FAMILY SUPPORT LIAISON DUTIES

ALTHOUGH THIS POLICY PROVIDES DIRECTION AND SPECIFICS AS TO THE ACTIONS OF THE AGENCY, THE WISHES OF THE FAMILY TAKE PRECEDENCE OVER ANY DIRECTIVE SPECIFIED IN THIS POLICY.

One staff member may be assigned to multiple liaison duties or multiple staff may be assigned to specific liaison duties as needed.

TRANSPORTATION LIAISON

A staff member will be appointed to arrange any transportation needed for family members or staff for the duration of the incident until up to 24 hours after the funeral/memorial service, if applicable. The transportation liaison will have drivers and vehicles at their disposal for assignment. The transportation liaison will arrange:

- To explain the duties of the liaison to the family or allow the family to designate the person they wish to perform the tasks.
- Transportation to and from the hospital or funeral home.
- Transportation for the family and escorts during the memorial service or funeral.
- Transportation of family to and from the airport.
- Transportation to other reasonable locations.

MEDICAL/HOSPITAL LIAISON

A staff member will be appointed to provide support to the family/fellow staff while the family is at the hospital. The medical/hospital liaison will ensure:

- The liaison has explained the duties of the liaison to the family or allowed the family to designate the person they wish to perform the tasks.
- Private and secure waiting facilities for the family and fellow staff are arranged at the hospital.
- A staff member will remain at the hospital throughout the incident to assist family members with any needs that may arise.
- The family is updated as soon as they arrive at the hospital.
- Family/fellow staff are informed of the hospital's policy about visitation with the injured employee or visitation with the body following demise, and explain why involvement of the medical examiner is necessary.
- The family is prepared for what they may see; the liaison will accompany them to the employee.
- Medical admission or billing personnel are made aware that any medical billing resulting from the line of duty incident will be considered worker's compensation and forwarded to the department's worker's compensation liaison.
    - The employee's residence address and next of kin information will be omitted on the admitting form. Unless otherwise directed, only department addresses will be used.
    - Do not ask a family member to sign as guarantor of payment for treatment.
    - Omit requests for any insurance information.
- Security is provided for the family at the hospital during the incident. Good will of the public may bring citizens to the hospital who are total strangers to the family. The safety, security, and welfare of the family is a priority function at the medical facility.

- Members of the media will not be provided access to family members unless otherwise directed. Any media requests will be forwarded directly to the ODOC Communications unit.

MEMORIAL/FUNERAL SERVICE LIAISON

A staff member will be appointed to serve as liaison between the funeral home and the family. Although the liaison should know the deceased employee and be aware of family relationships, the liaison will not be so emotionally involved with the loss that he/she would become inactive. If needed, a staff member from a neighboring facility may be assigned this liaison duty. The memorial/funeral service liaison will ensure:

- The liaison has explained the duties of the liaison to the family or allowed the family to designate the person they wish to perform the tasks.
- Constant availability to the family until relieved.
- A list of churches with seating capacities large enough to accommodate attendance at the funeral is prepared.
- Appropriate seating is reserved and designated for dignitaries that may be attending the service.
- A meeting with the family and chaplain regarding funeral/memorial arrangements is conducted and assist with coordination of agency services/activities for the memorial service/funeral. The needs of the family come before the wishes of the department. The department will only make the family aware of what they can offer in the way of assistance, such as:
    - Assistance of the chaplain
    - Provision of a properly prepared full uniform, to include badges, hardware, etc. for burial, if applicable
    - Honor guard functions
        - Memory guard at the funeral home
        - Rendering honors at the funeral/memorial service
        - Presentation of flag
            - American flag if employee was military
            - Oklahoma flag if employee was non-military
        - Playing of taps if employee was military; if non-military, playing of Amazing Grace

PUBLIC INFORMATION LIAISON

A staff member from the Communications unit will be designated to handle the media. In the event the family should decide to grant an interview, this staff member will attend and offer to screen all questions presented to the family prior to the interview to guard against jeopardizing upcoming legal proceedings.

SECURITY LIAISON

When circumstances warrant, a staff member will be appointed to serve as liaison to provide security support to the family as needed. The security liaison will ensure:

- The liaison has explained the duties of the liaison to the family or allowed the family to designate the person they wish to perform the tasks.
- Staff will be posted at the residence from the time of the family notification through eight hours after the funeral/memorial service.
- Provision of security for the family at the family residence. Good will of the public may bring citizens to the family residence who are total strangers to the family. The safety, security, and welfare of the family is a priority function at the residence.
- Members of the media will not be provided access to family members unless otherwise directed. Any media requests will be forwarded directly to the ODOC Communications unit.
- Staff will be assigned to conduct routine residence checks for as long as reasonable following the incident. Staff will also inquire if any harassing phone calls are being received, check the welfare of the family, and provide any assistance as needed.