

**Tempe Fire Department Policies and Procedures**  
**Family Notification of Injury**  
**105.12**  
**Rev 5-11-07**

**PURPOSE**

The purpose of this procedure is to outline the responsibilities, and to provide guidelines for communicating serious illnesses or on-duty injuries of Fire Department members to their families and other members of the Department.

**PROCEDURE**

**SHIFT COMMANDER RESPONSIBILITIES**

- Insure that all personal effects are secured.
- Provide follow-up at the hospital in cases of on-duty injuries.
- Notify Fire Chief and/or Assistant Fire Chiefs.
- Assign, when appropriate, a family liaison officer (usually a chief officer).
- When appropriate, notify the Department's on call CIS Team member.
- Notify Member Welfare Union Officer and, when appropriate, a Department PIO).

**ADDITIONAL RESPONSIBILITIES (Shift Commander Family Liaison Officer)**

- Obtain information about the incident from the shift commander.
- Obtain information from personnel records regarding emergency notification (i.e., family or friends).
- Whenever possible, appropriate contacts should be made in person. Out of town contacts will be made by phone.
- Initial family contacts will be made in Fire Department uniform and in a marked Fire Department vehicle whenever possible.
- Once contact has been made, provide transportation to the hospital for the responsible family member.
- Assist in the arrangement of child care for young children when necessary.
- While at the hospital, seek assistance from hospital personnel to unite the injured member and the responsible family member and have the doctor explain the member's condition.
- Provide ongoing assistance/information to the family regarding sick leave, insurance, etc.
- Coordinate information, needs, questions, etc., with the City's Employee Benefits Supervisor in Human Resources through the Fire Department's personnel chief or injured member's immediate supervisor.
- Maintain family contact (unless the family specifies otherwise) to provide information to the Department as to the patient's progress.
- Phase-out of the liaison officer's involvement will begin when appropriate conditions exist. Some of these may include improved condition of the injured member, stability of the family, return to duty, etc.