

CHAPTER 2
NOTIFICATIONS
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CHAPTER 2

NOTIFICATIONS

1. DEPARTMENTAL NOTIFICATIONS. In the event of the death of an employee, the commander shall be notified immediately. Commanders shall ensure the chain of command, the employee's family, and Area personnel are notified. Refer to Annex A for a checklist regarding the notification process.

- a. Death notifications shall not be made via patrol vehicle radio unless absolutely necessary.
- b. The incident commander should gather as many facts as possible regarding the incident. Upon notifying the family, the incident commander should be prepared to provide these facts to the family. Annex B provides a resource for collecting pertinent facts following an employee's death.
- c. Office of Employee Safety and Assistance. The Office of Employee Safety and Assistance (OESA) commander shall be notified immediately of a line of duty death (LODD). The OESA commander may be reached at (916) 843-3320, or through the Emergency Notification and Tactical Alert Center at (916) 843-4199 outside of normal business hours.
- d. Peer Support. The employee's commander may request peer support through the OESA commander, the OESA supervisor, the Peer Support Program (PSP) coordinator in the OESA, or by using the Peer Support Roster located on the California Highway Patrol (CHP) Intranet site at http://home.chp.ca.gov/org/acs/oesa/emp_assistance.html or posted in the Area office. In the event peer support is requested using the Peer Support Roster, the PSP coordinator should be notified to prevent dual call-outs.
- e. Workers' Compensation. The Disability and Retirement Unit should be notified during normal business hours, and, if possible, within 24 hours of any employee's death at (916) 843-3130.
- f. Personnel Transactions Unit. The Personnel Transactions Unit should be notified during normal business hours, and, if possible, within 24 hours of any employee's death at (916) 843-3700.

2. FAMILY NOTIFICATION. Timely and personal family notification is the most important action a commander can take to mitigate further impact. It is imperative that the immediate family be notified as soon as possible. Each command should have a designated plan for notifications. Refer to Annex C for guidance when making family notifications.

a. The employee's personnel file should be checked for their CHP 102, Address and Emergency Information; CHP 611A, Instructions for Completing the Form CHP 611B; and 611B, Instructions in the Event of Death. The following individuals are also considered appropriate personnel to be assigned the responsibility of notification:

- (1) Commander, lieutenant, or sergeant.
- (2) Close friend of the deceased.
- (3) Office of Employee Safety and Assistance Peer Support personnel/law enforcement chaplain.
- (4) Mental health professional.

b. Additional team members may be sent to other locations to notify relatives. It is not necessary to wait for the entire family to assemble. Start the notification process immediately, unless otherwise directed.

c. If family members reside far from the command, or out of state, it may be necessary to request another command or agency to assist in making the notification. When doing so, request the assisting command or agency honor CHP protocols. Provide the command or agency with as much information about the incident as possible.

d. The team should also be prepared to assist with obtaining child care and, when appropriate, alternate housing. Additionally, the team should be prepared to assist with arranging family transportation.

3. NONDEPARTMENTAL NOTIFICATIONS.

a. Department of Industrial Relations. The California Code of Regulations, Title 8, Section 342, requires employers to notify the Division of Occupational Safety and Health (DOSH) (refer to Annex D for a roster of DOSH offices) within eight hours of any of the following work-related incidents:

- (1) Death.
- (2) Loss of any member of the body or serious degree of disfigurement.
- (3) Hospitalization for longer than 24 hours, other than for observation.

b. Department of General Services. Commanders shall ensure the Department of General Services, Office of Risk and Insurance Management, is notified as soon

as possible when a vehicle collision causes the death of an employee conducting state business. During normal business hours call (916) 376-5300. After normal business hours or on weekends, leave a voicemail message at (916) 376-5295.

4. COMMUNICATIONS NETWORK MESSAGE. After all notifications have been completed, an "All Commanders" Communications Network (Comm-Net) message should be sent to provide the initial details surrounding the employee's death. If possible, the Comm-Net message should be sent within the first 12 hours following the employee's death. (Refer to Annex E.)

5. FAMILY TRANSPORTATION CONSIDERATIONS.

a. Commands should provide transportation for the family to and from the hospital as soon as possible. Ideally, a close friend or family member should accompany the immediate family (if doing so does not cause any significant delays).

b. While it is recommended family members do not drive themselves, some may wish to have their vehicle available. In this case, provide a driver to take them in their own vehicle.

c. If transporting family members in a CHP vehicle, turn off the CHP radio.

d. Notify a supervisor or officer-in-charge, prior to transporting family members.

6. HOSPITAL CONSIDERATIONS.

a. Assign a public information officer.

b. Assign a supervisor or officer-in-charge to the hospital.

c. Meet with hospital staff to arrange an appropriate waiting area for family members and officers.

d. Brief the family on the condition of the employee.

e. Arrange for security to protect the family from being disturbed.

f. Ensure the family is allowed to visit the employee. It is psychologically beneficial for survivors to be able to do so.

g. When requested, a local law enforcement chaplain or hospital clergy may be utilized.

h. If possible, a PSP member or mental health professional should be present.

- i. In an LODD, the commander should ensure all medical bills are sent to the command and not the family. Commanders should then ensure all medical bills are sent to State Fund.
- j. Decisions should not be made for the family. Information and support should be provided to them by the command, PSP personnel, and the OESA to enable them to make the necessary decisions themselves.
- k. Due to the physical and emotional demands of standing watch, arrangements should be made to have two uniformed officers with a deceased officer at all times.

ANNEX A

NOTIFICATION CHECKLIST

- Prepare specific information that may be released by command personnel assigned to make telephone notifications.
- Assign appropriate personnel to make telephone notifications, providing each person a specific list of individuals to contact.
- Ensure a log is kept of each contact made. The date, time, and name of the person contacted should be logged by the person making the notification.
- Follow up to ensure all command employees who were not initially contacted are informed.
- Ensure all individuals are contacted.
- If desired by the commander, ensure all command retirees are notified. Check with the command's list of retirees.

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ANNEX B

PERTINENT INFORMATION

Pertinent Information

The following is pertinent information the commander or assigned supervisor will need to know and have available following an employee's death.

Employee Information:

Name of employee: _____

I.D.#: _____ Date hired: _____

D.O.B: _____ S.S.N.: _____

Residence address: _____

Home phone: _____ Cell phone: _____

Assignments:

_____ Dates: _____ to _____

_____ Dates: _____ to _____

_____ Dates: _____ to _____

_____ Dates: _____ to _____

Prior employment:

_____ Dates: _____ to _____

_____ Dates: _____ to _____

Veteran? If yes, obtain DD 214 Discharge Form: _____

Incident Information:

Date and time of incident: _____

Location of incident: _____

Date and time of death: _____

Name of hospital: _____

Name of attending physician: _____

Is the employee an organ donor? If yes, is it indicated on back of the badge, or on the driver license? _____

Has the employee expressed wishes to prolong their life in the event of not being able to communicate? Are these wishes in writing, and has a copy been made? _____

Does the employee have a CHP 611B, Instructions in the Event of Death, on file? _____

Is there a Durable Power of Attorney? _____

Is there a Will/Living Trust? If so, is there a copy? _____

Location of Will/Living Trust? _____

Family Information:

Name of spouse, significant other, or domestic partner: _____

D.O.B.: _____ S.S.N.: _____

Address if different: _____

Home phone: _____ Work phone: _____

Cell phone: _____

Specified visiting/calling hours? _____

From: _____ To: _____

Name of **child**: _____

D.O.B.: _____ Phone: _____

Address: _____

Name of **child**: _____

D.O.B.: _____ Phone: _____

Address: _____

Name of **child**: _____

D.O.B.: _____ Phone: _____

Address: _____

Name of **mother**: _____

Home phone: _____ Cell phone: _____

Address: _____

Name of **father**: _____

Home phone: _____ Cell phone: _____

Address: _____

Name of **sibling**: _____

Home Phone: _____ Cell phone: _____ Relationship: _____

Address: _____

Name of **sibling**: _____

Home Phone: _____ Cell phone: _____ Relationship: _____

Address: _____

Name of **sibling**: _____

Home Phone: _____ Cell phone: _____ Relationship: _____

Address: _____

Name of **sibling**: _____

Home Phone: _____ Cell phone: _____ Relationship: _____

Address: _____

Name of **ex-spouse**: _____

Home Phone: _____ Cell phone: _____

Address: _____

Do or do not contact ex-spouse: _____

Name of **mother-in-law**: _____

Home Phone: _____ Cell phone: _____

Address: _____

Name of **father-in-law**: _____

Home Phone: _____ Cell phone: _____

Address: _____

Funeral Information:

Name of the person making arrangements (if different from spouse/significant other/
domestic partner): _____

Are there any prearranged funeral plans? _____

Is there a preference? Burial or Cremation? If cremation, is there a preference for
disposition of the ashes? Home, Cemetery, or Scattering: _____

Open casket? If open, type of clothing? Uniform or Civilian: _____

Is there a cemetery preference? _____

Has a cemetery plot been purchased? _____

Plot Number: _____ Cemetery: _____

Is there a mortuary preference? _____

Has a law enforcement funeral been requested? _____

Does the employee attend a local church regularly? _____

Denomination? _____

Does the employee have a pastor? _____

Name and phone number of presiding clergy? _____

Member of fraternal organization? _____

If yes, is their participation requested? _____

Who will deliver the eulogy? _____

List preferences for pallbearers:

_____	_____
_____	_____
_____	_____
_____	_____

Are flowers to be omitted in lieu of a favorite charity? _____

If yes, name of charity: _____

Favorite songs: _____

Favorite poem: _____

Other Information:

Name of close friend: _____

Phone: _____

Address: _____

Name of close friend: _____

Phone: _____

Address: _____

Releasable information by command:

CHP 369, Authorization to Release Medical Information for Public Disclosure, on file?

Preferred person for family notification. See CHP 102, Address and Emergency Information, from personnel file.

Name: _____ Phone: _____

What information is **not** releasable to the command? _____

What information is **not** releasable to the public? _____

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ANNEX C

FAMILY NOTIFICATION CHECKLIST

- Compile and verify all critical information and all known facts surrounding the incident.
- If possible, when the commander or supervisor does not personally know the surviving spouse, significant other, or domestic partner, try to locate an individual who does, and have them accompany the notification team when notification is made.
- Ensure the individual being notified is the appropriate person to receive the notification.
- Never go alone and never leave the contacted family members alone.
- Try to assess the stability of the person to whom the news must be provided. A mental health professional or, when requested, a volunteer chaplain can assist.
- Use the employee's first name during the notification.
- When making a notification, be direct and clearly state what has happened ("I am sorry, John died"). Do not use words or phrases that may be misunderstood (i.e., "your loved one did not make it," or "has passed on").
- Console the best you can. Almost any behavior is possible – anger, denial, physical violence, and hysteria.
- Be empathetic, not sympathetic – feeling with the person is better than feeling sorry for them.
- Be specific and tactful. Do not use police jargon.
- Be clear about the information, choosing sensitive, but accurate words. If the employee has already died, relay that information. Do not give the family a false sense of hope.
- Whenever possible, honor the wishes of the family to view the body, go to the hospital, etc.

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ANNEX D

DIVISION OF OCCUPATIONAL SAFETY AND HEALTH

DIVISION OF OCCUPATIONAL SAFETY AND HEALTH

ON-DUTY DEATH

The California Code of Regulations (Title 8, Section 342) requires employers to notify the Department of Industrial Relations, Division of Occupational Safety and Health, within eight hours of any of the following work-related incidents:

- Death.
- Loss of any member of the body or serious degree of disfigurement.
- Hospitalization for longer than 24 hours, other than for observation.

If the Area Office is closed, you must report the fatality, in-patient hospitalization, amputation, or loss of an eye using the 800 number (1-800-321-6742).

Headquarters State Plan Office 1515 Clay Street, Suite 1901 Oakland, CA 94612 Business Hrs: 8:00a-5:00p PT (510) 286-7000 (510) 286-7037 FAX	American Canyon State Plan Office 3419 Broadway Street, Suite H8 American Canyon, CA 95403 Business Hrs: 8:00a-5:00p PT (707) 649-3700 (707) 649-3712 FAX	Bakersfield State Plan Office 7718 Meany Ave. Bakersfield, CA 93308 Business Hrs: 8:00a-4:30p PT (661) 588-6400 (661) 588-6428 FAX
Foster City State Plan Office 1065 E. Hillsdale Blvd., Suite 110 Foster City, CA 94404 Business Hrs: 8:00a-5:00p PT (650) 573-3812 (650) 573-3817 FAX	Fremont/San Jose State Plan Office 39141 Civic Center, Suite 310 Fremont, CA 94538 Business Hrs: 8:00a-5:00p PT (510) 794-2521 (510) 794-3889 FAX	Fresno State Plan Office 2550 Mariposa St., Room 4000 Fresno, CA 93721 Business Hrs: 8:00a-5:00p PT (559) 445-5302 (559) 445-5786 FAX
Long Beach State Plan Office 3939 Atlantic Avenue, Suite. 212 Long Beach, CA 90807 Business Hrs: 8:00a-5:00p PT (562) 506-0810 (562) 426-8340 FAX	Los Angeles State Plan Office 320 West 4th Street Suite. 820 Los Angeles, CA 90013 Business Hrs: 8:00a-5:00p PT (213) 576-7451 (213) 576-7461 FAX	Modesto State Plan Office 4206 Technology Drive Suite 3 Modesto, CA 95356 Business Hrs: 8:00a-5:00p PT (209) 545-7310 (209) 545-7313 FAX

West Covina State Plan Office 1906 West Garvey Avenue South, Suite 200 West Covina, CA 91790 Business Hrs: 8:00a-5:00p PT (626) 472-0046 (626) 472-7708 FAX	Redding State Plan Office 381 Hemsted Dr. Redding, CA 96002 Business Hrs: 8:00a-5:00p PT (530) 224-4743 (530) 224-4747 FAX	Sacramento State Plan Office 2424 Arden Way, Suite 165 Sacramento, CA 95825 Business Hrs: 8:00a-5:00p PT (916) 263-2800 (916) 263-2798 FAX
Santa Ana State Plan Office 2000 E. McFadden Ave., Suite 122 Santa Ana, CA 92806 Business Hrs: 8:00a-5:00p PT (714) 558-4451 (714) 558-2035 FAX	San Bernardino State Plan Office 464 W. 4th St., Suite 332 San Bernardino, CA 92401 Business Hrs: 8:00a-5:00p PT (909) 383-4321 (909) 383-6789 FAX	San Diego State Plan Office 7575 Metropolitan Drive, Suite 207 San Diego, CA 92108 Business Hrs: 8:00a-5:00p PT (619) 767-2280 (619) 767-2299 FAX
San Francisco State Plan Office 455 Golden Gate Ave. Room 9516 San Francisco, CA 94102 Business Hrs: 8:00a-4:30p PT (415) 557-0100 (415) 557-0123 FAX	Van Nuys State Plan Office 6150 Van Nuys Blvd., Suite 405 Van Nuys, CA 91401 Business Hrs: 8:00a-5:00p PT (818) 901-5403 (818) 901-5578 FAX	Oakland State Plan Office 1515 Clay Street, Suite 1303 Oakland, CA 94612 Business Hrs: 8:00a-5:00p PT (510) 622-2916 (510) 622-2908 FAX

ANNEX E

COMMUNICATIONS NETWORK MESSAGE

The following information should be included in the Communications Network (Comm-Net) messages:

- Name of the deceased and employee identification number.
- Summary of circumstances surrounding the death.
- Name and relationship of the next of kin.
- Name and age of all minor dependent children.
- Name and address of person or funeral home handling the final affairs, if different from the person authorized to receive warrants or the next of kin.

An additional Comm-Net message should be sent as soon as viewing and final funeral or memorial service arrangements have been made.

For a line of duty death, the Comm-Net message should be sent statewide or nationwide for all agencies. The following information should be included in this message:

- Date, times, and address of viewing, funeral, and gravesite.
- Staging.
- Parking.
- Location(s) and directions.
- Name and telephone number of the supervisor in charge of the arrangement.
- Uniform of the day.

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