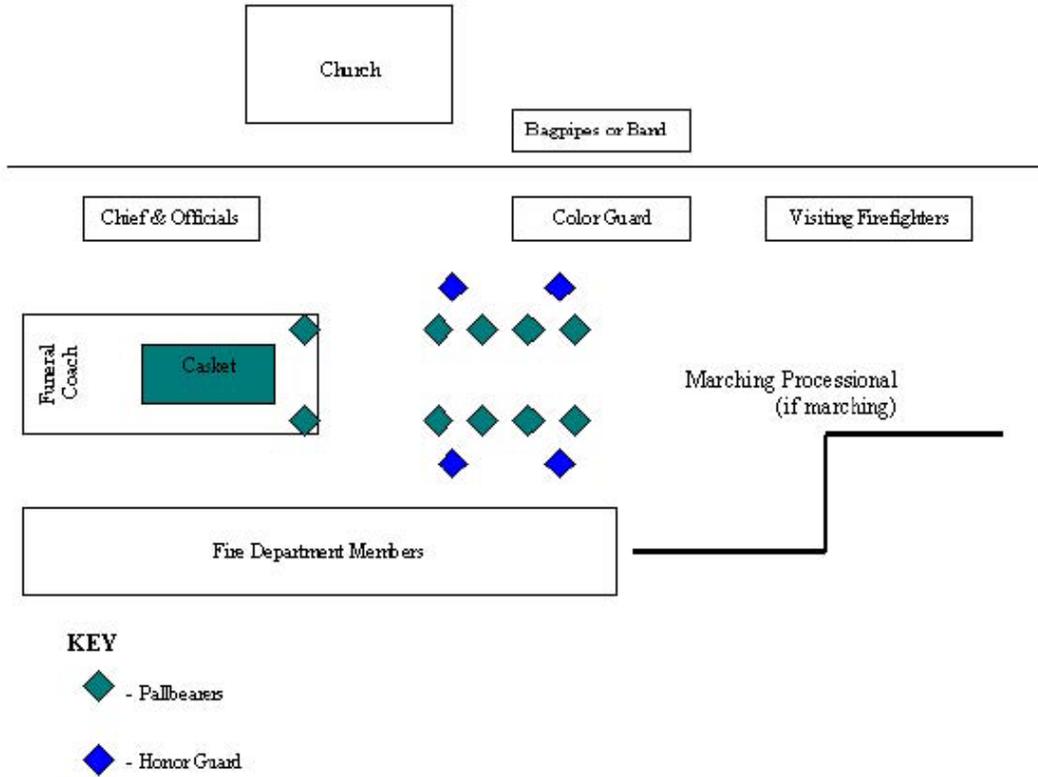
## Outside the Church

(The funeral formation is formed before the casket is moved and the casket is then carried through the formation followed by the family and friends)

# Outside Funeral Home

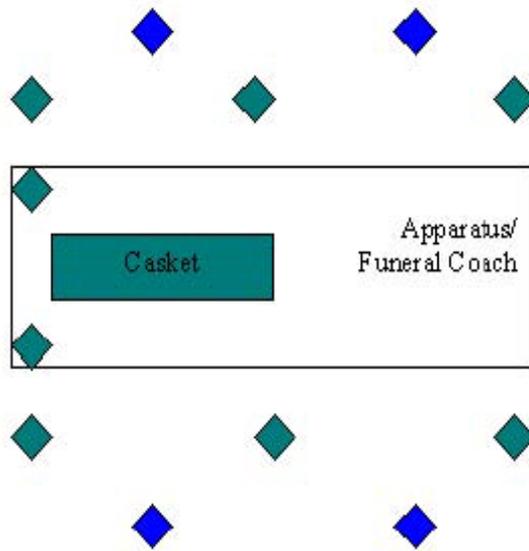


# Outside of Church - Marching



# Marching Arrangement

Location of Pallbearers around the Funeral Coach when marching



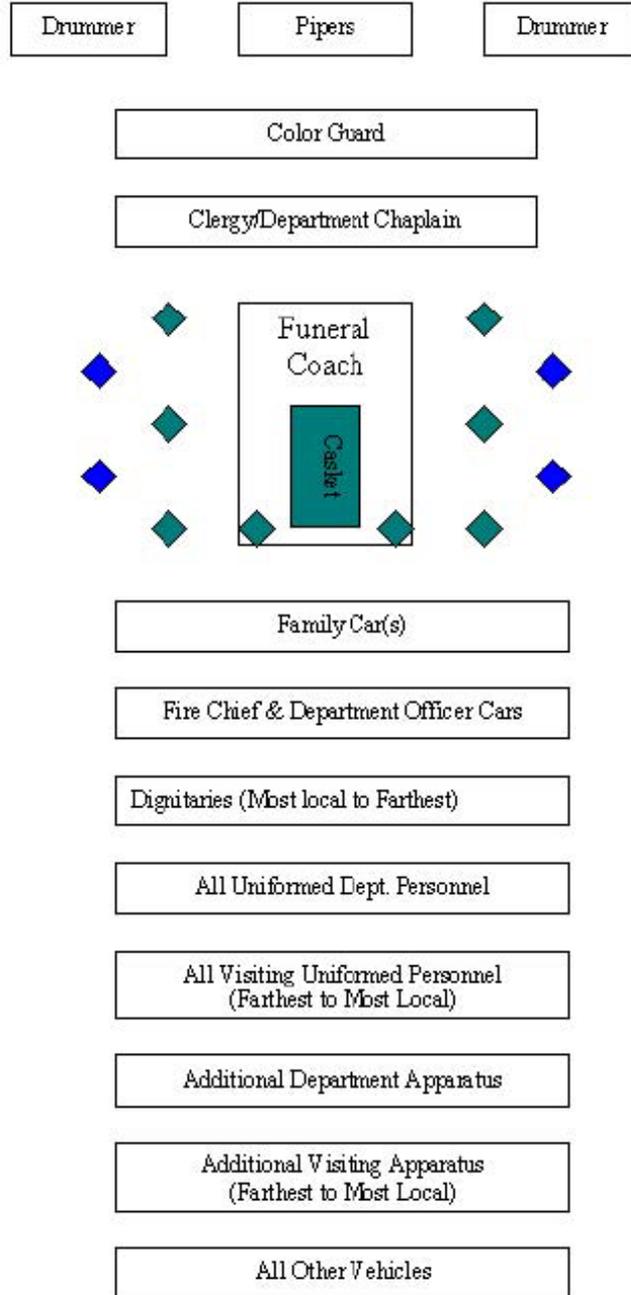
## KEY

-  - Pallbearers
-  - Honor Guard

Two Pallbearers should ride on the tailboard, one on each side of the casket. Pallbearers riding on the tailboard should never obstruct the view of the casket.

# Vehicle Processional - Marching

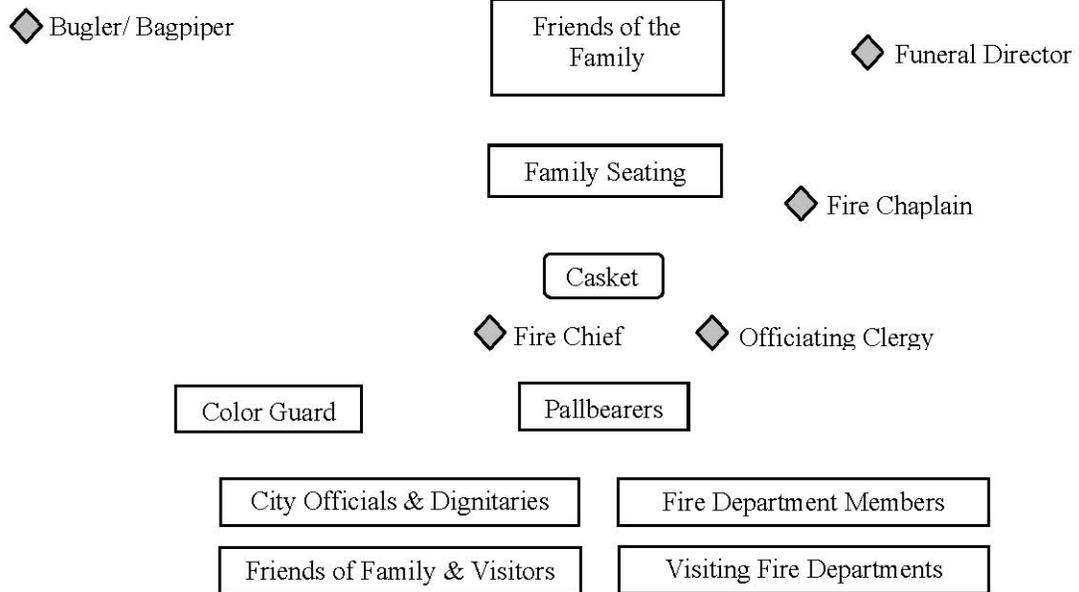
(Conducive to short distance)



## **CROSSED AERIALS---Optional**

Crossed aerials are used to honor the deceased. It is a recommended practice that the placement of the aerials is somewhere between the Church and cemetery taking into account traffic flow and overhead obstructions (wires), contact local electric provider to cover lines, if needed. Typically you will need an area at least one hundred feet wide to set the aerials up. This takes into account for outriggers and sufficient room for the funeral procession to pass between the apparatus. If possible, obtain a flag (approx 16' x 20') to drape between the crossed aerials. The bottom of the flag must be far enough above the roadway (at least 20') for vehicles to pass underneath. When you attach the flag to the ladders, only tie the top of the flag allowing the bottom to hang loose. When obtaining the aerials, take into account the response area being served. It is usually best to utilize aerials from different areas to allow adequate protection. If at all possible use ladder trucks not aerial scopes; grease from the booms of aerial scopes may cause damage to the flag. You will need to obtain clothes line rope to tie the flag. Be sure that it is the type that does not have metal strands in.

# Cemetery Service



# Appendix F

## Types of Services Prayers

## Classifications

Type I--Death occurs as a result of an on-duty or job related incident.

Type II--Death occurs when an active EMS provider is off-duty and not relating to any emergency activities.

Type III--Death pertains to a retiree of an Emergency Medical Services organization.

## Suggested Services for Funeral Types

Listed below are the different types of situations and suggested services which may be offered to the family. The Family Liaison Officer should coordinate the arrangements with the family. The most important item in any situation is that prior approval of any and all funeral services must be given by the family of the deceased. Under no circumstances should assumptions be made.

### **Suggested Options**

<b>Option</b>	<b>Type I</b>	<b>Type II</b>	<b>Type III</b>
American Flag Presentation	X	X	X
Badge Shrouds	X	X	X
Bagpipers/Drum Corps	X	Optional	Optional
Bugler	X		
Color Guard	X		
Crossed ladders	X		
Eulogies	X	X	X
EMS Service Flags	X	X	X
Flower Unit	X	X	X
Honor Guards	X	X	X
Honor Detail	X	X	X
Active Members Pallbearers	X	X	X
Station Bunting	X		
Vehicle Bunting	X		
Walk Through	X	X	X

**\*\*Respect the desires of the family\*\***

## **Guidelines for the Funeral/Memorial Service**

### **Type I Service – On Duty**

(Refer to Appendix F – Funeral Service Diagrams)

All available department personnel planning to attend should to attend in full class ‘A’ dress uniform or company uniform, including off duty members.

All members should wear a black band over their badges from the time the death is announced until 24 hours after the finish of service. The department may choose to have the shroud remain on the badge for a thirty day mourning period.

All department flags should fly at half-staff from the time of the death is announced until at least 24 hours after finish of service, and up to one week after death.

All regular uniformed personnel should remain covered while outdoors, except during prayers, and uncovered indoors.

All Honor Guard members should be covered at all times during the performance of their duties.

Seating should be reserved that allows placement of the family nearest the casket followed by the Pallbearers, the department officers, descending in rank, followed by all other members of the home department. Following the previous groups will be all visiting uniformed EMS providers, from the longest distance traveled to the least traveled. The City Mayor, Councilmen, and other dignitaries (from local to most broad (i.e. Federal), will be seated either to the side of all EMS providers, or directly behind the home department.

Upon conclusion of the service, all officials and EMS personnel, from the Pallbearer to those seated farthest from the casket, should be the first to leave in an orderly manner. All personnel assemble outside to prepare for the passing of the casket.

The casket is moved to the exit and carried out by the pallbearers directly followed by the immediate family. The extended family and all other attendees follow next.

The pallbearers place the casket on the appropriate apparatus or in the funeral coach.

### **Type II Service – Off Duty**

All available department personnel should be asked to attend in uniform, including off duty members.

All members should wear a black band over their badges from the time the death is announced until 24 hours after finish of service, and up to one week after death.

All department flags should fly at half staff from the announcement of the death until at least

24 hours after the conclusion of service. The flags can be raised to half staff up to one week after the death.

All regular uniformed personnel should remain covered while outdoors, except during prayers, and uncovered indoors.

Seating should be reserved to allow placement of the family nearest to the casket followed by the Pallbearers, then by any department officers who wish to attend, then by all other members of the department and then by any visiting uniformed EMS providers. Any dignitaries in attendance will be seated either to the side of all EMS providers or directly behind them.

Upon the conclusion of the service, all officials (??) and EMS personnel, from the Pallbearer to those seated farthest from the casket, should be the first to leave in an orderly manner. All personnel assemble outside to prepare for the passing of the casket.

The casket should precede the family filing through the assembled EMS providers to the Funeral Coach.

Directly behind the casket as it exits the chapel/church should be the immediate family, followed by extended family and all other attendees.

The Pallbearers should then place the casket in the funeral coach.

### **Type III Service – Retiree Death**

All available department personnel in attendance should be attired in full class ‘A’ uniform or company uniform, including off duty members.

All members may wear a black band over their badges from the time the death is announced until 24 hours after the conclusion of the service.

All uniformed personnel at the service should remain covered while outdoors, except during prayers, and uncovered indoors.

All Honor Guard members should be covered at all times during the performance of their duties.

Seating should be reserved to allow placement of the family nearest to the casket followed by the Pallbearers, then by any department officers who wish to attend, then by all other members of the department and then by any visiting uniformed EMS providers. Any dignitaries in attendance will be seated either to the side of all EMS providers or directly behind them.

Upon the conclusion of the service, all personnel, from the Pallbearer to those seated farthest from the casket, should be the first to leave in an orderly manner. All personnel assemble

outside to prepare for the passing of the casket.

The casket is moved to the exit and carried out by the pallbearers directly followed by the immediate family. The extended family and all other attendees follow next.

The Pallbearers place the casket in the funeral coach.

## **Guidelines for Processional to, and Assembly at Graveside**

### **Type I – On Duty**

(Refer to Appendix G – Funeral Procession Diagrams and Appendix H – Cemetery Service Diagrams)

*NOTE: There are two options for proceeding to the graveside – marching and vehicular procession.*

Marching Processional – It is the responsibility of the Procession Coordinator to ensure that the order for the marching processional is as follows, and that the Bugler is standing by at the cemetery.

- Piper(s) and Drummer(s)
- Color Guard
- Clergy/Department Chaplain
- Apparatus/Funeral Coach with Pallbearers and Honor Guard Escort
- Immediate Family
- Department Officers in descending order of rank and Dignitaries from most local to most broad.
- Home department uniformed personnel.
- Visiting Department uniformed personnel from the longest distance traveled to the least traveled.
- Home Department Additional Apparatus
- Visiting Department Apparatus from the longest distance traveled to the least traveled
- All other miscellaneous vehicles

Vehicular Procession – It is the responsibility of the Procession Coordinator to ensure that the order for the vehicular processional is appropriate, as follows, and that Piper(s), Drummer(s), Bugler and Color Guard are standing by at the cemetery.

- Lead Car provided by funeral home, containing appropriate Clergy/Department Chaplain
- Apparatus/Funeral Coach, with Pallbearers, riding inside if apparatus, or immediately following family in one vehicle if funeral coach
- Car or Limousine with Immediate Family
- Head EMS officer followed by officer cars and dignitary cars
- Additional Home Department Apparatus
- Visiting Department Apparatus from the longest distance traveled

- All other Home Department Personnel, if in personal vehicles
- All other Visiting Department Personnel, if in personal vehicles
- All other Miscellaneous Vehicles

#### Assembly at Graveside

- Two crossed Aerial Ladders with a draped flag shall be at the entrance to the cemetery, so that the entire procession enters underneath them.
- The Piper(s), Drummer(s) shall be assembled approximately 100 yards from the gravesite, and the Bugler will assemble approximately 75 to 100 feet past the gravesite.
- EMS Walk of Honor – The members of the home department shall line up in orderly fashion on both sides of the path from the Coach/Apparatus to the graveside. The path should be approximately 10 feet apart with all additional home EMS providers and visiting EMS providers lining up behind the front row of EMS providers.
- Once the EMS providers are appropriately assembled, the Color Guard shall line up at the beginning of the Walk of Honor followed by the Clergy/Chaplain.
- At this point the Pallbearers will remove the casket from the Coach/Apparatus and the Honor Guard should give the command, “Attention”. All EMS providers should then come to attention, awaiting the command, “Present Arms” This command signals the Pallbearers to begin carrying the casket down the Walk of Honor, and all EMS providers should render a hand salute as the casket reaches them.
- The casket will be followed by the Immediate Family, the Head EMS officer and Officers, in descending rank, command staff, and other dignitaries.
- Once the casket reaches the gravesite, the piper(s) and drummer(s) may play “Amazing Grace” as they march to a position approximately 100 to 150 feet from the foot end of the graveside.
- After the piper(s) and drummer(s) reach their appropriate places, the command, “Order Arms, Fall In” should be given. The EMS providers move from their places in the Walk of Honor to a position directly behind (or across from) the family, who are seated directly in front of the casket.
- The appropriate Clergy/Chaplain then should step forward with the graveside message which may include the EMS Prayer and 23<sup>rd</sup> Psalm (refer to Appendix F) depending upon the wishes of the family.
- At the close of the graveside message, the Clergy/Chaplain may continue with prayer. At this time, all are expected to remove and order their covers to their sides, and bow their heads in respect.
- Once the Clergy/Chaplain has finished his prayer, all personnel should recover, and the Honor Guard will remove the flag (if it has been utilized) from the casket, and fold it for presentation to the family.
- The flag should be passed from one member of the honor guard to the honor guard commander. All members of the honor guard salute the flag as it passes.
- The presentation to the next of kin should be made by the Chief of EMS, who will present it as he explains, *“This flag is presented on behalf of a grateful \_\_\_\_\_ (city, township, county, etc.), as a small token of our appreciation for the honorable and faithful service, and great sacrifice of your loved one.*

- It is then appropriate for the dispatcher to announce this farewell message.  
*“The members of the \_\_\_\_\_ (EMS Service) wish to thank \_\_\_\_\_ (rank and name) for his/her \_\_\_\_\_# years of services to the citizens of this (city, township, county, etc.) of \_\_\_\_\_ (name). Although you are gone, you will never be forgotten.”*
- At the conclusion, the Honor Guard Commander will command “Attention, Present Arms” and the bugler will begin to play “Taps”.
- At the conclusion of “Taps,” the command “Order Arms” will be rendered, and the EMS providers will stand at attention until the family has begun to depart.
- Information about the reception or other family desires may be announced.
- At this point the Honor Guard Command will command, “Dismissed” to conclude the services.

## **Type II – Off Duty Death**

Procession – It is the responsibility of the Procession Coordinator to ensure that the order for the vehicular processional is appropriate, as follows, and that Piper(s) and Drummer(s) are standing by at the cemetery.

- Lead Car provided by funeral home, containing appropriate Clergy/Chaplain.
- Funeral Coach, with Pallbearers immediately following family in one vehicle
- Car or Limousine with Immediate Family
- Additional Home Department Vehicles
- All other Department Personnel
- All other Vehicles

### Assembly at Graveside

- The Piper(s) and Drummer(s) will be assembled approximately 100 yards from graveside.
- At this point the Pallbearers will remove the casket from the Coach and begin carrying the casket to the graveside.
- The casket will be followed in order by the immediate family and present EMS providers.
- Once the casket reaches the gravesite, the Piper(s) and Drummer(s) may begin playing ‘Amazing grace’ as they march to a position approximately 20 feet from the foot end of the graveside.
- The appropriate Clergy/Chaplain steps forward with the graveside message which may include the EMS Prayer and 23<sup>rd</sup> Psalm (refer to Appendix F) depending upon the wishes of the family.
- At close of the graveside message, the Clergy/Chaplain continues with prayer. At this time, all are expected to remove and order their covers to their sides and bow their heads in respect.
- Once the Clergy/Chaplain has finished his prayer, all personnel will recover.
- It is then appropriate for the dispatchers to announce this farewell message. *“The members of the \_\_\_\_\_ (EMS Service) wish to thank \_\_\_\_\_ (rank and name) of this (city, county, township, etc.) of \_\_\_\_\_ (name). Although you are gone, you will never be forgotten.”*
- At this point the services are concluded.

- Information about the reception or other family desires may be announced.

### **Type III – Retiree Death**

Procession – It is the responsibility of the Procession Coordinator to ensure that the order for the vehicular processional is appropriate, as follows, and that Piper(s), Drummer(s), are standing by at the cemetery, according to the family’s wishes.

- Lead Car, provided by funeral home, containing appropriate Clergy.
- Funeral Coach, with Pallbearers, immediately following family.
- Car or Limousine with immediate family.
- Head EMS Officer Car
- Additional Department vehicles
- All other Department Personnel
- All other vehicles

#### Assembly at Graveside

- The Piper(s) and Drummer(s) will be assembled approximately 100 yards from the graveside, according to the wishes of the family.
- The Pallbearers will remove the casket from the Coach and begin carrying the casket to the graveside.
- The casket will be followed by the immediate family and present EMS providers.
- Once the casket reaches the graveside, the piper(s) and Drummer(s) may begin playing “Amazing Grace” as they march to a position approximately 20 feet from the foot end of the graveside.
- The Clergy steps forward with the graveside message, which may include the EMS provider’s Prayer and 23<sup>rd</sup> Psalm (refer to Appendix A – EMS provider’s Poems and 23<sup>rd</sup> Psalm), depending upon the wishes of the family.
- At the close of the graveside message, the Clergy Chaplain continues with prayer. At this time, all are expected to remove and order their covers to their sides, and bow their heads in respect.
- Once the Clergy has finished his prayer, all personnel will recover.
- According to local customs, the dispatch reads the farewell message over the radio.  
*“The members of the \_\_\_\_\_ EMS Service wish to thank \_\_\_\_\_ (rank and name) for his/her \_\_\_\_# years of services to the citizens of this (city, township, county, etc.) of \_\_\_\_\_ (name). Although you are gone, you will never be forgotten.”*
- At this point the services are concluded.
- Information about the reception or other family desires may be announced.

### **Memorial Service Logistics**

These issues regarding the memorial service should be considered:

1. Ensure the facility is large enough to handle the anticipated numbers of attendees. You may have to plan for an overflow.
2. Coordinate traffic control and parking with other agencies.

3. Work with the family to establish the program and obtaining speakers for the service.
4. Assist with the printing and distribution of a written program.
5. Coordinate seating arrangements for the family, VIP's, Department personnel, visiting departments, officials, and civilian friends.
6. Arrange for an adequate public address system.
7. Coordinate music requests from the family with musicians, etc.
8. Arrange accommodations (tent, chairs, restrooms, water, stage, power, etc.) for outdoor services, if they are planned.
9. Schedule rehearsals as needed for key personnel.

### **Recommended Presentation Order for Memorial Service**

1. Invocation
2. Prayer
3. Opening remarks/greetings
4. Special music
5. Scripture reading/clergy remarks
6. Speakers
  - a. Mayor
  - b. Local elected official(s) from district
  - c. State or Federal officials
  - d. Family representative(s)
  - e. Union representative
7. Eulogy
8. Special music
9. Presentations
10. Closing remarks/prayer
11. Bagpipes
12. Dismissal instructions

### **Suggested Presentation of the Emblem**

- The Chief EMS Officer may present the deceased members badge to the family.  
*(Name of nearest of kin) it is an honor that I have the privilege presenting to you an emblem of the Department of which our late {brother/sister} was a member; his/her emblem symbolizes the esteem we held for him/her. May the emblem provide fond memories of [Name's] dedication of service that he/she provided to others.*

### **Recommended Program for Interment**

(Funeral Director and Minister need to be involved)

1. Assembly
2. "Officers attention, salute" (command given, ready two, when casket is placed over the grave).
3. Opening prayer
4. Scripture reading

5. Bagpiper
6. Committal reading, closing prayer
7. Taps
8. Flag folding (NOTE: Flag option for veterans.)
9. Flag presentation by Head EMS Officer
10. Reception/family announcements
11. Attention, dismissed.

### **Suggested Graveside Services**

Chaplain or Department member can read or recite:

*Reverently we commit the body of our brother/sister to the grave (flames, if cremation) "Earth to Earth" – "Ashes to Ashes" and "Dust to Dust." Though our brother/sister has passed beyond our mortal view, through our faith in the Almighty we know that we can leave him/her in the hands of the Supreme Chief of the Universe who doeth all things well; who is glorious in His holiness: wondrous in His power; and, boundless in His goodness and love to His children.*

*Now, my brother/sister, with a firm faith in the almighty, we know we shall meet you again in His house and until then – my brother/sister – farewell.*

*May the Almighty bless thee and keep thee; let His face shine upon thee and be gracious to thee; may the Almighty lift up the light of countenance upon thee and give thee peace.  
AMEN.*

### **Reception Logistics**

It is often the Department's responsibility 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 Funeral Coordinator should assign an individual to coordinate the activity. The following should be taken into consideration:

1. Location site – to ensure site is suitable in size, with adequate parking.
2. Maps to be passed out prior to the ceremony
3. Number of anticipated attendees
4. Anticipated starting/closing times
5. Menu and refreshments (provided by Department or catered).
6. Tableware and seating
7. If outside, tents, restrooms, seating
8. If speakers/program, PA and stage
9. Relocation of flowers
10. Department provided transportation for individuals.

## **Setting up Memorials**

Paying tribute to the fallen EMS provider is honorable and suggested. A memorial may help in the healing process of the family and the Department. Permission should be obtained from family member before establishing the memorial.

There are several ways of establishing a memorial erecting a permanent memorial marker; establishing a trust or scholarship fund (check with the bank for the proper type of account); scheduling an annual Department memorial service, and holding a national memorial service.

## MUNHALL SERVICE

**Chaplain:**

Eternal God give to us wisdom, sympathy and understanding as we seek to Minister in this final tribute to our departed comrade. Amen.

**President:**

Dear relatives and friends; we EMS providers are assembled here to pay our final tribute of respect and honor to the memory of our departed brother/sister \_\_\_\_\_ a member of \_\_\_\_\_. It is indeed fitting and proper that we should thus honor our dead. In life, he/she was a companion, a friend and a fellow fighter. In the service, as a brother/sister EMS provider, we learned to know, respect and love him/her, and we will always cherish a fond remembrance of him/her. We wish to dedicate this service to our departed comrade and brother/sister.

**Chief, Manager, Operations Director, or CEO:**

As we stand in the presence of death, we are reminded that it is the only certainty in life. In the hour of sorrow and mourning we look to the eternal God who gives us joy for our sorrow and gladness for our mourning. "God is our refuge and strength and an ever present help in trouble."

**Chaplain:**

"If I ascend into heaven, thou art there; if I make my abode in the grave, behold thou art there. If I take the wings of the mourning and dwell in the uttermost parts of the sea, behold thou art there."

----- Pause a moment -----

"The Lord is my Shepherd; I shall not want. He maketh me to lie down in green pastures. He leadeth me beside the still waters. He restoreth my soul. He leadeth me in the paths of righteousness for his name's sake. Yea, though I walk through the valley of the shadow of death, I will fear no evil, for thou art with me; thy rod and thy staff they comfort me. Thou preparest a table before me in the presence of mine enemies; thou anointest my head with oil; my cup runneth over. Surely goodness and mercy shall follow me all the days of my life and I will dwell in the house of the Lord forever."

Let us pray: Oh most mighty and merciful God, our only sure help in time of trouble, we turn to thee for strength and courage in this hour of death. As you do share the pain and grief of your children, grant now we beseech thee, the comfort and peace to these who mourn the loss of their loved one. Give them strength sufficient for this hour and grant them thine eternal grace until they dwell with thee forever. Amen.

**President:**

"Brief life is here our portion, brief sorrow, short lived care. The life that knows no ending, the tearless life is there." "I cannot say, and I will not say that he is dead. He is just away. With a cheery smile and a wave of the hand, he has wandered into an unknown land. Think of him faring on, as dear in the love thee as the love here."

**Chief, Manager, Operations Director, or CEO:**

While we bury his/her weaknesses with his/her body, his/her virtues shall ever be remembered and encourage us to nobler life.

**Chaplain:**

May peace rest with the ashes and spirit of Brother/Sister \_\_\_\_\_ “The Lord bless thee and keep thee; the Lord make his face shine upon thee and be gracious unto thee; the Lord lift up his countenance upon thee and give thee peace.” Amen

(Taps if so desired)

## STEEL VALLEY SERVICE

### **Chaplain:**

O God, who heals the broken in heart, and binds up their wounds, look with tender pity and compassion upon your servants whose joy, has turned to mourning. Leave them not comfortless, but grant that they may be drawn closer to one another and to you in their sadness. Fill their hearts with the light and comfort of your presence. Grant them such a vision of life where all mysteries shall be revealed and all tears be wiped away, that they may be able to endure. Dwell with them and be their God until the day breaks and the shadows flee.

We are gathered here on this occasion to pay our respects to our brother/sister EMS provider who has answered his/her final call on earth. EMS provider \_\_\_\_\_ was a loyal member of (fire dept) \_\_\_\_\_, highly regarded by his/her fellow EMS providers.

### **Member:**

Let the words of the 23<sup>rd</sup> Psalm give us comfort:

The Lord is my Shepherd; I shall not want. In verdant pastures he gives me repose; beside restful waters he leads me; he refreshes my soul

### **Response (all):**

**The Lord is my Shepherd; there is nothing I shall want**

He guides me in right paths for his name's sake.  
Even though I walk in the dark valley I fear no evil; for you are at my side  
With your rod and your staff that give me courage

### **Response (all):**

**The Lord is my Shepherd; there is nothing I shall want**

You spread the table before me in the sight of my foes  
You anoint my heads with oil; my cup overflows

### **Response (all):**

**The Lord is my Shepherd; there is nothing I shall want**

### **Leader:**

For everything there is a season, and a time for every matter under heaven, a time to be born, and a time to die; a time to plant, and a time to pluck up what is planted;...a time to weep, and a time to laugh, a time to mourn, and a time to dance;... a time to love, and a time to hate; a time for war, and a time for peace... (Eccl.3:1-8).

Through every season we realize how human fulfillment and true happiness come from knowing and valuing that which we have. Friendship and laughter, patience and sorrow, humility and compassion, from birth through death – all these are God's gifts to us, the precious moments of life itself. Through these seasons our fellow EMS provider has lived his/her life. We pray now

that he/she now enjoys the time of peace. The season is now. The time is ours.

**Chaplain:**

Let us pray. A time of death among the firefighting family is a time of pain. It is also a time of love and hope. Our faith in God, our creator, supports us as we suffer the death of people we have loved. Grant a fitting reward to your EMS provider who has given his/her time and energy for the good of others. To him who has answered his final alarm on earth, grant him a place of refreshment, joy and peace. Amen

**Member:**

The ship that passes over the horizon is lost in our sight. But it goes on; it continues to its destination and a safe harbor at last. Beyond that horizon are other worlds that welcome the traveler. We live with the conviction or struggle with the hope that life itself is a horizon, and our journey goes beyond it not to darkness but to life.

**Leader:**

A prayer for Remembering

God, our creator, you guide our story by remembrance. We come here together before you to treasure the memory of our fellow EMS provider who has helped us and shared in our journey of life. We ask the comfort of your blessing upon his/her family. May they be sustained by the memories of his/her service to the people of our community. We take this opportunity to say thank you for making a difference in our community and in the lives of your fellow EMS providers.

**All:**

We are grateful that we were part of his/her life, he/she a part of ours, that together we shared your gift of life. We offer you, as our gift, those memories and moments that we have lived together: memories of trust and acceptance, memories of love and forgiveness, moments of simplicity and joy.

**Chaplain:**

Prayers for all God's People

God, our creator, receive our prayers together with our silence, our tears, our broken plans, and our fears. Our sorrow reminds us that life is not meant to avoid pain and that to love is to accept the risk of hurting. You are a God who never promised us joy without pain, or sun without rain, or roses without thorns. But you promised to be with us in our struggles to give light in time of darkness.

Help us to trust your presence in the events we do not understand, put us in touch with the inner resources hidden in us, and guide us through the future by gently transforming our grief into compassion, our hurts into new hope for others.

**All:**

Help us to gain wisdom through our sufferings and give us patience and time to work through our feelings. We ask this in the name of Christ our Lord. Amen



## The Star of Life

**Description:** The recognized symbol of Emergency Medical Services (EMS). Six bars branching from a common central point, positioned concentrically at 60 degree increments, and containing a serpent-entwined staff. Officially the bars are blue, with the serpent and staff white.

**Uses:** The Star of Life is used as identification of emergency vehicles, usually required by state or local authorities per federal guidelines. It is used as identification of supplies and equipment used in EMS applications. It is also used as identification of facilities providing EMS services; such as hospitals, clinics, fire stations, ambulance stations and temporary treatment areas. The Star of Life appears on personal identification of EMS provider; official insignia of provider successfully completing Department of Transportation standard EMS training or equivalent programs, and administrative supervisors of such provider; unofficially worn as personal items such as belt buckles, rings, on watch faces, etc. It is placed either as official insignia or aesthetically on paper media, such as EMS license & certification cards, textbooks, brochures, pamphlets and identification cards.

**Symbolism:** The Star of Life's six bars represent the six phases of an emergency call; **(1) DETECTION** of the ill or injured; **(2) REPORTING** of the illness or injury and Emergency Medical Dispatch interaction; **(3) RESPONSE** of the pre-hospital EMS team; **(4) ON-SCENE CARE** of the ill or injured patient by the EMS team; **(5) IN-TRANSIT CARE** of the ill or injured patient by the pre-hospital EMS team; **(6) TRANSFER TO DEFINITIVE CARE:** (a) systematic transfer of care and responsibility from the pre-hospital EMS team to the emergency department EMS component, (b) evaluation & treatment by the hospital EMS component, (c) transfer of the patient to the necessary medical specialty - such as cardiology or surgery. Transfer to definitive care also has significance as the pre-hospital team must evaluate the patient's needs and transport the patient to a facility best suited to meet those needs, such as a trauma center for a patient with a significant traumatic mechanism of injury. The serpent and staff are symbols of medicine and healing from antiquity; representing the staff of Aesculapius (Greek & Roman mythology) also the basis of the physician's caduceus and/or the brass serpent of Moses (The Bible, Numbers 21:9) used to protect and heal the Israelites from the bite of the fiery serpents encountered while wandering in the wilderness. The Star of Life is often depicted in a round frame which highlights its circular nature, and its geometrical shape (based upon a 360 degree circle with segmental increments every 60 degrees, or ten minutes). In this context it is similar to a clock face, highlighting the importance of time in an emergency. The term "Golden Hour" is often used to describe the importance of rapidly transporting trauma patients to waiting surgeons; from the time of the accident and (hopefully) detection until delivery to definitive surgical care. Similarly, the accepted maximum time that a patient should be treated on-scene for trauma by pre-hospital EMS is ten minutes (often called the "Platinum Ten Minutes") and is represented by each incremental bar of the Star of Life.

**History:** With the modernization of EMS after the mid-1960's and the shift from pre-hospital transport of patients by the funeral industry to standardized care and transport by Emergency Medical Technicians in specially equipped ambulance vehicles, a symbol was needed to indicate that provider and vehicles met a standard of care. Ambulance operators and fire departments usually preferred symbols easily identifiable with medicine. For example, the Los Angeles County Fire Department's Paramedic Seal (made famous in the closing credits of the television series "Emergency!") utilized the Cross of Lorraine, taken as the symbol of the war against TB in 1902, as well as a cross resembling the International Red Cross or the National Safety Council's green cross of safety. Schaefer Ambulance of California (famous for its founder, Walt Schaefer, answering Marilyn Monroe upon her death in the early 1960's) utilized a flying asymmetrical red cross hurling through a circle. Derivations of the green safety cross had been utilized in the insignia of America's public safety services for decades, the traditional insignia for fire services usually contained a Maltese cross, and the red cross had long represented medical services in the military. Ambulance vehicle manufacturers began integrating a symmetrical cross on their rear compartment window decals and one even integrated the symbol onto the raised compartment roof's metal trim. This developed into a wide-spread use of a symmetrical cross in the classic safety color "Omaha orange." In an effort to avoid blanket association with EMS, the American Red Cross complained to the National Highway Traffic Safety Administration that symbols being used too closely resembled the insignia of the American and International Red Cross. After an investigation the EMS section of the NHTSA was directed to develop a symbol that could represent the nation's emergency medical services. The blue star of life was derived from the red Medical Identification Symbol of the American Medical Association by Leo R. Schwartz, then Chief of the EMS Branch. The red, six barred MIS is displayed in a hexagon (a polygon of six angles and six sides). The blue star of life is officially displayed on a white square background. The symbol was copyrighted to the NHTSA on February 1, 1977, expiring after 20 years in 1997.

## AN EMT PRAYER

God...Grant me the ability to give emergency care.  
With skillful hand, knowledgeable mind and tender loving care.  
Help me deal with everything, when lives are on the line.  
To see the worst, administer aid, and ease a worried mind.  
So help me as I go today, accept what fate may be.  
Touch these hands, use this mind, help this E.M.T.

Amen

Author: unknown

## THE EMT

The EMT reflects the value of a humane deed  
When called to serve another's hours of need  
Their missions are grim and the training takes years  
Expecting no fanfares and least of all cheers  
No restraints on gender of the shade of one's skin  
They're a dedicated group of fraternal within  
They work in concert with their EMS provider brothers  
Serving the community and often many others  
Their movements precise, tending a victim is swift  
When lives are in peril, their mere presence is a gift  
Unique is their concern for saving a life  
A God given calling in this age of apathy and strife  
It's a labor of love...that's plain to see  
Always there when you need them, the EMT

If I can stop  
One heart from breaking  
I shall not live in vain;  
If I can ease  
One life the aching  
Or cool one pain,  
Or help one fainting robin  
Unto his nest again  
I shall not  
Live in Vain

Emily Dickinson

### **A Paramedic Prayer**

As I perform my duty Lord  
Whatever be the call. Help to Guide and  
Keep me safe from dangers big and small  
I want to serve and do my best  
No matter what the scene. I pledge to keep  
My skills refined, my judgment quick and keen.  
This calling to give of myself most do not understand.  
But I stand ready all the time to help my fellowman.  
To have the chance to help a child restore his  
Laugh and glee  
A word of thanks I might not hear, but knowing is  
Enough for me, the praise of men is fine for some,  
But I feel truly blessed, that you, Oh Lord, have chosen  
Me to Serve in EMS!

Author/Unknown

### **The Nurse's Prayer**

Dear Lord  
Though great healer  
May thy great strength and power  
Flow through me  
And lend skill to my hands and vision  
Judgment to my mind and  
Compassion to my heart  
Grant me the strength to clergy to my  
Patients in their hour of suffering and travail

Make me worthy oh lord  
Of this saintly task  
And may I faithfully discharge my duties in  
Deep humility, worthy of the trust  
And faith placed in me

Amen

## A Medical Director's Prayer

I've been called to many duties, Lord  
And now I've been called to your home...  
I've had to leave the one I love  
To stand before your throne  
I'll not complain, it's not my way  
But there are some things I will ask  
And please, Lord, grant them to me  
For the loved ones I hold so fast  
I dare to ask because I know  
How you've blessed me in the past.  
I've learned to trust your grace, O Lord  
That's how I've come this far.  
So now, O God, I humbly pray,  
Hear this Medical Director's prayer.  
Bless my wife and family—so often left alone,  
They knew where I was going-  
And trusted you to bring me home  
And O dear God, bless my beloved EMS crews  
I trained them as best I could.  
I tried to do your will with them  
And lead them as you would.  
I need to do you will with them  
And lead them as you would.  
I need to know you're with them Lord  
Or else how can I stay  
And peacefully enjoy-this place of endless day.  
This heaven where there is no night,  
No traumas or fires that burn  
I guess that's why it's now my rest, my place, my humble turn.  
And Lord, be with my EMS crews  
And keep them safe as they can be  
For these crews are all so special, and very dear to me.  
They are all my friends and by your grace  
I served them as best I could.  
So hear this Medical Director's prayer, O Lord-  
I already knew you would.

From the work of:  
Fire Chaplain Dennis B. Wilcox  
Holland, Michigan Fire Department

## 23<sup>rd</sup> Psalm

The Lord is my Shepherd; I shall not want.  
He maketh me to lie down in green pastures;  
He leadeth me beside still waters.

He restoreth my soul;  
He leadeth me in the path of righteousness for His name' sake

Yea, though I walk through the valley of the shadow of death,  
I will fear no evil: for thou art with me;  
Thy rod and thy staff, they comfort me.  
Thou preparest a table before me in the presence of mine enemies;  
Thou anointest my head with oil; my cup runneth over.

Surely goodness and mercy shall follow me all the days of my life,  
And I will dwell in the house of the Lord forever.

\_KJV

### **Why we fold the flag 13 times...**

Have you ever noticed how the honor guard pays meticulous attention to correctly folding the American flag 13 times? Here's what each of those 13 folds mean:

The 1st fold of our flag is a symbol of life.

The 2nd fold is a symbol of our belief in eternal life.

The 3rd fold is made in honor and remembrance of the veterans departing our ranks who gave a portion of their lives for the defense of our country to attain peace throughout the world.

The 4th fold represents our weaker nature, for as American citizens trusting in God, it is to Him we turn in times of peace as well as in time of war for His divine guidance.

The 5th fold is a tribute to our country, for in the words of Stephen Decatur, "Our Country", in dealing with other countries, may she always be right; but it is still our country right or wrong.

The 6th fold is for where our hearts lie. It is with our heart that We pledge allegiance to the flag of the United States of America, and to the republic for which it stands, one Nation under God, Indivisible, with Liberty and Justice for all.

The 7th fold is a tribute to our Armed Forces, for it is through the Armed Forces that we protect our country and our flag against all her enemies, whether they be found within or without the boundaries of our republic.

The 8th fold is a tribute to the one who entered into the valley of the shadow of death, that we might see the light of day.

The 9th fold is a tribute to womanhood, and Mothers. For it has been through their faith, their love, loyalty and devotion that the character of the men and women who have made this country great has been molded.

The 10th fold is a tribute to the father, for he, too, has given his sons and daughters for defense of our country since they were first born.

The 11th fold represents the lower portion of the seal of King David and King Solomon and glorifies in the Hebrews' eyes, the God of Abraham, Isaac and Jacob.

The 12th fold represents an emblem of eternity and glorifies, in the Christians' eyes, God the Father, the Son, and Holy Spirit.

The 13th fold, or when the flag is completely folded, the stars are uppermost reminding us of our nation's motto, "In God We Trust."

After the flag is completely folded and tucked in, it takes on the appearance of a cocked hat, reminding us of the soldiers who served under General George Washington, and the Sailors and Marines who served under Captain John Paul Jones, who were followed by their comrades and shipmates in the Armed Forces of the United States, preserving for us the rights, privileges and freedoms we enjoy today.