



Family Liaison Officer Checklist

The Family Liaison(s) ensure all the family's needs are being met. The Family Liaison must be in constant communication with the Chief, Sector Officers and/or Coordinators as to what the needs of the family are and how the various sections can help. The Family Liaison(s) arguably perform the most intense and time demanding job in this process.

Family Liaison Sector

- ✓ Accompanies the Chief of the Department to the family for notification of the serious injury and/or death of a fellow firefighter.
- ✓ Plan to remain with the family to assist with any needs they may have, like possibly driving them to the hospital.
- ✓ The Family Liaison and/or Chaplain remains with the family provides the Chief with the choice of remaining with the family, as well, returning to the scene, or simply to leave the family's home to manage the needs of the department.
- ✓ The Family Liaison and/or Chaplain can help to shield the family from having to interact with too many well-meaning visitors during the first few hours.
- ✓ Assist with contacting or transporting relatives, if needed.
- ✓ Offer to accompany the family when they view the deceased.
- ✓ Help the family identify a mortuary, cemetery, church, reception location, etc.
- ✓ Help the family determine the type of internment (burial, cremation, etc.)
- ✓ Determine if the family wishes to have a visitation (closed casket) or viewing (open casket).
- ✓ Determine if the family wants a fire service funeral.
- ✓ Determine if the family wants a public or private service.
- ✓ Help locate wills, trusts, or other guiding documents.
- ✓ The Family Liaison must be ready to accompany the family, when requested, to assist them at the funeral home, the cemetery, or other location(s).
- ✓ Explain fire service protocols to the family. Explain the Level of Honors (Appendix I) and determine what fire service services they want.
- ✓ Keep the family informed of the department's progress planning the services. Consider having a family member present during the planning meetings.
- ✓ Be sure the family's wishes are always honored.
- ✓ Consider multiple liaison's when family dynamics may dictate.
- ✓ Explain all the details of the upcoming event with all prominent family members. Be sure they know exactly what to expect at all times and be sure they agree with everything being done
- ✓ Following the funeral, stay in touch with family. Discuss annual remembrances and other honors with them. Don't make promises you can't keep!
- ✓ Assist as needed with benefit applications.
- ✓ Insure someone has determined their eligibility for the PSOB and other benefits.