

**CHAPTER 3**  
**MEMORIAL SERVICE PLANNING**

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## CHAPTER 3

### MEMORIAL SERVICE PLANNING

#### 1. INTRODUCTION.

a. The purpose of this chapter is to provide guidance when a command is faced with planning an employee's memorial service. Utilizing these guidelines will assist the section leaders outlined in Chapter 5, Line of Duty Death Incident Management, Annex A, of this manual. Section leaders are employees chosen at the discretion of the commander to assist them with the planning and coordination of an employee's memorial service.

b. Primary consideration should always be given to the written directives of the deceased employee and the wishes of the immediate survivor. Religious traditions, law enforcement tributes, and protocols should be considered, while at the same time trying to keep the service within reasonable time frames.

2. MEMORIAL SERVICE PLANNING. In an effort to provide consistent standards and departmental response to the death of an active employee or retiree, the following policies have been established to assist commands in determining the appropriate level of departmental response and services provided. These standards will ensure line of duty death (LODD) memorial services will continue to be held in the highest regard, with honor and respect, and will not be diminished by other employee death memorial services. These standards also take into consideration sensitivities related to public perception when using state resources. Although all departmental employees are valued, both active and honorably retired, there are distinctions in the type of memorial service and level of departmental participation. Commands may not provide additional departmental services and tributes other than those listed below without approval from the appropriate Commissioner.

a. Line of Duty Death. The death of a uniformed member in the line of duty is one of the most tragic and traumatic events for a law enforcement agency to endure. It affects the officer's family, friends, coworkers, community, and allied agencies across the state and nation. It has become customary for law enforcement agencies to honor and pay tribute to their fallen officers with full ceremonial honors.

(1) The following may be considered for an LODD:

(a) Honor guard.

- (b) Formal uniform.
- (c) Folding and presentation of cased state flag flown over State Capitol with governor's signed certificate.
- (d) Folding and presentation of United States Flag.
- (e) Photograph of deceased for display (24 inches x 18 inches).
- (f) Gauntlet formation.
- (g) Motorcade.
- (h) Bugler (Taps).
- (i) Bagpiper/drums.
- (j) Rifle salute.
- (k) Mounted patrol.
- (l) Departmental and allied agency aircraft fly-over.
- (m) Twenty-four-hour uniformed vigil over deceased until buried.
- (n) Presentation of cased "In Memoriam badge."
- (o) Use of Academy video unit and photographer.
- (p) Departmental printing of funeral brochures.

b. Active Uniformed Employee Off-Duty Death. Uniformed members who die while off-duty from injury or illness also have great impact on the command and community. While these circumstances do not rise to the level of an LODD, it is important for these employees to be honored at a level commensurate with their public service and family wishes.

- (1) The following may be considered for an off-duty uniformed employee:
  - (a) Honor guard (static presence) upon Division commander approval.
  - (b) Formal uniform.
  - (c) Presentation of state flag.
  - (d) Folding and presentation of United States Flag, if a veteran.

- (e) Photograph of deceased for display (24 inches x 18 inches).
- (f) Gauntlet formation.
- (g) Bagpiper/drums.
- (h) Presentation of cased "In Memoriam badge."
- (i) Departmental printing of funeral brochures.
- (j) Limited patrol vehicle escort (no motorcade).

c. Honorably Retired Uniformed Employee. If departmental participation is requested by the family, it is the Department's responsibility to honor the sacrifice and contribution of those who served by providing assistance and departmental representation.

(1) The following may be considered for honorably retired uniformed members:

- (a) Honor guard (static presence) upon Division commander approval.
- (b) Formal uniform.
- (c) Presentation of state flag.
- (d) Folding and presentation of United States Flag, if a veteran.
- (e) Photograph of deceased for display (24 inches x 18 inches).
- (f) Gauntlet formation.

(2) Commanders should send a letter of condolence to the family of the retired employee. A sample condolence letter is contained in Annex A of this chapter.

(3) If departmental participation is requested by the family, commanders should provide them with a copy of the Memorial Service Guide found in Annex B of this chapter.

d. Active Nonuniformed Employee or Volunteer. Active nonuniformed employees and volunteers play a key public service support role. Therefore, when requested by the family, the Department should honor the employee's service by providing memorial service assistance and departmental representation.

(1) The following may be considered for active nonuniformed employees and volunteers:

- (a) Formal uniform.
- (b) Folding and presentation of United States Flag, if a veteran.
- (c) Presentation of Commissioner's signed certificate of honorable service.
- (d) Departmental printing of funeral brochures.

e. Honorably Retired Nonuniformed Employee. If departmental participation is requested by the family, the Department should honor the employee's public service by providing assistance and departmental representation.

(1) The following may be considered for honorably retired nonuniformed employees:

- (a) Formal uniform.
- (b) Folding and presentation of United States Flag, if a veteran.

(2) Commanders should send a condolence letter to the family of the retired employee. A sample condolence letter is contained in Annex A of this chapter.

(3) If departmental participation is requested by the family, commanders should provide them with a copy of the Memorial Service Guide found in Annex B of this chapter.

f. Employee Suicide. Suicide has a devastating impact on the employee's family, command, Department, and community. Although a sensitive subject, the employee's honorable service should be recognized.

g. Departmental Animals in Law Enforcement Service. In response to the respect and affinity handlers, employees, and members of the public have for animals in law enforcement service, the following policy for memorial ceremonies has been developed:

(1) A clear line of demarcation must be maintained between departmental animals in law enforcement service and the officers they serve. The only time it would be appropriate to hold a memorial ceremony for a deceased animal is if the animal died while in active service. The playing of taps, honor guard, flag folding, mourning ribbon, aircraft fly-overs, and rifle salutes shall not be

considered for service animals. However, military-style formations, rendering of hand salutes, and the playing of bagpipes are appropriate options.

3. TRIBUTE OF MOURNING RIBBON. The Tribute of Mourning Ribbon shall be worn in compliance with Highway Patrol Manual 73.5, Uniform/Grooming and Equipment Standards.
4. SPECIAL CONSIDERATIONS. The Department may refuse participation in the memorial service of an employee under investigation or facing criminal charges. Anything less than being honorably retired, or in good standing, will also be grounds for the Department to decline participation. Commanders should solicit and honor the wishes of surviving family members while remaining in compliance with this policy.
5. INITIAL PLANNING. The following procedures and protocols will describe the planning of an LODD funeral or memorial service, and may be scaled back as circumstances dictate:
  - a. Commanders or their designated supervisor may wish to consult with other commands which may have had recent experience with funeral planning.
  - b. The Area commander will usually serve as the LODD Incident Commander and is responsible for assigning a Memorial Services Coordinator.
  - c. The Memorial Services Coordinator is responsible for assigning subordinate section leaders as outlined in Chapter 5, Annex A, of this manual.
  - d. The Memorial Services Coordinator must balance the desires of the family with the importance of keeping the service within appropriate time limits.
  - e. The Memorial Services Coordinator must be diligent in selecting the traditions that will best suit the family's desires and departmental protocol while still conforming to the service time constraints.
  - f. The Memorial Services Coordinator should be mindful of the comfort and physical requirements of attendees when scheduling speakers, music, uniform of the day, and other protocol in the service. When assisting clergy with a law enforcement service, the command may find it beneficial to provide a description of the protocols, traditions, logistical requirements, and departmental concerns involved in a LODD memorial service. These protocols are not intended to

supersede the desires of the surviving family, but will provide an awareness of issues which may be overlooked by section leaders or clergy who are unfamiliar with law enforcement traditions and protocols.

g. Planning a large and complex memorial service requires the coordination and cooperation of many commands within a Division, allied agencies, and individuals. Those involved in the planning process should be reminded of the need to remain flexible and adapt as changes occur. Section leaders should be aware that communication is the key to successfully coordinating the efforts of those involved.

h. Commands should use the "Incident Command System" approach to planning, with key functions delegated to section leaders.

i. It is imperative to hold an initial planning meeting as soon after the death as feasible to assign section leaders.

(1) Additional planning meetings should be held each morning and evening. This will ensure all pertinent information and details have been considered and disseminated. To prevent the duplication of efforts, it is imperative that all section leaders know which tasks have been accomplished and which tasks have yet to be completed.

(2) Section leaders should maintain an updated Employee Death Incident Command Guide. This will ensure all section leaders are kept up-to-date on progress.

j. A "walk through" of the event should be held as early in the planning process as practicable and again the day prior to the service. This will provide all participants with a visual and practical reference of how their role contributes to the overall operation. It will also identify problems and any necessary changes that need to be made.

k. The protocols and traditions described herein are to be used as a guide and are not all-inclusive of events to be included in every memorial service. When planning a funeral or memorial service, the command should be extremely time conscious, recognizing that every protocol, speaker, presentation, and special musical arrangement requires a certain amount of time. The church or memorial service should be planned to last no more than one hour. This may mean deleting or editing some scheduled activities. (Refer to Annex C.)

## 6. VIEWING/VIGIL.

- a. The Area family liaison should ascertain if the family has a desire to hold a viewing (open casket), or vigil (closed casket). This decision should be made by the family and not influenced by the Department's desire.
- b. The viewing or vigil should be discussed with the family, mortuary, and coroner; this should be done prior to arranging a date, time, and location of the funeral. The viewing or vigil is normally held one or two days prior to the funeral.
- c. Immediate family members should be escorted by command personnel to and from the viewing or vigil.
- d. An honor guard should be posted during the viewing or vigil hours, and it is recommended the honor guard be rotated every 15-20 minutes to avoid fatigue. After the honor guard has been posted, the family may desire the detail leave the room to allow the family to have some private time with their loved one. Under these circumstances, it would be proper for the honor guard to post just outside of the entrance to the room until the private viewing is completed.
  - (1) It is proper protocol for members of the honor guard to wear their uniform hat inside the church or mortuary including the time spent posted alongside the casket. The Office of Employee Safety and Assistance (OESA) should be notified immediately if the clergy has any objections to this protocol.

## 7. SCHEDULING OF MEMORIAL SERVICES.

- a. Three of the most critical components in organizing a funeral is determining the date, time, and location. For LODDs, or when large gatherings are anticipated, these selections become even more critical. A checklist is provided in Annex C to assist in tracking the date/time/location of key elements when planning a funeral or memorial service.
- b. Date. The scheduled date for the service must accommodate the needs of the family, facility, clergy, mortuary, cemetery, coroner, and the Department.
  - (1) The Memorial Services Coordinator should ensure the command, headquarters, and the governor's office do not have any conflicting events which cannot be rescheduled.
  - (2) The date should be set to allow family and dignitaries sufficient time to travel to the location. A checklist is provided in Annex D to assist in tracking the anticipated arrival of family and dignitaries.
  - (3) When it is anticipated that dignitaries will be attending, the incident commander and the OESA commander should be advised of the date in

advance of the announcement, in case there are any conflicts that need to be resolved.

c. Time. Scheduling the service start time is critical. Various factors must be considered including: commute traffic, lunch hour traffic, cemetery procession, reception, overall length of service, and other events planned within the community.

(1) Section leaders must consider that attendees traveling longer distances may not be familiar with the area, local commute patterns, and traffic congestion.

(a) Law enforcement officers from various areas and agencies have been known to travel long distances to attend an LODD memorial service.

(b) Section leaders should also consider family members who must travel long distances to attend.

(2) Ensure the time does not conflict with commute hours or local events. It is not unusual for a large funeral to last three hours including graveside interment services. An afternoon funeral scheduled for 1400 hours would be concluding right at the peak of commute traffic.

(3) Time also has to be considered when scheduling a reception after the service.

(4) Section leaders must be cognizant that the set-up for the service begins up to 3 hours before the start of the service.

(5) This is a very long and demanding day for everyone who participates. Every effort should be made to expedite each task in order to make the services run smoothly.

d. Location. The location is one of the most critical elements in funeral planning. It is not unusual for 2,000 or more people to attend an LODD funeral. In the past, highly publicized LODD funerals in large metropolitan areas have had attendance in excess of 5,000 people. In these cases, section leaders should anticipate the sentiment of the community and work with the family to select a facility accordingly. Locating and securing a facility that will accommodate such a large seating capacity can be very challenging.

(1) In smaller or midsize communities, or when the death(s) is attributed to extremely traumatic events, it may be necessary to explore alternatives for the service such as: civic centers, gymnasiums, or athletic stadiums.

(2) Weather permitting, it may be necessary to hold the service in an outdoor facility such as an amphitheater, park, or stadium.

(3) When large attendance is anticipated, or when using outdoor or alternative facilities, additional planning challenges will occur. These include: poor acoustics, lack of a sound system, inadequate lighting, poor visibility, lack of protection from inclement weather, etc. Consideration should be given to an adequate sound system and an available sound technician.

(4) When larger facilities cannot be secured, section leaders may want to consider overflow seating.

(5) If the facility does not have overflow rooms available, it may be advisable to provide audio coverage of the service for attendees who cannot be seated inside the facility.

(6) If overflow crowds will be required to stand for long periods of time, consideration should be given to providing shelter, water, and portable restroom facilities.

(7) Consideration should also be given to other attendees who are not able to be seated.

(8) Section leaders should also attempt to ascertain if there are any major events planned at the funeral or memorial location or within the local community which may cause logistical conflicts, such as parades, construction work, or sporting events.

(9) Facility security is an important concern. To eliminate the potential of terrorist threats, explosive detection canines should be utilized for all LODD services. Explosive detection canines should be used to check the facility, flower arrangements, and vehicles surrounding the immediate facility prior to the service.

(10) A funeral service is considered a private event, although special consideration must be given in the event of an LODD. The public and media have an interest in attending as part of the local community being served by law enforcement. Every effort should be made to keep the interests of the family and of the command when planning an event. Many law enforcement attendees may not have known the deceased officer, but are attending the service in order to honor a fallen comrade. Any conflicts concerning the funeral should be resolved by the Division Chief or designee.

## 8. SEATING ARRANGEMENTS.

- a. The facility coordinator will need to create seating arrangements within the facility which will accommodate the needs of the family, Department, visiting dignitaries, and the public. This is especially critical when the facility may not have adequate seating for everyone.
- b. Normally, immediate family members should be scheduled to arrive not more than 60 minutes prior to the start of the service.
- c. Depending on the seating layout of the facility, section leaders may also need ushers. Supplies such as water and tissue should be provided.
- d. Normally, ushers should be assigned to the front and rear of each aisle and given specific instructions to facilitate the seating plan and dismissal instructions.
- e. When using large facilities, or when a very large attendance is anticipated, it may be necessary to utilize volunteers, allied agencies, chaplains from allied agencies, or fire department personnel for usher duties.
- f. Many allied law enforcement and fire agencies volunteer their services to the Department. Accepting their assistance allows departmental personnel to be utilized for more critical tasks.
- g. When a large service is anticipated, attendees begin arriving an hour or more prior to the scheduled start time. Therefore, ushers should be assembled and fully briefed on their duties an hour and a half before the start of the service.
- h. When large facilities cannot be secured, section leaders should consider some form of overflow seating.

9. VERY IMPORTANT PERSONS ACCOMMODATIONS.

- a. Section leaders will need to determine the availability of private rooms that can be utilized before and during the service.
- b. A private or “quiet” room should be provided to accommodate the immediate family prior to the start of the service and following the service.
- c. A room should be provided for Executive Management and other dignitaries to gather prior to the service.
- d. A room should be provided for the governor.
- e. A room should be provided for the honor guard to practice and rest during guard changes.

## 10. RELIGIOUS SERVICES, PROTOCOLS, AND SPEAKERS.

- a. Section leaders should be familiar with the order of service protocols. In some instances, it may be necessary for the commander, or their designee, to plan the order of service. A sample format is provided in Annex C to assist in keeping track of the allotted time for each protocol and speaker.
- b. Religious services take precedence over law enforcement traditions and protocols. Section leaders should meet with the Area family liaison to determine the extent of the Department's involvement.
  - (1) In some faiths or denominations, the only law enforcement involvement will be the limited participation of an honor guard.
  - (2) Certain law enforcement traditions and protocols may have to be performed at the graveside rather than at the church.
  - (3) When the family requests private religious services, section leaders may want to consider having a separate memorial service. Holding a separate memorial service will allow section leaders the opportunity to utilize traditional law enforcement protocols which may have been precluded during the religious service. This should in no way conflict with the religious service or with the family's wishes.
  - (4) It is preferable to have the funeral services conducted by a minister or chaplain who is familiar with law enforcement protocols. In their absence, the funeral should be conducted according to the suggestions provided in this manual, while ensuring the family's needs are met.
- c. Requests to have the governor speak at the funeral should be directed, through channels, to the Office of the Commissioner.
- d. Normally, the order of speakers should be assigned from the highest ranking speaker to the lowest. These speakers will normally be followed by eulogies from a family representative, or command representative when requested.
- e. Depending on the number of speakers and the time allotted to each speaker, musical selections can be utilized to separate some of the speakers. Music also allows the posted honor guards time to change personnel with minimal disruption of the service. It is recommended that posted honor guards be changed every 15-20 minutes.
- f. The OESA support officer should provide speakers with ideas regarding content, taking into consideration the amount of time allotted. Each speaker should be limited to no more than five minutes.

g. Speakers should prepare written notes, as well as time and practice their presentation. As a general rule, notes should be typed, double-spaced, using a 14 or larger bold face font.

## 11. PROCESSIONS.

a. Traffic Plan. For large funerals, traffic and parking plans are essential. Section leaders should consider the anticipated response of law enforcement and the community and consider elements such as: motorcades, routes, parking, travel time, commute traffic coordination with allied agencies, and the need for emergency vehicle traffic which will be responding to everyday emergencies.

b. Motorcades. Motorcades are often desired, but not required.

(1) Consideration should be given to the logistics involved in planning a complex motorcade such as: the length of time for the motorcade to arrive at its destination, safety, and with minimal traffic disruption.

(2) Lengthy motorcades can cause time delays, and may generate civilian complaints. Processions should be well planned, using the least intrusive route available. Proper planning will minimize traffic congestion and avoid unwarranted delays for motorists.

(3) Section leaders should also be sensitive to the public's perception of the appropriate use of publicly owned vehicles, and use of departmental personnel. Whenever possible, four officers should be seated in each patrol vehicle used in the procession. Officers assigned to traffic control details should have clear direction as to the "tail vehicle" in the procession. Prematurely releasing controlled intersections can cause significant delays to the start of the graveside service.

(4) Primary consideration should be given to the minimal disruption of normal traffic. A "Sigalert" should be issued to the media so that motorists or the public can avoid the area, if possible.

(5) California Department of Transportation and county public works agencies should be contacted to determine if the intended routes will be free of hazards, planned construction, or road/ramp closures.

(6) A preservice procession may also be desirable when there has been a cremation or when no burial service is planned.

c. Parking. While facilities may have seating for 2,000 or more people, parking may be limited. Consider utilizing the space available rather than using marked stalls.

d. Lane/Road Closure. It may be necessary to close lanes or roadways to accommodate parking. Section leaders should first coordinate with the agency having jurisdiction for enforcement and road maintenance to identify planned repairs, construction, or closures on designated routes.

e. Staging. It may be desirable to stage a gathering of attendees in one location and follow the hearse to the facility where the memorial service will be held.

f. Escorts. Escort procedures should be developed to assist family members and dignitaries.

(1) It may be necessary to provide vehicles and drivers for family members and dignitaries who will be arriving via public transportation.

(a) When resources are limited, it may be necessary to make arrangements with adjoining commands to accomplish escort responsibilities.

g. Large Services. For a very large service, it may be necessary to place limitations on participation in the procession.

(1) When there are a large number of attendees, the section leaders should direct attendees to meet at the graveside rather than wait for the funeral procession. Written directions to the cemetery should be provided.

(2) When possible, the route of the procession should be published in the service bulletin and in the local newspaper.

h. Adjoining Commands and Allied Agencies. Section leaders should advise adjoining commands or allied agencies when their respective jurisdictions will be impacted by either the memorial service or the procession.

(1) If command resources are taxed, it may be advisable to request assistance from allied agencies. It may be desirable to delegate parking and traffic planning to an adjacent jurisdiction, particularly one that has experience in dignitary protection, or one with a large motor squad.

(2) Section leaders should consider delegating parking and traffic control responsibilities to adjoining commands or allied agencies who have jurisdictional responsibility.

## 12. GRAVESIDE.

- a. The graveside service normally consists of a short religious service and several law enforcement protocols. A sample format is provided in Annex F.
- b. The arrival at the cemetery is a very difficult time for family members. A long wait before the service begins can cause a great deal of anxiety. If an extremely long wait is anticipated, it may be advisable to arrange for a family waiting room. This will help alleviate some of the anxiety of the long wait and allow the family to utilize restroom facilities.
- c. Although it is desirable to have everyone in place before starting the graveside service, the minister may choose to begin services before everyone has parked their vehicles and can be assembled. Ministers often choose to do this in order to alleviate family anxiety at the graveside.
- d. It is imperative to have a parking plan at the cemetery. Cemeteries in metropolitan communities usually have traffic plans which will dictate how many vehicles can be accommodated. Section leaders should ensure provisions have been made to utilize public streets when the cemetery cannot accommodate all of the vehicles.
- e. Most cemeteries do not provide sound systems and it is very difficult for attendees to hear what is being said. It may be desirable to utilize a portable sound system to enable attendees to hear the committal service and various presentations.
- f. Additional speakers should not be scheduled during the graveside service. The graveside service should be kept short in order to allow people to express condolences to the family at the conclusion of the service.
- g. A request for an aerial fly-over should be made through channels to the Office of the Commissioner.
  - (1) Coordination of aerial timing should be arranged with the appropriate aerial supervisor.
  - (2) Section leaders should not request special or elaborate maneuvers.
  - (3) Additionally, the command may want to place restrictions regarding the participation of allied agency, media, or medical aircraft who may not have the same standards of training and maintenance.
  - (4) Dove releases should not be utilized unless specifically requested by the family, and never in conjunction with an aerial fly-over.

h. Whenever possible, a route map to the graveside service should be published in the service bulletin or provided at the service.

### 13. LINE OF DUTY DEATH PRESENTATIONS.

a. United States Flag. If the deceased officer is a military veteran, the United States Flag is typically folded and presented to the family, graveside, by the honor guard representing the appropriate branch of service. If the deceased officer is not a veteran, the California Highway Patrol honor guard will fold the United States Flag for presentation by the Commissioner or designee.

b. California State Flag. The California State Flag is flown over the State Capitol and is typically presented by the governor, or representative, to the family in a designated quiet room preceding the funeral service. The command liaison should route a CHP 162A, Peace Officer Funeral Worksheet, through the appropriate channels, to the appropriate Commissioner. Once approval is granted, the request will be forwarded to the Academy, Administrative Services Unit, to request a California State Flag. To expedite the process, the CHP 162A may be preceded by an e-mail routed through channels.

c. In Memoriam Badge. The deceased officer's badge is typically presented by the Commissioner, or designee, to the survivor. The presentation can be performed at the funeral service, memorial, or interment. The command should contact the OESA to make arrangements for affixing the In Memoriam ribbon to the badge.

### 14. RECEPTION.

a. A reception is usually planned to immediately follow the graveside service, or to immediately follow the funeral or memorial service when no graveside service is planned.

b. Section leaders will need to arrange for an adequate reception facility, preferably close to the graveside service or close to the facility used for the memorial service, when no graveside service is planned.

c. Section leaders should consider that it is very difficult to make an unorganized move of a large number of vehicles over long distances in a timely manner.

d. As a general rule, when there is some distance between the location of the service and the location of the reception, approximately half the people attending the service will attend the reception. If a reception is planned immediately following the funeral service at the same facility or at a facility within a very close proximity,

section leaders can anticipate approximately 75 percent of the attendees will stay for the reception.

e. The reception coordinator will need to arrange for parking, food, drinks, set-up, and clean-up.

f. Receptions generally last no longer than two hours.

15. MEDIA PARTICIPATION.

a. Commands should discuss media participation with the family. If the family is agreeable to media participation, section leaders should make specific arrangements to accommodate media needs, as well as respecting the family's privacy.

b. Commands may consider requesting the assistance of a departmental photographer and/or videographer for the service. The OESA should assist with this request. Photographs and videos from the services may be desired for various publications.

## ANNEX A

### SAMPLE CONDOLENCE LETTER

State of California—Transportation Agency

EDMUND G. BROWN Jr., Governor

**DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**

2500 Yosemite Avenue  
Rocky Flats, CA 98765-4321  
(916) 767-1111  
(800) 735-2929 (TT/TDD)  
(800) 735-2922 (Voice)



File No.: 016.13949.19741.13-162

Ms. Shirley Brown  
14330 W. Captain Street  
Rocky Flats, CA 98765

Dear Ms. Brown:

The men and women of the California Highway Patrol (CHP) are truly saddened to learn of your loss. We extend our deepest condolences to you and your family during this difficult time. I know you will find support from your family and friends as you mourn the loss of your loved one.

I have enclosed our "Memorial Service Guide" which may be of some assistance. Your CHP family is also here for you to assist in any way we can.

If you have any questions please contact me directly at (\*\*\*) \*\*\*-\*\*\*\*, or the Department's Office of Employee Safety and Assistance at (916) 843-3320.

Sincerely,

J. P. SMITH, Captain  
Commander  
Rocky Flats Area

Enclosure

*Safety, Service, and Security*



*An Internationally Accredited Agency*

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## ANNEX B

### MEMORIAL SERVICE GUIDE

#### MEMORIAL SERVICE GUIDE

##### IMPORTANT INFORMATION YOU WILL NEED TO HAVE

Prior to making any arrangements, it is important to gather the following information about your loved one to provide to the funeral home or other funeral service provider:

- Full name.
- Residence – street address / city / state / zip / telephone number.
- Social security number.
- Date of birth.
- Date and time of death.
- Current location of your loved one's body – facility name / address / city / state / zip / telephone number.
- If applicable, attending physician's name and telephone number.
- Your name and relationship to the deceased.
- Your residence – address / city / state / zip / telephone number.

If you plan to write an obituary for the newspaper or an Internet memorial, the following personal information about your loved one will assist in the writing process: age, marital status, religion, education, military record, employment information, accomplishments, social clubs, interests, and hobbies. Family member information will also be needed; this includes the names of the mother, father, spouse or significant other, children, and other close survivors.

##### FUNERAL SERVICES

How much a person cared for the deceased is not reflected by the cost of the services. Eligibility to receive burial benefits through the Social Security Administration, the employer, or the Veterans Administration should be researched. These benefits may be limited, but it is best to contact them to find out if they qualify.

- Social Security Administration (800) 772-1213 [www.ssa.gov](http://www.ssa.gov).
- Veterans Administration (800) 827-1000 [www.cem.va.gov](http://www.cem.va.gov).

Funeral planning involves many decisions, including selecting a casket, pallbearers, ordering flowers, whether or not to choose cremation, setting up viewing, and choosing a final resting place.

Planning a funeral/memorial service can be very overwhelming. Using a funeral organization such as a funeral home or mortuary can be very helpful. Funeral homes have resources such as funeral directors, facilities, and equipment to assist.

Professional funeral directors not only assist with funeral planning, they also ensure a ceremony goes according to plan. They handle all the technical services regarding the ceremony.

#### METHOD OF INTERMENT

Did your loved one wish to have their body or specific organ(s) donated?

Will you have your love one embalmed?

Where will the final resting place be?

Will your loved one be buried, entombed, or cremated? If cremated, will their remains be buried, entombed, scattered, or kept by the family?

#### FUNERAL AND MEMORIAL PRODUCTS

Funeral products such as caskets, burial vaults, and urns can be purchased from the funeral home, the cemetery, or a specialty retailer. It is not a requirement to purchase funeral products from the funeral home. Catalogs are available online to illustrate options.

Another consideration is the purchase of a grave marker or monument. The cemetery's rules and regulations governing marker monument placement and type should be researched prior to choosing a grave marker.

#### CEREMONY

If a service is desired, will it be a traditional funeral with the casket present, or a memorial service without the presence of the casket?

Where will the ceremony be held? This can be at a funeral home, a place of worship, or graveside.

What clothing or special jewelry will your loved one wear?

Will there be a viewing/visitation prior to the funeral? If so, approximately how many will attend? Will the casket be opened or closed?

Who will participate in the funeral ceremonies: clergy, pallbearers, speakers, musicians, or vocalists?

Will there be a procession to the cemetery? Will the deceased be transported in a hearse? How will the family be transported?

Will there be a reception? If so, approximate number invited. Will there be food and beverages needed?

#### ESTATE, FINANCIAL, AND ADMINISTRATIVE MATTERS

Following a funeral, the affairs of the deceased must be put in order. This can include sending death notices, filing death benefit claims, changing titles on the deceased's assets, etc.

#### TASKS THAT MAY NEED TO BE DONE AFTER THE FUNERAL

- Obtaining certified copies of the death certificate (15 copies minimum).
- Sending acknowledgement notes expressing gratitude for flowers, donations, and special assistance.
- Estate proceedings, whether an extensive probate proceeding is necessary is determined by the size of the estate along with the existence of a will or living trust. An executor, named in the will or appointed by the probate court, will assist during this process. It may also be necessary to hire an estate planning attorney to provide legal guidance.
- Accounting for all assets and debts of the deceased. Making arrangements to pay outstanding bills. It may be necessary to have the probate court release short-term funds to cover these bills.
- Filing death benefit claims with insurance companies, Social Security Administration, the Veterans Administration, pension/retirement funds, unions, etc. Certified copies of the death certificate are usually required when making these claims.
- Changing all jointly held accounts. This includes bank accounts, credit cards, mortgages, loans, brokerage accounts, stocks, bonds, and other investments.
- Sending notifications of death to employers and fraternal, social, and religious organizations.
- Contacting state and local agencies, such as the Department of Motor Vehicles and United States Postal Service to transfer all vehicle licenses, titles, and mail.

- Contacting telephone, utility, newspaper, and any other service companies that are registered in the name of the deceased, to cancel services.

#### VALUABLE RESOURCES

##### Local Command:

- Assists with departmental representation if requested.
- Statewide notification of death via Communications Network message.
- Contacts benefit providers.

##### Office of Employee Safety and Assistance: (916) 843-3320

- Assists with departmental representation if requested.
- Notification of local command.
- Facilitates contact with local command and benefit providers.

##### Disability and Retirement Unit: (916) 843-3130

- Facilitates with California Public Employees' Retirement System to assist and explain benefits.
- Facilitates with State Fund to assist and explain Workers' Compensation benefits.

##### California Public Employees' Retirement System: (888) 225-7377

- Can assist in explaining retirement forms and options.
- Can explain options that retired employee had chosen.
- Can assist in determining beneficiaries.

##### State Fund: (888) 782-8338

- Can assist with retired employee workers' compensation claim.

##### California Association of Highway Patrolman (CAHP): (916) 452-6751

- Can assist with CAHP life insurance death benefits if applicable.
- Notification of retiree groups.
- Death notice in All Points Bulletin publication.

QUICK CHECKLIST

- Contact family and friends.
- Make accommodations for out-of-town relatives/friends.
- Choose type of burial (cemetery plot, vault, mausoleum, cremation).
- Select and purchase casket or urn.
- Choose gravesite marker/monument.
- Select clothing for the deceased (including jewelry), if a burial or viewing.
- Arrange funeral services, when and where;
  - Local California Highway Patrol Honor Guard.
  - Local Military Honor Guard.
- Choose clothing to wear to the funeral.
- Seating arrangements for the funeral.
- Photographs.
- Obituary.
- Flowers.
- Eulogy and speakers (clergy, family, friends, etc.).
- Memorial cards and brochures.
- Choose and arrange for pallbearers.
- Choose music.
- Transportation for services.
- Arrangements for a wake or special gathering.

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**ANNEX C**

**FUNERAL PLANNING KEY ELEMENTS DATE/TIME/LOCATION CHECKLIST**

<b>ITEM</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
Viewing			
Vigil			
Staging			
Prefuneral Procession			
Funeral			
Procession			
Graveside			
Reception			

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**ANNEX D**

**ANTICIPATED ARRIVAL OF FAMILY/DIGNITARIES**

NAME	DATE OF ARRIVAL	TIME	LOCATION	TRANSPORTATION NEEDED	
				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Governor				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Lieutenant Governor				<input type="checkbox"/> Yes	<input type="checkbox"/> No
CalSTA Secretary				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Attorney General				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Commissioner				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Deputy Commissioner				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Assistant Commissioner, Field				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Assistant Commissioner, Staff				<input type="checkbox"/> Yes	<input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> No

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**ANNEX E**

**ORDER OF SERVICES SAMPLE**

_____	00:02	Welcome/Greeting	_____
_____	00:02	Prayer, When Requested by Family	_____
_____	00:03	Musical Selection	_____
_____	00:02	Scripture Reading, When Requested by Family	_____
_____	00:03	Governor's Remarks	_____
_____	00:03	Commissioner's Remarks	_____
_____	00:03	Commander's Remarks	_____
_____	00:03	Area Personnel/Friend	_____
_____	00:03	Family Member(s) Remarks	_____
_____	00:03	Musical Selection	_____
_____	00:10	Eulogy	_____
_____	00:10	Slide/Video Presentation	_____
_____	00:02	Closing Remarks/Prayer	_____
_____	00:01	Dismissal Instructions	_____
_____	00:03	Bagpiper	_____

Service time is approximately one hour. The planner may add or delete categories as necessary. Management should be aware that certain religious services require in excess of an hour to perform; therefore, the time for law enforcement traditions would have to be reduced.

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## ANNEX F

### GRAVESIDE SERVICE SAMPLE

1. Officers should be positioned in rows during the graveside service.
2. The following guideline is provided for instances where the commander must provide the order of service. It should be remembered that the following items are only suggestions and not a requirement. Services run longer when a large assembly is present. Therefore, eliminating some of the suggested items may help the service run faster. **Ensure the family's wishes are met.**
  - a. Assembly.
  - b. Officers at attention, salute (command given, ready two, when casket is placed over grave).
  - c. Opening prayer, when requested by the family.
  - d. Scripture reading, when requested by the family.
  - e. Bagpiper.
  - f. Committal reading, closing prayer.
  - g. Three volley salute.
  - h. Taps.
  - i. Fly-over (dove release prohibited).
  - j. Flag fold (parade rest).
  - k. Presentations.
  - l. Attention, dismissal.

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