



HUMBERSIDE FIRE AND RESCUE SERVICE

SERVICE SUPPORT

FUNERALS/DEATH OR LIFE CRITICAL CONDITION (IN SERVICE)

Owner	Director of Service Delivery Support
Responsible Person	SM Service Support
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1. INTRODUCTION

Humberside Fire and Rescue Service (HFRS) will maintain a positive public image through the application of uniform dress codes and standard of appearance.

Other than at change of watch, parades, presentations and ceremonial duties will be confined to ceremonial occasions, visits by dignitaries and members of the Royal Family, displays and funerals. Such parades are invariably witnessed by members of the public and it is important that personnel taking part present the best possible uniform appearance. The officer in charge of the parade should where possible arrange at least one rehearsal before the actual event and for funerals members of the official contingent should be briefed beforehand.

Effective health and safety management, procedures and control measures have assisted in reducing the risks encountered by Service personnel but it is impossible to eliminate all risks, so death and serious injuries do occur.

Death or life critical conditions can affect employees due to medical conditions that are not safety event related. Although these situations are not required to be reported to the Health and Safety Executive (HSE) under the Reporting of Injuries and Dangerous Occurrences Regulations (RIDDOR) they are included in this procedure.

2. EQUALITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

3. FUNERALS

Upon being notified of death of a serving or ex-serving member of the Service, the Chief Fire Officer and Chief Executive or his designated nominee should consider offering to the next of kin the Service's involvement in the funeral as follows:

Serving member dying whilst attending an incident

Full Fire Service funeral including:

- parade of personnel
- use of fire appliance as a hearse
- appropriate personnel as pall bearers in Dress Code 3 A-C (Formal Dress Uniform) with
- medals, and,
- funeral cortege passing the appropriate station where a salute will be given by personnel.
- Consider offering a Service/Union flag.

Serving member dying on or off duty:

- appropriate personnel as pall bearers in Dress Code 3 A-C (Formal Dress Uniform) without medals, and,
- funeral cortege passing the appropriate station where a final salute will be given by personnel.
- Consider offering a Service/Union Flag

Death of an ex member:

- funeral cortege passing the appropriate station where a final salute will be given by personnel in Dress Code 1 (Standard Dress) without medals, or, if considered appropriate, Dress Code 3 (Full Undress Uniform), without medals.

Attendance of Service personnel at a funeral service:

Where paragraphs a) to c) (above) are not deemed appropriate, the Fire Service may be represented by the Chief Fire Officer and Chief Executive or designated nominee(s). If considered appropriate, Dress Code 3 (Full Undress Uniform) may be worn without medals.

Note: At all times consideration should be given to uniformity of appearance.

4. STANDARD OF DRESS

Non-uniformed and uniformed support staff who attend as part of a funeral cortège or service.

- Uniformed Support Staff should wear Dress Code 1. (Standard Dress Uniform) without medals.
- Non-uniformed Support Staff should wear appropriate smart casual dress.

Death or Life Critical Condition (In Service)

There are a number of objectives that the Service needs to consider when a death or life critical conditions is identified.

They include:

- Providing welfare and support arrangements to families, employees and other parties.
- Notifying external agencies of death / life critical condition within the specified timescales when required.
- Provide information to the media in a timely and sensitive manner.
- Make arrangements to continue to provide a normal service to the communities of HFRS.
- Investigate the cause of death / life critical condition if necessary to enable preventative measures to be introduced to prevent reoccurrences.

- Initiate actions to mitigate the risk of the Service facing civil or criminal proceedings arising from actions after the death or life-threatening injury.
- Strengthening the Service's capability to respond to a death or life critical condition.
- Provide the relevant information to interested parties such as the Police and Coroner.

Media

Media interest following a death or life critical condition may be intense and sustained for several months/years. Appropriate use of the media will help to avoid rumour and misinformation that may cause distress to those affected and their families.

Any approach for interviews unannounced should in the first instance be directed to the Corporate Assurance Section. If they are not available any sensitive media should be forwarded to the duty Director. In any event the duty Director is to be informed.

Notification of death / life critical condition

All notifications of death or life critical condition are to be forwarded to Service Control at the earliest opportunity available.

Any department receiving notification from external organisation/source of an on-duty employee's death or life critical condition, **MUST** immediately forward this information to Service Control.

Welfare

- Family Liaison Officer (FLO) *
- Service Liaison Officer (SLO) *

*Preferably a middle manager or above, but not from the affected District / Section.

It is possible that the handling of the immediate welfare needs of employee's families can be the most critical part of any response to a death or life critical condition.

Consideration must be given to the timings and method of notifying families of the deceased or injured person, as this has a direct impact on the immediate and long-term welfare of the family.

The duty Director with the line manager of the individual, in conjunction with the Police is to ensure the emergency contact are notified as soon as reasonably possible.

The duty Director will appoint a suitably trained Family Liaison Officer who will then in turn appoint a Service Liaison Officer.

The appointed individual tasked to notify the emergency contact of the death or life critical condition must **NOT** be appointed as a Family Liaison Officer. It is to be noted that in today's culture of social media, the informing of the next of kin must be completed as soon as practicably possible.

No correspondence is to be sent to the individual home address or work place.

Consideration must be given to Control personnel if they received or processed any sensitive information.

Welfare needs may include the following:

- Emotional support.
- Financial support, including liaising with the relevant pension fund i.e. West Yorkshire Pension Fund / East Riding Pension Fund and the Fire Fighters Charity etc.
- Provision of Compassionate Leave.
- Practical support in the form of regular liaison and transportation to hospital etc.
- Consider if the individual was a sports and welfare member.

Responsibilities

Service Control:

Upon receipt of the notification of a death or life critical condition, Service Control must create an incident log to record actions as below:

- Notify the duty PO and Duty Director.
- Instigate the notification process for death or serious injury of operational firefighters to the office of the Chief Fire and Rescue Advisor.
- Inform the Corporate Assurance Section.
- Record the name of the individual.
- Note the time and apparent cause of death or life critical condition, if known.
- Record the location where death or life critical condition occurred.
- List the details of any other injured employees at the incident.
- Record the location or the hospital that the injured or deceased person is situated, or being taken to.
- Notify the relevant hospital / agencies of the name of any contaminant if hazardous materials are present.
- Mobilise additional resources if requested.

Duty Director (Area Manager):

Following the notification of a death or life critical condition the duty Director will:

- Liaise with the police to ensure the emergency contact is notified as soon as reasonably possible.
- Appoint a Family Liaison Officer, of SM/GM or Grade 11/13 who must be

Appoint a Service Liaison Officer, of SM/GM or Grade 11/13 to be done by or with agreement of the FLO.

- Notify the Senior Leadership Team (SLT) who will notify the Fire Authority
- Notify the Chief Fire and Rescue Advisor Duty Officer by telephone on 0303 444 4101 for deaths and serious injuries to operational firefighters.
- Call a BIMT meeting, this should include discussions around financial donations into Service from members of the public.

Family Liaison Officer:

Once appointed the FLO will:

- Ensure the nominated emergency contact has been notified.
- Collate all relevant information prior to contact such as Emotional needs.
 - Financial needs – Gaps in salary/pension may need addressing.
 - Practical support – Transportation to hospital etc.
 - Details of The Firefighters Charity.
 - Representative Bodies e.g. FBU/Fire and Rescue Service Association, Fire Officers Association, Unison etc.
 - Make contact and use the Service Chaplin and/or other religious/faith mechanisms.
 - Consider discussing funeral arrangements and assistance from the Service.
 - Medical assistance from the Occupational Health Section.
 - The role of the FLO will remain, until it is deemed that all that can be achieved/all that is required has been done and that it is no longer required, possibly for a period of 12 months to offer support during important dates such as birthdays, Christmas and other anniversaries.
 - Offer to remove any Service issued items kept at the home address, as soon as appropriate to do so.
 - When appropriate obtain a copy of the death certificate and forward this to the HR Section to allow financial arrangements to be made.
 - Consider memorial events in conjunction with the SLO.

Service Liaison Officer:

Once appointed the SLO will:

- Contact the Family Liaison Officer and be a point of contact between the watch/section and the FLO.
- Ensure any welfare needs of the watch/section are addressed.
- Where the incident involves personnel on the On-Call Duty System, the Service Liaison Officer should act as the link between the nominated emergency contact, the Service and the individual's primary employer.
- Personal items in lockers/desks etc. are to be itemised, packaged and returned to the family via the FLO when appropriate.
- Service issued items in lockers/desks are to be itemised and returned to stores. e.g. PPE, Alerters etc.

Inform the following:

- Corporate Assurance Section
- Health and Safety Section
- Human Resource Section
- The Finance Section
- Occupational Health Section
- The Service Chaplin
- The Fire Fighters Charity
- The relevant Representative Bodies (e.g. FBU/Fire and Rescue Service Association, Fire Officers Association, Unison etc.).
- Operational Development / Training
- Ensure Service Control have been informed

In addition to the above requirements, following the death on operational duty of a member of the UK Fire and Rescue Service the Fire Service College will hold a 'Bell Ceremony'. During this the Memorial Bell is rung and a minute's silence observed.

To enable this ceremony to be conducted the Service Liaison Officer shall notify the Fire Service College as soon as possible on:

- Tel: 01608 652154 / 65083
- Fax: 01608 652155 / 651788.

Corporate Assurance Section:

Following the notification of a death or life critical condition the Corporate Assurance Section will:

Liaise closely with the FLO/SLO.

- Publish details of funeral arrangements.
- Continuously monitor the media coverage of an incident informing the duty Director daily of the content and potential impact it may have.
- Report immediately any media coverage that changes significantly in bias or where the media make new/unexpected claims of a negative nature.
- Arrange if necessary for a Book of Condolence, both electronic and hard copy to be produced for a period of 2-3 months after the event.

Service Provision

The death or life critical condition of a colleague will have a direct impact on Service morale. If necessary an affected station should be taken 'off the run'. In the event of the deceased / injured not being at their home station then consideration should be given to taking affected personnel 'of the run'. In the event of the employee not being station based consider removing colleagues from work activities at the individual's place of work.

Funeral Arrangements

The FLO is to liaise with the emergency contact, and upon request the Service will assist in the provision of funeral arrangements via the SLO. The Corporate Assurance Section will be responsible for promulgating details of any funeral arrangements.

Flags

See Special Occasions Policy for guidance on the flying of flags at Service Premise.

Post-Incident Considerations – if applicable:

Following the closure of the incident, the following actions should be considered:

- A debrief of how this policy was implemented, including representation from representative bodies and multi agencies if necessary.
- A report identifying all aspects of how this policy was implemented should be produced for the Senior Leadership team (SLT).
- Advice should be sought from the duty Director before beginning any debrief process to determine if the findings could affect any investigation or civil claim being made against the Service.
- Care should be taken to ensure that anniversaries of the incident and memorial dates are appropriately marked.

**If you require any further guidance in relation to this policy,
please contact Service Support SM.**

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