



TALLAHASSEE POLICE DEPARTMENT GENERAL ORDERS MANUAL

 Proudly Policing Since 1841	SUBJECT Employment Related Serious Injury or Death		 Nationally Accredited 1986
	CHIEF OF POLICE <i>Signature on File</i>		
NUMBER 74	ISSUE DATE 12/15/2000	REVISION DATE 03/05/2025	TOTAL PAGES 1 of 14

AUTHORITY/RELATED REFERENCES

General Order 28, Honor Guard
 General Order 54, Stress Management
 General Order 63, Officer Actions Resulting in Death or Serious Injury
 General Order 67, Victim Advocacy
 General Order 73, Chaplain Program
 General Order 90, Peer Support
 General Order 91, Wellness Program

ACCREDITATION REFERENCES

CALEA Chapter 22

KEY WORD INDEX

Additional Considerations Confidential Employment Related Death Form Funeral Protocol General Guidelines Employment Related Serious Injury or Death Non-Employment Related Serious Injury or Death Notification Procedures Patrol Operations Public Information Office	Procedure VII Procedure II Procedure V Procedure I Procedure IV Procedure VI Procedure III Procedure IX Procedure VIII
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POLICY

The Tallahassee Police Department shall provide compassionate support and assistance in the event any active or retired member dies or suffers a severe or debilitating injury. The level of assistance and support shall be provided in accordance with the desires of the immediate family and consistent with this policy.

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DEFINITIONS

Confidential Employment Related Death Form (PD 322): A sealed envelope containing confidential information provided by a member to be accessed only in the event of death or severe injury in order to facilitate the notification of immediate family. The Confidential Line-of-Duty Death Form shall remain in a designated secure area.

Critical Incident Stress Debriefing: A closed confidential discussion of a critical incident with those directly involved prior to, during and/or after a stressful event. This is coordinated and led by the Wellness Coordinator (or designee) and the discussion is intended to provide support, education and an outlet for views and feelings associated with the event.

Debriefings are neither counseling nor an operational critique of the incident. Debriefing may be offered as soon as practical following an incident so long as the debriefing does not interfere with any criminal or internal affairs investigation relevant to the incident.

Departmental Liaison Officer: Assistant Team Leader of the Department Support Team, who is appointed by the Department Support Team Leader. This Department member is assigned to facilitate communication between the Department and its members in conjunction with the Behavioral Wellness Coordinator.

Department Support Team: A Department team assembled to coordinate support services for department members in the event an agency member dies or suffers a severe or debilitating injury.

Employee Assistance Program (EAP): A program sponsored by the City of Tallahassee to provide various components of support and assistance for employees, including emotional counseling services.

Employment Related Injury or Death: Any serious injury or death occurring while in the performance of work-related duties.

Family Liaison Officer: Assistant Team Leader of the Family Support Team, who is assigned by the Family Support Team Leader. This Department member is assigned to help facilitate between the Department and the family.

Family Support Team: A Department team assembled to coordinate support services for the family of an agency member who dies or suffers a severe or debilitating injury.

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Hospital Liaison Officer: A Department member assigned to coordinate with hospital staff about the incident to establish space for receiving the family and officers at the hospital. This officer will be assigned by and communicate with the on-duty Watch Commander or designee.

Immediate Family: Parent(s), spouse, children (regardless of residence) and grandparents.

Logistics Officer: A Department member assigned to help with the coordination of items needed by either other members, liaison officers, the family or Department. This officer is assigned by the Department Team Leader.

Peer Support Team: A group of Department members with specialized training who lend support to Department members experiencing trauma and/or stress in their personal and/or professional lives.

Severe or Debilitating Injury: An injury or illness to a Department member resulting in extreme damage or impairment.

Tallahassee Police Department Line of Duty Death Response Guide (PD269): A comprehensive guide with checklists to assist with each role of a line of duty death incident. This is located on Sharepoint in forms.

PROCEDURES

I. GENERAL GUIDELINES

- A. Members may reference the Tallahassee Police Department Line of Duty Death Response Guide on Sharepoint for checklists and additional guidance.
- B. The Department shall establish a Family Support Team and a Department Support Team to provide assistance in the event an agency member suffers a severe or debilitating injury or dies while in the performance of work-related duties.
 1. Family Support Team Members
 - Team Leader – Deputy Chief, Major or designee of respective member
 - Assistant Team Leader (Family Liaison Officer) – as appointed by Team Leader
 - Victim Advocate
 - Department Chaplain

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- Employee Resources Coordinator
 - Personal Friend – as designated by Confidential Line-of-Duty Death Form
2. Department Support Team Members
- Team Leader – Deputy Chief, Major or designee
 - Assistant Team Leader – Behavioral Wellness Coordinator or Department Liaison Officer – as appointed by Team Leader
 - Department Chaplain
Peer Support Team Members
 - CDA Liaison
 - Logistics Officer
 - Site Coordinator – as designated by Team Leader
- C. A senior commander of the rank of Deputy Chief, Major or designee shall serve as Team Leaders to coordinate individual team responsibilities and functions.
- D. The agency shall make the services of the Department-contracted mental health provider, and Department Chaplain available to all immediate family members.

II. CONFIDENTIAL EMPLOYMENT RELATED DEATH FORM

- A. After the initial distribution, Employee Resources shall provide members with the Confidential Employment Related Death Form (PD 322) upon hire or as otherwise determined by the Director of Employee Resources. The Confidential Employment Related Death Form will also be made available to members during each annual benefits open enrollment period for necessary updates.
- B. Each member shall sign the form, seal it in the designated envelope and return it to Employee Resources. Should the member opt not to complete all or a part of the form, he/she is still required to sign and date the document.
- C. Completed PD 322 forms shall remain in a designated secure file cabinet within the Watch Office and are accessed only in the event of severe injury or death in order to facilitate the notification to persons designated by the member therein.

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III. NOTIFICATION PROCEDURES

- A. In the event of an employment related serious injury or death of a department member, the Watch Commander shall immediately notify the Patrol Operations Bureau Commander. The Bureau Commander or designee, shall notify the following members:
1. Deputy Chief,
 2. Chief of Police, and
 3. Other Bureau Commander(s) affected by the incident.
- B. After the above notifications have been made, the Watch Commander, or designee, shall utilize the Everbridge system to request assistance from the following:
1. Violent Crimes Unit (VCU) or Traffic Homicide Unit (THU), as appropriate,
 2. Forensic Unit,
 3. Director of Employee Resources,
 4. Legal Advisor,
 5. Technology and Innovation (T&I) Body Worn Camera (BWC) Manager,
 6. Behavioral Wellness Coordinator, and
 7. Victim Advocate Supervisor.
- C. As appropriate to the circumstances, the Deputy Chief or designee within the member's chain of command shall select team leaders for the Family Support Team and the Department Support Team.
- D. The selected Team Leaders shall be responsible for assembling and activating the members of their team, in accordance with this policy. They may also utilize the Tallahassee Police Department Line of Duty Death Guide for reference.

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- E. The Chief or designee will determine the content and timing of a Department wide Everbridge notification to all Department members about the incident.

IV. EMPLOYMENT RELATED SERIOUS INJURY OR DEATH

In the event a member suffers a serious injury or dies during an employment related incident, the Department shall activate the Family Support Team and Department Support Team, which will have certain responsibilities for providing assistance and support.

A. Role of the Family Support Team

1. Response to the family

- a. The Family Support Team Leader shall contact the on-duty Watch Commander, designee or Employee Resource Staff to retrieve the contents of the Confidential Employment Related Death Form. In accordance with the emergency notification information, the Family Support Team shall proceed with notification to appropriate family members or other special instructions. As appropriate, any applicable instructions shall be provided to the Department Support Team Leader and the Chief of Police or designee.
- b. The Family Support Team Leader, Department Chaplain, Victim Advocate and personal friend (if identified on the Confidential Line-of-Duty Death Form) shall immediately respond to the family for purposes of making a personal notification. However, notification should not be delayed in the event a senior member is not immediately accessible.
- c. The Family Support Team shall make all attempts to determine the presence of any pre-existing family medical needs prior to making the notification to the family. Appropriate arrangements shall be made to have medical personnel available.
- d. At the family's request, the Family Support Team member may provide additional generalized information regarding the circumstances of the incident leading to the member's death or serious injury, as they become known.
- e. If the family requests to visit the hospital, they should be transported by Departmental vehicle. Should the family insist on driving, a member should follow the family to hospital. A team

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member shall notify the Hospital Liaison Officer when the family is enroute.

- f. The Family Support Team shall make any necessary arrangements to provide for childcare needs or other special needs to support the family.
- g. In addition to the spouse and other household members, the Family Support Team shall provide in-person notifications to the immediate family of the member, if possible. If the immediate survivors live outside of Leon County, a team member may choose to contact the appropriate law enforcement jurisdiction by telephone, in addition to a teletype message, to request their assistance in making an in-person notification. A team member shall remain available to speak directly to any family member regarding the circumstances surrounding the member's death.
- h. The Department shall not release the name of the deceased member to the media until an official notification has been made to the immediate family. The sensitive nature of this information shall not be transmitted by radio. Members of the media, who have gained the deceased member's name, shall be instructed to withhold publication of the name until a notification to the family is complete.
- i. Department members shall not release the name (or other identifying information) of the deceased on social media or to other media sources until approved by the Department.

2. Response to the hospital

- a. The Family Support Team Assistant Leader and Victim Advocate shall respond to the hospital to coordinate support activities.
- b. The Family Liaison Officer shall meet with the Hospital Liaison Officer and/or hospital personnel to arrange appropriate waiting facilities for the family and a separate area for agency members and other law enforcement representatives.
- c. The team shall assist medical personnel in relaying pertinent information to the family and the member's chain of command regarding the condition of the member.

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- d. The Victim Advocate shall maintain close communications with the family to serve as a resource for their inquiries.
 - e. The Employee Resources Coordinator will contact the City's Risk Manager and Worker's Compensation Coordinator.
 - f. In the event of the death of the member, the Family Support Team is responsible for several specific tasks:
 - 1) The Team Leader and Victim Advocate shall meet with the family to coordinate all funeral arrangements, viewing services, and graveside services. The Team Leader or Victim Advocate shall communicate this information to members of the command staff and ensure that appropriate communications are circulated to all Department personnel.
 - 2) The Victim Advocate shall serve as the primary support person for the family to respond to inquiries regarding the on-going and anticipated activities. This shall include, with the assistance of the logistics officer, coordinating any food, lodging, and transportation needs of any immediate family members arriving from out of town.
 - 3) The Department Chaplain shall provide spiritual support to family members, consult with the family regarding funeral arrangements, assist with any transportation needs, coordinate security for the family's home in their absence, and arrange for the return of any Departmental property.
 - 4) The Employee Resources Coordinator shall request that medical bills are forwarded to the Department, provide a comprehensive publication of survivor benefits and assist the family in this process.
3. Long term family support
- a. The Family Support Team shall maintain on-going support and assistance to the family after the funeral as needed.. The Department shall be sensitive to the needs of all family survivors with an understanding that the grieving process is complex.
 - b. If the incident was criminal, the Criminal Investigations Bureau Commander shall ensure that the family receives continuing information and assistance during the investigation. The lead

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Detective will be assigned to serve as a liaison person between the State Attorney's Office and the Family Support Team.

- c. The Family Support Team Leader and Victim Advocate shall ensure family and Department personnel are continuously apprised of upcoming court proceedings, applicable dates and times, appropriate dress protocol and any court restrictions. In the event the family wishes to attend any court proceedings, the Victim Advocate will ensure the State Attorney's Office Victim Advocate has been assigned to accompany the family and provide support.
- d. The Department shall release all information leading to the member's debilitating injury or death in the event the family requests an entire account. The family will be apprised of any reasons for temporarily withholding information.

B. Role of the Department Support Team

1. The Department Support Team Leader shall coordinate with the Behavioral Wellness Coordinator and direct the support and assistance for Department personnel during this emotional period. The Team Leader shall ensure that all Critical Incident Stress Debriefing (CISD) sessions are conducted for involved members, and Peer Support is available. Per General Order 54, Stress Management, the Employee Assistance Program will be made available for members requesting additional emotional support.
2. The Departmental Liaison Officer shall coordinate, in coordination with the Family Support Team, appropriate resources and Department protocols in the event of the death of the member. Such tasks shall include funeral and viewing arrangements, Honor Guard duties, and coordination of specialty units involved in the funeral services.
3. The Victim Advocate or Logistics Officer shall coordinate the food, lodging, and transportation needs of any immediate family members arriving from out of town,
4. The Department Chaplain or Victim Advocate shall coordinate with the Family Support Team regarding funeral arrangements, organize an assembly area for Department members to meet and receive

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information, and assist with distributing accurate and timely information for department members.

5. The CDA Liaison will be designated to coordinate the notification to outside agencies and direct inquiries to the appropriate department members. And will assist with coordination of funeral service protocols regarding the “final call”.
6. The Site Coordinator shall be responsible for coordinating such tasks as the specialty units, motorcades, and funeral site protocols, as referenced in Section VI C of this policy.

C. Role of the Hospital Liaison Officer

1. The Department Hospital Liaison Officer may be the first uninvolved officer to arrive at the hospital.
2. This officer will begin to establish communication with hospital staff and prepare to accept family, other officers, command/executive staff, City officials and possibly media at the hospital.
3. The officer will attempt to secure a quiet room/location for the family, and a separate location for officers and other Department members as they arrive.
4. This officer should communicate with the Family Liaison Officer prior to the family’s arrival at the hospital, as well as with the other liaison officer and the on-duty commander as necessary.

D. Role of the Logistics Officer

1. The assigned logistics officer should have an assigned P-card or other funds to make purchases as approved.
2. The logistics officer will be responsible for making food/water purchases for department members, assisting the victim advocate or family with securing hotel rooms or transportation, in addition to other tasks.
3. The assigned logistics officer will likely be in constant communication with other liaison officers, victim advocates, the financial management office, and other Department members to make purchases as necessary.

V. FUNERAL PROTOCOL

- A. In the event of the death of a member, the funeral arrangements shall properly reflect the wishes of the deceased member and their family. Any conflict that might arise shall be decided in favor of the immediate family.
- B. The Departmental Liaison Officer shall serve as the primary coordinator of the official Department funeral protocols, in accordance with the desires of the immediate family.
- C. The Department Support Team Site Coordinator shall be responsible for coordinating the on-site tasks for the specialty units, funeral motorcade, Honor Guard, bagpipes and bugler, 21-gun salute, "final call" and other appropriate services.
- D. The Department shall provide six pallbearers from the Honor Guard or from the member's work unit, if requested by the family.
- E. General Funeral Procedures:
 - 1. All agency facilities shall lower flags to half-mast from the period shortly after the death of the member until 5 p.m. on the day of the funeral.
 - 2. The funeral procession to the gravesite shall display traditional honor and respect to the deceased Police Department member. Intersections and traffic shall be appropriately stopped. Headlights and emergency lights shall be turned on. All vehicles following the family shall be in single file.
 - 3. Members attending in uniform shall wear the appropriate dress uniform including long sleeve shirt, tie, hat and all accessories as set forth in policy. Badges shall be covered with a black mourning band on the day of the funeral.
 - 4. Non-uniformed members shall wear appropriate civilian attire displaying badges or ID covered with a black mourning band on the day of the funeral.
 - 5. Uniformed members may be asked to report to a pre-designated assembly point away from the place of services for inspection and

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- briefing. From this assembly point, members shall proceed to the place of service, timing their arrival as a group.
6. While inside buildings, members shall remove their hats and hold them under their left arm. They shall move in an orderly manner to the place reserved for them. Officers shall not wear sunglasses inside the facility.
 7. While seated, members shall sit with hats in lap.
 8. Non-uniformed members may proceed into the facility without the need of assembling.
 9. Cell phones shall be turned off or muted. Only the radio designated for the "final call" ceremony shall remain on.
 10. The protocol and traditional ceremonial honors provided to law enforcement officers who die in the line of duty will be offered to the family but may vary depending on the family's desires and other circumstances.
- F. In the event of a non-employment related death involving an active or retired sworn or civilian Department member, the Department, at the request of the family, may provide the following services for the funeral ceremony:
1. Marked patrol vehicle(s) and motorcycle escort for the funeral procession,
 2. Sworn or civilian pallbearers, and
 3. Ceremonial posting of the Honor Guard at the funeral home, church service, and grave site.
 4. A United States of America flag shall be presented to the family of any law enforcement member or retired or honorably discharged military service member.
 5. The Chief of Police may authorize official Department honors for members of other law enforcement agencies, as appropriate.

VI. NON-EMPLOYMENT RELATED SERIOUS INJURY OR DEATH

- A. In the event a member is seriously injured or dies while not at work or on duty, as the Watch Commander becomes aware of the situation, they

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shall immediately notify members of the Command Staff who shall notify the Chief of Police or designee. The Chief shall notify the member's supervisor.

- B. The Watch Commander or Employee Resource Staff shall retrieve the Confidential Line-of-Duty Death Form and provide the information to the member's Division Commander and other relevant parties for immediate action.
- C. Upon reviewing the totality of the circumstances, and in accordance with the desires of the Confidential Line-of-Duty Death Form and the immediate family, the Chief of Police may implement any or all procedures.
- D. In the event of a non-employment related serious injury or death of a Department member, the Chief will determine the level of agency involvement in funeral arrangements depending upon, but not limited to, where the member lives and the desires of the family.

VII. ADDITIONAL CONSIDERATIONS

A. Immediate Squad or Unit Members

- 1. The needs of the immediate squad, unit members, or any other department member identified as close to the deceased or seriously injured member shall receive special consideration given their relationships.
 - 2. The immediate squad or unit members are encouraged to participate in any Department efforts to assist the family of the deceased or seriously injured member. The appropriate Division Commander shall make accommodations, in coordination with the Family Support Team Leader, to facilitate this effort.
 - 3. In addition, the Division Commander may assign other personnel within their command to provide assistance with the family or to facilitate the involvement of the squad or unit members.
- B. In the event a supervisor suffers a serious injury or death, the Bureau Commander shall assign another supervisor to oversee the squad/unit during the initial stages. The supervisor shall assist with providing information and direction to the squad until relieved of such duties.

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VIII. PUBLIC INFORMATION OFFICE

- A. The Public Information Officer shall coordinate with the Family Support Team and Department Support Team to respond to media inquiries regarding the emotional state of members of the family and the Department. In addition, the Department's Support Teams Assistant Team Leader shall serve as the contact person regarding the release of funeral service protocol with the PIO.
- B. The Public Information Officer shall coordinate with the Criminal Investigations Bureau Commander to ensure the appropriate release of information regarding the criminal investigation.

IX. PATROL OPERATIONS

- A. In the event of an employment related serious injury or death of a sworn member, the Deputy Chief in charge of Operations shall designate one of the District Commanders to oversee all immediate patrol operations.
- B. The Deputy Chief in charge of Support will respond to the Tallahassee Police Department's Headquarters and ensure coordination of all other related events including but not limited to the notification process and formation of the Department's Support Team.

History: issued 12/15/2000, revised 05/15/2003, revision and title change 03/05/2025.