

CALIFORNIA HIGHWAY PATROL

GENERAL ORDER 21.4

REVISED FEBRUARY 2017

NOTIFICATION OF KIN

1. GENERAL. There is no statutory responsibility assigned to any specific entity for the notification to the next of kin of persons killed or seriously injured. However, the death or serious injury of a loved one presents an extremely emotional situation; therefore, departmental personnel should assist in making notifications when appropriate.

2. POLICY.
 - a. The Department shall cooperate with other agencies and may assist in the notification of kin in the event of a death occurring within the jurisdiction of the California Highway Patrol (CHP). Departmental personnel may also assist local agencies with notifications when an incident requires resources which exceed those available to them.

 - b. Area commanders shall develop Standard Operating Procedure for the prompt notification of the appropriate coroner's office in the event of a death within CHP jurisdiction. Commanders shall consult with local coroners' offices in the development of these procedures.

 - c. Commanders should, when appropriate, honor requests for assistance in making notifications if personnel are available, but shall not voluntarily assume the duties or responsibilities of coroners or hospitals.

3. PROCEDURES.
 - a. Departmental personnel charged with making death or injury notifications shall take care to exercise good judgment. Whenever possible, **death notifications shall be made in person**. Injury notifications may be made in person or by telephone, commensurate with the nature and sensitivity of the injury and incident. In any event, notification shall be made in accordance with the following:
 - (1) The notifying individual shall take extreme care to ensure the proper person receives the information.

(2) In death notifications, the notifying CHP member should have a neighbor or friend of the family present at the time of notification, if possible.

b. When CHP personnel make a notification, the appropriate coroner's office shall be notified as soon as practicable of the time, date, and name of the person notified.

c. Pursuant to Highway Patrol Manual 60.1, Communications Operations Manual, Chapter 2, Forms, Logs, and Reports, injuries and deaths resulting from incidents investigated by the CHP shall be promptly reported to the CHP Communications Center for entry in the CHP 144, Incarcerated – Injured – Vehicle Report, system.

OFFICE OF THE COMMISSIONER

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