

PALM BEACH COUNTY FIRE RESCUE

GUIDE TO FUNERAL AND MEMORIAL SERVICES



3rd Edition

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PALM BEACH COUNTY FIRE RESCUE

GUIDE TO FUNERAL AND MEMORIAL SERVICES

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Introduction

The purpose of this guide is to assist the Fire Rescue Administrator in making decisions and duty assignments in the event there is a death to a member of Palm Beach County Fire Rescue. This document will also serve as official guidelines for funeral services for retired PBCFR firefighters, other persons related to the fire service, and/or other personnel representing another Fire Rescue agency. It is intended to guide the surviving members of Palm Beach County Fire Rescue in one of the most important missions, giving honor to our fallen colleagues and caring for their families in every possible manner. This guide is the primary resource for funeral and memorial services and is referenced in the Operational Procedure # I-48, Funeral and Memorial Services. The information to quantify the guide is a culmination from several resources and will serve as the reference for ceremonial of protocol.

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Definitions

Active Member

A full-time paid member, of Palm Beach County Fire Rescue in an active capacity.

Affiliate Members

An individual that has served in some capacity with the department such as a Commissioner, Fire Rescue Advisory Board Member or Trustee, reserve or cadet member, CAT member or Active Duty Firefighter from another department or Law Enforcement Officer, etc or as determined by the Fire Rescue Administrator.

American Flag

Any active or honorably discharged member of the United States Armed Forces and United States Fire and Law Enforcement Services should have the American Flag draped or displayed on the casket. At time of interment, the American Flag will be folded and presented to surviving family "On behalf of a grateful nation." If deceased was a member of the Armed Forces then Representatives from the Armed Forces, VFW, American Legion, etc., shall have first right of folding and presentation to the family. If unable to obtain members from these groups, the fire department should undertake this responsibility.

Badge Shrouds

Black bands or shrouds is used to cover a horizontal portion of the uniform badge as a reflection of "*in mourning*" and should be worn by members of Palm Beach County Fire Rescue and other uniformed personnel.

Bagpipers

Used in traditional fire service ceremony. "Pipers" accompany and play music during movement of the casket and, if desired, during the service.

Bell Service

This bell service consists of a portable fire department bell that is traditionally tolled at the conclusion of the religious ceremony. One member reads a statement regarding the deceased's last alarm. A second member tolls the bell at the conclusion.

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Bugler

The final taps can be one or two personnel playing trumpets sounding the traditional military taps at the interment site.

Chaplain

Clergy that are officially members of a department should officiate.

Color Guards

A formally trained unit of members carrying the national and local flag in accordance with accepted standards.

Crossed Ladders

The use of two aerial trucks crossing extended ladders or booms (with the American Flag hanging from the apex) located at or en-route to the cemetery. When the flag is displayed over the middle of the street it should be suspended vertically with the union to the north on an east and west street or to the east on a north and south street.

Dismissal Officer

Members of the fire department that are assigned to coordinate clean-up of venue/s after the service is over.

Documentation Unit/Officer

Appointed by Funeral Planning Committee to document and record all visiting agencies attending event.

Eulogy

Fire service member(s) and other personnel speaking in remembrance as part of the funeral service.

Fire Engine Caisson

The use of a fire department pumper for carrying the casket.

Fire Service Flag/American Flag

A flag to adorn the casket at the wake and funeral service.

Flower Unit

The use of a fire department vehicle for the transportation of flowers during the procession.

Funeral Director

The organization selected by the family to make the appropriate arrangements and who must be involved in all planning or providing funeral honors.

Hearse

Vehicle provided by the funeral director for carrying a casket.

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Honor Guards

One or two uniformed members of the fire service standing guard at the casket during the wake.

Honor Detail

Uniformed department members and visiting department members present to pay tribute.

Inactive Member

A retired, former or pensioned member of Palm Beach County Fire Rescue

Job Related Non-Traumatic Injuries

A non-traumatic injury that is strongly believed or has been proven to be attributable to the job. Examples: Heart attack, stroke, etc.

Job Related Traumatic Injury

A blow to the body by an outside force, i.e., crushing injuries suffered in a building collapse, apparatus accident or fall. Burns, smoke inhalation and such climactic injuries as heatstroke or frostbite are considered traumatic injuries.

Line-of-Duty Death (LODD)

The death must be the proximate result of a traumatic injury sustained in the line of duty or certain eligible heart attacks or strokes.

Non-Job Related Death/s

This category comprises the natural and traumatic, that is not Fire Rescue related causes of death for active or non-active and retired members.

Pallbearers

Active: Uniformed members assigned to carry the casket. Honorary: Uniformed members not assigned to carrying the casket; however, they are planned in an honorary position leading this casket.

Station Bunting

Mourning drapes that are placed on the outside of public buildings and fire stations.

Vehicle Bunting

Mourning drapes that are used to decorate fire vehicles participating in caisson or flower unit.

Walk Through

A predetermined time during the wake when uniformed members and dignitaries enter or rehearse for a unified tribute.

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Section 1:

Notification of Death Procedures



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INTRODUCTION

Each year in the U.S. Fire Service, over 100 firefighters die during the course of emergency operations. It is the responsibility of all fire department members to honor the fallen with attendance in proper attire to pay their final respects.

FAMILY NOTIFICATION

The notification process is multifaceted and can be implemented in the event of a serious injury or death to a member of the department. Implementation of stand-alone sections of this manual without activating the plan completely is acceptable. The decision of whether to implement this plan, partially or completely, rests with the Fire Administrator, or appointed designee. The importance of the next of kin notification cannot be over-emphasized. This process will set the tone for many difficult days, weeks, months and years for the surviving family. Sensitivity and compassion are imperative. Therefore, family notification should be made as quickly as possible to avoid the family receiving a notification from another outside party. The media may employ many efforts to seek out the name of the fallen firefighter. The Department will use all necessary measures to protect the next of kin from unwanted media exposure.

Fire Administrator's Responsibilities

Upon notification of a death, the Fire Rescue Administrator or designee will arrange to meet with the immediate family to express the sorrow of the Department and to offer assistance to the family.

During the notification component, the Fire Rescue Administrator may:

- ✓ Have a staff or other personnel accompany them to notify the family.
- ✓ Have a Rescue unit standby. If this is done, the apparatus may standby near the residence or site, but not in view.
- ✓ Ask if the department can assist by notifying immediate family members (parents, brothers and sisters).
- ✓ Offer a support system of clergy, relatives and friends, with the permission of the family.
- ✓ Advise the family that the Department has a process that involves the teamwork of individuals who will contact them to assist with the necessary arrangements.
- ✓ Determine if the Department can pick up any children who may be away at this time.
- ✓ Advise the family of possible media calls. Unwanted media exposure will only add to the difficulty of this tragedy. Suggest that a friend of the family screen their incoming calls.
- ✓ Assure the family that their wishes are the Department's number one concern.
- ✓ If applicable, advise the family that an autopsy may be required to qualify for certain line-of-duty death benefits.

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- ✓ Remind the family that they do not have to make any immediate decisions regarding services, mortuary, wills, etc. The Department Funeral Coordinator can assist the family with any immediate needs.
- ✓ Notify the county, state and federal agencies if it is suspected that a line-of-duty-death has occurred.
- ✓ Notify Local 2928 representatives.
- ✓ Ensure American flags are lowered according to the type of funeral service provided.
- ✓ Appoint an “Administrative Services Representative” for the family. This person will remain committed in applying for survivor benefits on behalf of the family and making official notifications to government agencies (Notifications, State and Local death benefit payouts, free college tuition to all surviving children, etc.).

DEPARTMENT NOTIFICATION

Following the notification of death to the immediate family, the Fire Rescue Administrator will ensure the Department is notified next. The importance of the Department notification must include open and accurate information to assist everyone in dealing with the tragedy.

The following is an acceptable practice for the release:

- ✓ For a line of duty death, the Fire Rescue Administrator will order an ALL-FIRE notification to be released notifying personnel of the death.
- ✓ For an active member, the Fire Rescue Administrator or designee of the affected section will order an ALL-FIRE notification to be released notifying personnel of the death.
- ✓ For a person related to an active member (mother), the notification announcement will be placed in the Important Announcement Section of the Department’s internet.
- ✓ For a retired member, the Fire Operations Officer will release an ALL-FIRE notifying personnel of the death.
- ✓ Department notifications will advise department personnel to refer to the Funeral Guide and/or policy to review key elements of funeral procedures. The department may use various resources to communicate information such as personnel email, Sharepoint (Intranet), etc.

Information in the First Notification to Department:

- ✓ Employee name, rank and years of service with the department.
- ✓ Family Liaison, if established.
- ✓ Status of the American Flag (Half-Staff, how long).
- ✓ Personnel to cover badge orders.
- ✓ Reference to Professional Appearance Standard Policy #I-2.

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- ✓ Reference to Funeral and Memorial Services Policy #I-48.
- ✓ Reference to Funeral and Memorial Service Guide ([click link](http://pbcportal.pbcgov.org/pbcfr/DepartmentForms/I-48_GuideToFuneralAndMemorialServicesForm.pdf)).
http://pbcportal.pbcgov.org/pbcfr/DepartmentForms/I-48_GuideToFuneralAndMemorialServicesForm.pdf
- ✓ Reference to Uniform and Ceremonial Essentials Guide ([click link](http://pbcportal.pbcfr/Manuals/Pride%20and%20Protocol%20Uniform%20Essentials%20Guide.pdf)).
<http://pbcportal.pbcfr/Manuals/Pride%20and%20Protocol%20Uniform%20Essentials%20Guide.pdf>

FUNERAL PLANNING COMMITTEE (FPC)

Upon notification of a death, the Division Chief of the Rescue Office will serve as the chair of ad hoc Funeral Planning Committee (FPC). The purpose of the FPC is to ensure the needs of the family and Department are accomplished through teamwork, and cooperation of all members and to reduce duplication of efforts. The Division Chief will report to the Fire Rescue Administrator or designee to ensure requested department logistical support is provided.

The FCC is composed of:

- ✓ Battalion Chief/ Incident Commander (IC)
- ✓ Crisis Mitigation Coordinator
- ✓ Public Information Officer
- ✓ Administrative Services Representative
- ✓ Honor Guard Commander
- ✓ Local 2928 Union Liaison/ Firefighter Benevolent Association

The FPC receives information from the designated Family Liaison Officer on the needs of the family and/or Department. The Chair of the FPC is responsible for sharing these needs with the Fire Rescue Administrator, and upon approval, providing the logistical support necessary to complete desired requests.

BATTALION CHIEF/ INCIDENT COMMANDER

The Battalion Chief on duty the day of the funeral in the battalion where the funeral will take place will serve as the Incident/Event Commander (IC). This officer will be decided upon as soon as the date and location of funeral is finalized and confirmed.

CRISIS MITIGATION COORDINATOR

The Crisis Mitigation Coordinator contacts representatives from the Critical Incident Stress Management Team, Fire Department Chaplain, Employee Assistance Program, Community Assistance Team, and Local 2928 to ensure they are available to work together as a cohesive unit to effectively meet the emotional and mental needs of PBCFR personnel and family. The members will ensure mental and emotional needs are identified, prioritized, and a plan to meet these needs are recommended to the FPC.

During the notification component, the team members will:

- ✓ Provide reassurance to the family after the official notification of the next of kin.
- ✓ Notify the department Chaplain as they may be asked to accompany the Fire Rescue Administrator to notify surviving family.
- ✓ If the incident involved a line-of-duty-death, the affected crews will require immediate emotional services and possible release from duty.
- ✓ Identify the types of services (grief counseling, spiritual, CISM, EAP, Peer Counseling, IAFF, etc.) available to the family and/or members of PBCFR.
- ✓ Coordinate the scheduling of emotional and mental support sessions for the family.
- ✓ Coordinate the scheduling of defusing for the department. Department personnel debriefings are done through the CISM Coordinator. Family members and significant others who may have been emotionally affected by a serious injury or death of a firefighter will be offered a family debriefing. Family debriefings are done through the EAP Coordinator. Debriefings will also address what to expect and how to handle the survivors who are dealing with this loss.

PUBLIC INFORMATION OFFICER (PIO)

The Public Information Officer (PIO) is responsible for coordinating and disseminating all information regarding the deceased to the media and other departments. Names of injured or deceased firefighters will not be released prior to the notification of the next of kin and must be authorized by the Fire Rescue Administrator.

During the notification component, the PIO is responsible for:

- ✓ Schedule any required interviews, news conferences or develop written press releases.
- ✓ Notification of the death and pertinent information to :
 - Neighboring Fire Departments
 - Palm Beach County Government/ Board of County Commissioners
 - Palm Beach County Fire Chiefs Association

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- Palm Beach County Fire Rescue Advisory Board
- Florida Fire Chiefs Association (FFCA)
- National Fire Chief Association (NFCA)
- ✓ Develop a complete biography of member(s) and recent pictures to be used for the services and by the press.

ADMINISTRATIVE SERVICES REPRESENTATIVE

The Administrative Services Representative (ASR) is responsible for reviewing and compiling any potential death benefit information on behalf of the department and/or for the family. The ASR will work closely with the county, state and federal agencies if a suspected line-of-duty-death has occurred.

During the notification component, the Administrative Services Representative will:

- ✓ Make notifications to Federal Public Safety Officers' Benefit line-of-duty-death, State of Florida Firefighter Line-of-Duty Death (LODD), National Fallen Firefighter Foundation, etc.
- ✓ Review the Public Safety Officers' Benefit (PSOB) line-of-duty-death information and determine if any specific actions must occur (autopsy, blood work, etc).
- ✓ Remain committed to ensuring all benefit paperwork is accurately submitted.

HONOR GUARD COMMANDER

The Honor Guard Commander is responsible for notification and coordination of the Department Honor Guard and Pipes and Drums Corp. The Honor Guard Commander will ensure all details regarding ceremonial procedures are recommended and followed.

During the notification component, the Honor Guard Commander will:

- ✓ Notify all team members to determine their availability for upcoming services.
- ✓ If it is determined to be a Line-Of-Duty-Death (LOOD), the Honor Guard Commander will start the coordination for bunting of the station in accordance with this guide.

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LOCAL 2928 LIAISON

The Local 2928 Liaison is a vital link between the Department and Local 2928. This communication is essential to avoid duplication of effort and streamline the notification and funeral planning process.

During the notification component, Local 2928 Liaison will:

- ✓ Ensure notification to state and national organizations such as the Florida Professional Firefighters (FPF) and the International Association of Firefighters (IAFF).
- ✓ Make notification to other area and state union organizations, if appropriate.

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Section 2:

Types of Funerals / Honors Procedures



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INTRODUCTION

It is the responsibility of Palm Beach County Fire Rescue to show reverence and provide traditional fire department services for its deceased firefighter whether active or retired. Each employee should in turn realize and accept this responsibility by attending whenever possible.

TYPES OF FUNERALS

Operational Procedure # I-48, Funeral and Memorial Services Policy identifies the following types of funerals and honor associated with each type of funeral.

NOTE: The Fire Rescue Administrator or their designee may revise ENTITLEMENTS for each specific situation.

Palm Beach County Fire Rescue recognizes (5) types of funerals:

- Type I – Line of Duty Death (Full Honors)
- Type II – Duty Related Death
- Type III – Active Employee Death
- Type IV – Past Employee Death
- Type V – Affiliate of the Department

Type I Funeral – Line of Duty Death (Full Honors) - Reserved for High Risk Employees Only:

A Type I funeral will be provided for those personnel whose death is a direct and proximate result while performing authorized activities as defined by Public Safety Officers' Death Benefit Act (PSOB). This funeral service will also be provided for members who later die as a result of the injuries received while on duty. There may be other types of deaths that due to particular circumstances could be classified as "Line of Duty Death" by the Fire Rescue Administrator, or his designee.

ENTITLEMENTS:

- ✓ All work locations will fly the American flag at half-staff from notification of the death until the completion of the funeral services on the orders of the Chief of Department.
- ✓ All training with the exception of Recruit Academy will be cancelled for the day. *Recruit Academy Coordinator may elect to have recruits attend services with approval from Division Chief of Training.
- ✓ **Maximum of 6 E and 6 R from PBCFR in procession.**

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- ✓ All uniform personnel will wear black bands over their badges from the notification of the death until the day following the funeral service.
- ✓ Honor Guard with Pipes and Drums Corp may be utilized during the services.
- ✓ The work location of the deceased employee will be draped in black bunting for the day of the funeral.
- ✓ If apparatus procession route passes PBCFR station, those station(s) personnel will stand in front of the station in uniform. As the procession passes all personnel shall render a hand salute.
- ✓ For a funeral procession route that takes any major roadways, the companies of nearby stations may position themselves at major intersections and overpasses, with lights and personnel rendering a hand salute as procession passes.
- ✓ May have aircraft flyover honors.
- ✓ “Last Alarm Tribute” may be sounded over the Department’s communication system.
- ✓ The coffin shall be draped with National Colors.
- ✓ Flag folding ceremony shall be performed.
- ✓ Flag presentation of National Colors to next of kin shall be performed.
- ✓ Taps and Bagpipes may be performed.
- ✓ Aerial ladders crossed at the entrance to the service venue (i.e. church, cemetery, etc) with American Flag display.
- ✓ Ceremonial “Tolling of the Bell” tribute may be conducted.
- ✓ Local 2928 Engine/Caisson transport may be utilized.

NOTE: Any personnel, who die from a suicide, or an illegal act, will not be provided a Type I or II funeral. However, they may be eligible for a Type III funeral.

Type II Funeral – Duty-Related Death:

A Type II funeral will be provided for those personnel who death is result of performing authorized duties as approved by the Fire Rescue Administrator.

ENTITLEMENTS:

- ✓ All work locations will fly the American flag at half-staff from notification of the death until the completion of the funeral services on the orders of the Chief of Department.
- ✓ All training with exception of Recruit Academy will be cancelled for the day.
*Recruit Academy Coordinator may elect to have recruits attend services with approval from Division Chief of Training.
- ✓ **Maximum of 5 E and 5 R from PBCFR in procession.**

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- ✓ All uniform personnel will wear black bands over their badges from the notification of the death until the day after the funeral service.
- ✓ Honor Guard with Pipes and Drums Corp may be utilized during the services.
- ✓ The work location of the deceased employee will be draped in black bunting for the day of the funeral.
- ✓ If apparatus procession route passes PBCFR station, those station(s) personnel will stand in front of the station in uniform. As the procession passes all personnel shall render a hand salute.
- ✓ For a funeral procession route that takes any major roadways, the companies of nearby stations may position themselves at major intersections and overpasses, with lights and personnel rendering a hand salute as procession passes.
- ✓ “Moment of Silence Tribute” may be observed over the Department’s communication system.
- ✓ The coffin shall be draped with National Colors.
- ✓ Flag folding ceremony shall be performed.
- ✓ Flag presentation of National Colors to next of kin shall be performed.
- ✓ Taps and Bagpipes may be performed.
- ✓ Aerial ladders crossed at the entrance to the service venue (i.e. church, cemetery, etc.) with American Flag display.
- ✓ Ceremonial “Tolling of the Bell” tribute may be conducted.
- ✓ Local 2928 Engine/Caisson transport may be utilized.

Type III Funeral-Active Employee Death:

A Type III funeral will be provided for those personnel who die in an off-duty status.

ENTITLEMENTS:

- ✓ All work locations will fly the American flag at half-staff on the day of the funeral services until sunset on the orders of the Chief of the Department.
- ✓ **Maximum of 3 E and 3 R from PBCFR in procession.**
- ✓ All uniform personnel will wear black bands over their badges from the notification of the death until the day after the funeral service.
- ✓ Honor Guard with Pipes and Drums Corp may be utilized during the services.
- ✓ “Moment of Silence Tribute” may be observed over Fire Department’s communications system.
- ✓ Taps and Bagpipes may be performed.
- ✓ A single aerial ladder may be used at the entrance to the service venue (i.e. church, cemetery, etc.) with American Flag display.
- ✓ Local 2928 Engine/Caisson transport may be utilized.

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Type IV Funeral-Past Member Death

A Type IV funeral will be provided for those personnel whose death occurs after retirement from the Department.

ENTITLEMENTS:

- ✓ The work location of the past member will fly the American flag at half-staff on the day of the funeral services until sunset on the orders of the Chief of Department.
- ✓ **Maximum of 2 E and 2 R from PBCFR in procession.**
- ✓ All uniform personnel will wear black bands over their badges from the notification of the death until the day after the funeral service.
- ✓ Honor Guard with Pipes and Drums Corp may be utilized during the services.
- ✓ Arrange for “Moment of Silence Tribute” may be observed over fire department’s communication system.
- ✓ A single aerial ladder may be used at the entrance to the service venue (i.e. church, cemetery, etc.) with American Flag display.
- ✓ Taps may be performed.

Type V Funeral – Affiliate of the Department:

A Type V funeral will be provided for an individual who served in some capacity with the department. Examples are: PBC Commissioner, PBCFR Reservist, PBCFR CAT member, PBCFR Cadet, active duty member of another fire department, active duty law enforcement officer.

ENTITLEMENTS:

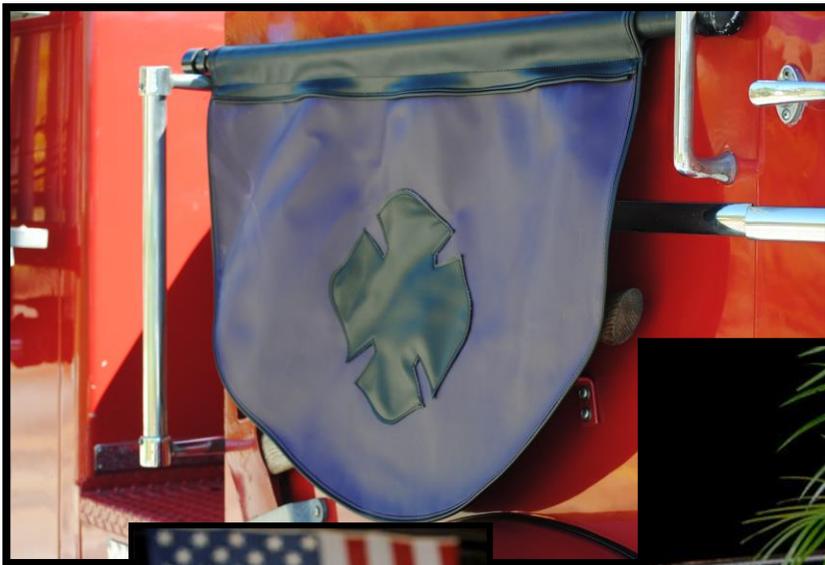
- ✓ Honor Guard with Pipes and Drums Corp may be utilized during the services.
- ✓ **Maximum of 1 E and 1 R from PBCFR in procession.**

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Section 3:

Funeral Planning Process



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INTRODUCTION

The funeral planning process for any family is a difficult time. The Funeral Planning Committee is designed to provide a variety of members that can assist in every facet to meet the needs of the family and Department in technical planning and conducting the funeral process.

Note: It is possible for the funeral or church services to be held in a community outside of Palm Beach County. To operate properly, all of the planning steps should be coordinated with officials and agencies of the involved jurisdiction. It is helpful to have representatives of both fire and police departments of the involved community present at the planning meeting to provide input.

FUNERAL PLANNING COMMITTEE (FPC)

During the funeral planning process, the Division Chief of Rescue Office will ensure the FPC is assembled to:

- ✓ Facilitate the wishes of the family.
- ✓ Coordinate technical planning process for the event utilizing Incident Management System (IMS) concept and process. Utilize PBCFR Funeral Event Action Plan (EAP) forms. [PBCFR IMS Funeral EAP](#)
- ✓ Provide emotion, mental, and spiritual support to the family and Department.
- ✓ Communicate the needs of the family and Department, prioritize the needs, and make specific assignments to accomplish the identified needs.
- ✓ Ensure all members cooperate as a team to properly support the family and Department.

To accomplish the above, the primary areas of responsibility are assigned as follows:

DIVISION CHIEF (COMMITTEE CHAIR)

During the funeral planning process, the Division Chief will:

- ✓ Assist family with coordination of funeral service through committee process and reports directly to Fire Rescue Administrator or designee.
- ✓ Designate and assign all members of FPC
- ✓ Authorize and oversees all technical planning and support logistics needed for event.

BATTALION CHIEF/ INCIDENT COMMANDER

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- ✓ Acts as overall operational event/ incident commander on day of event.
- ✓ Utilize Incident Management System (IMS) concept and process. Initiate and follow PBCFR Funeral Event Action Plan (EAP) form. [PBCFR IMS Funeral EAP](#)
- ✓ Assign and designate command staff needed for coordination of event details ie: staging officer, logistics, communications, medical group supervisor, traffic control officer, IC Aid, etc.
- ✓ Arrange with the FOO prior to the service for those station(s) personnel to be in front of the station in uniform if the procession route passes the station with all personnel rendering a hand salute.
- ✓ Coordinate with the FOO to determine if funeral procession route takes any major roadways. Ensures the FOO and dispatch will coordinate times with the units and the unit will position themselves at major intersections and overpasses, with lights and personnel rendering a hand salute.
- ✓ Coordinate with FOO to ensure all on duty training for the day is cancelled (Type I and Type II funerals only).
- ✓ Schedule first line apparatus (engine, rescue unit, staff cars) from the affected section for the funeral procession.
- ✓ Schedule aerial/s at the entrance of the burial site with American flag display.
- ✓ Schedule a Rescue Unit available during the funeral to handle medical emergencies (Medical Group).
- ✓ Arrange staging location for all processional apparatus.

CRISIS MITIGATION COORDINATOR

During the funeral planning process, the Crisis Mitigation Coordinator, will:

- Work with department CISM team, EAP, CAT and department Chaplain as a cohesive unit to provide emotional support to family and department members as needed.
- Assist in coordinating after-action Critical Incident Stress Debriefing (CISD) sessions for department members.

PUBLIC INFORMATION OFFICER

During the funeral planning process, the Public Information Officer will:

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- Maintain informational releases with Department as to situation/status and the funeral service.
- Serve as point of contact with outside agencies for informational purposes.
- Provide invitation to outside agencies for attendance at funeral and procession.
- Coordinate the video taping of services, by the Department, for family and Department use.
- Work with the family to arrange a plan for dealing with the media. The family may wish to have a member of the department speak for them.
- Organize all media coverage at any/all services. Pool coverage may be utilized to provide a less obtrusive presence. A media viewing area should be established in order to position the media in an area that will not detract from the services in any way. Work with the media, not against them. Good and positive coverage will help in the tribute to your fallen comrade. Remember that any media presence at the services is at the wishes of the family.
- At the family's request, prepare printed service programs for Vigil/Viewing and Memorial.

HONOR GUARD COMMANDER

During the funeral planning process, the Honor Guard Commander will:

- Coordinate the draping of black bunting (if applicable) the work location of the deceased employee.
- Obtain an American Flag for the casket if the member was in the United States Armed Forces or certain fraternal organizations.
- Coordinate the Fire Department ceremonies that will take place at the cemetery.
 - ✓ Pipes and Drums
 - ✓ Taps
 - ✓ Flag Folding
 - ✓ Rifle Salute (Past-Present Military/Law Enforcement as appropriate)
 - ✓ Tolling of the Bell
- Coordinate the attendance of assignment of visiting Honor Guards or Pipe and Drums Corps.
- Hold a (walk-through) practice session the day before the funeral, if possible. If not, it is imperative that ceremonial personnel report to the funeral home several hours before the beginning of the service for a protocol briefing and practice. Have the funeral director give instructions on how to handle the casket. The participants must know what is expected of them, and they must be able to perform their tasks with minimal supervision.

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LOCAL 2928

During the funeral planning process, the Local 2928 will:

- If requested, schedule the Union Local 2928 engine as the Department Caisson to transport the casket of the deceased.
- Provide full assistance to the family in processing widow or survivor's benefits.
- Contact the various agencies to determine if additional honors/tributes are available. Line of Duty Deaths may be eligible for specific honors from the following agencies:
 - ✓ Florida Professional Firefighters
 - ✓ International Association of Firefighters
- Coordinate with the International Association of Firefighters for the family to receive the Commemorative Line of Duty Death medal (if applicable).

FAMILY LIAISON OFFICER RESPONSIBILITIES

The primary responsibility of the Family Liaison Officer is to assist in family matters and be the link between the family of the deceased and the Department. The Family Liaison Officer will identify the final wishes of the family for the deceased and with a member of the FPC explain the level of services ~~that~~ the deceased member is entitled to according to Operation Procedure #I-48 and this guide. **It is strongly recommended the Family Liaison Officer use the Funeral Planning Checklist located in the appendix area of this guide.**

Once informed about the various traditional fire service funeral options available, the Family Liaison Officer will work with the family to identify their desired wishes. The Family Liaison Officer will report the desired arrangements to the Funeral Planning Committee. Once approved by the Division Chief/Chair, only the desired arrangements will be provided.

The Family Liaison should not be involved with the department's technical planning of the actual funeral service. The Family Liaison serves only as a "go-between" and a means of communication from the department to the family. This will ensure the Family Liaison is not over-burdened with emotional decision making details that may affect rational and judgment. The Division Chief/Chair of FPC will ensure the proper emotional support is afforded to the Family Liaison Officer throughout this process.

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During the notification component, the Family Liaison Officer will:

- ✓ If requested, will accompany the Chaplain and the Fire Rescue Administrator (or their designee) to notify surviving family.
- ✓ Use **Family Planning Checklist** located in appendix area of this guide.
- ✓ Share information with FPC on family desires for funeral based on **Funeral Planning Checklist**

FAMILY LIAISON OFFICER

During the funeral planning process, the Family Liaison Officer will:

- With a member of FPC discuss with family about traditional Fire Department funeral service based on category type. (See Section 2 Funeral Types). The Family Liaison Officer should use the Family Planning Checklist located in the appendix area of this guide.

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Section 4:

Ceremonial Services & Procession Procedures



INTRODUCTION

It is the sole responsibility for each member of Palm Beach County Fire Rescue to show reverence to a fallen comrade. This chapter will outline the appropriate protocol for procedures while preparing, and attending the ceremony, paying the final respects. Additional information

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on ceremony protocol can be referenced in the *Uniform and Ceremonial Guideline Manual*. While there is currently policies within the departments manual that reference this subject material, this section will serve as a guideline for all members to follow without referring to other policies that have only minimal procedures.

LOWERING OF THE FLAG TO HALF- STAFF POSITION

Upon notification to lower the American Flag at their station, the station officer will direct their personnel to lower the station flag to half staff. If the flag has not been raised for the day, the flag will be raised swiftly to the top with a pause at the top then slowly lowered to one half the height of the flag pole. If the flag is already at full staff, the flag is then lowered slowly to one half the height of the flag pole.

VISTING AGENCIES

It is traditional for other agencies to show your support and respect by sending personnel and apparatus to the funeral service. The Public Information Officer (PIO) is responsible for notifying personnel as to their assembly location through department communications. The FPC will appoint a Documentation Unit/Officer to document all visiting agencies participating so the Fire Rescue Administrator may send a personal letter of appreciation to the agencies and departments.

FUNERAL SERVICE GUIDELINES

A large contingent of visiting Firefighters probably will want to attend the funeral. Getting Department members and visitors from the funeral home to the church and assembling them for the arrival of the procession is difficult and time-consuming. If a church service is planned, instruct visitors to report directly to the church for assembly prior to the arrival of the funeral procession. If a church service is not planned, instruct all members and visitors to report to the funeral home for final assembly and salute.

Visitation

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- The ushers to be used for church services and visitation may be eight to ten Fire Department members. In the absence of family requests for specific individuals to act as ushers, the FPC may appoint a friend/s of the deceased to form the party of ushers.
- The Honor Guard may be utilized to escort personnel inside for visitation. The Honor Guard may also stand guard over the casket. The Honor Guard may periodically change out personnel assigned to this position.

Leaving the Funeral Home

- The Union Local 2928 Engine Caisson may be stationed in front of the funeral home.
- The Color Guard lines up to one side.
- Fire department officials and dignitaries line up opposite the Color Guard.
- Eight Pallbearers prepare to carry the coffin from the funeral home to the rear of the Caisson
- The Honor Guard Commander gives the following commands. "**Detail, Attention**" followed by "**Present Arms**" and a hand salute will be rendered
- Pallbearers march to the rear of the apparatus/hearse to load the casket. The first two enter the hosebed to assist loading.
- When the casket is in place, the Pallbearers stand facing each other, and the OIC commands, "**Detail, Present Arms,**" for a short hand salute by the Pallbearers.
- The Honor Guard Commander calls, "**Order, Arms.**"
- The Honor Guard Commander calls, "**Detail, Dismissed.**" The Color Guard and Pallbearers assume the next position, depending on the method of transportation (marching/riding) to the church.
- If it is impractical to use the street in front of the funeral home for loading the casket, the Color Guard and Pallbearers are present for the loading ceremony while the remainder of the contingent waits out front.

Marching

- If marching from the funeral home to the church or going directly to the cemetery, fire department personnel line up on the opposite side of the street, facing center. Visiting Firefighters line up on the near side.

- **If marching from the funeral home to the church, members line up in the following order:**
 - Pipe band/drummers

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- Color Guard
- County Officials
- Fire department members by rank
- Caisson/hearse (Pallbearers march as explained below)
- Family cars
- Friends' cars

Driving to the Church

- Determine an assembly point several blocks from the church for fire department personnel and the pipe band.
- The assembly point for visiting fire departments will be identified.
- Immediately after loading the casket at the funeral home, the Color Guard goes by van to the fire department meeting location.

- The Pallbearers dismount and march as follows:

- The OIC is in front of the apparatus.
- Three Pallbearers are on each side of the apparatus.
- Two Pallbearers ride the rear step.

- The apparatus procession line up in the following order:

- Law Enforcement escorts/ motorcade (if participating)
- Engine Caisson/hearse
- Next of Kin Vehicle(s)
- Funeral Home Officials
- Flower Caisson
- Apparatus from deceased member's station
- Palm Beach County Fire Rescue apparatus
- Other fire department apparatus
- Family's cars
- Friends' cars

At the Church

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- Prior to entering the church, all uniformed members will act as the Funeral Detail to form **“An Honor/Cordon Line”**.
- For formal and semi-formal funerals the Funeral Detail will take a position in front of the Church or Funeral Home in (2) facing ranks with the highest officials closest to the beginning of the file, followed by the Fire Department Chiefs in order of rank, followed the funeral detail in no order of rank.
- If the detail extends from outside to inside, those members inside the venue will remain covered until that portion of the funeral detail is over.
- The Honor Guard Commander commands the Funeral Detail to **“Attention”**, then **“Present Arms”** (hand salute).
- As the apparatus passes assembled members, a staff member follows giving the **“Order Arms”** command in segments.
- The apparatus moves to the front of the church and stops. (Stop the Caisson.)
- The pipe band assembles near the entrance and may play requested songs by the family.
- Pallbearers assemble at the rear of the apparatus, with two in the Caisson, and prepare to remove the casket.
- Officials line up near the entrance (leaving room for the Color Guard).
- As the Pallbearers move the casket from the Engine, the Honor Guard Commander will call the Funeral Detail to **“Attention.”** If the casket is draped with the flag, the OIC of the Honor Guard will order a hand salute as the casket passes. The command shall be **“Present Arms.”** All uniformed members will salute; otherwise, members in civilian attire will cover their heart until the command of **“Order Arms”** is given.
 - **NOTE:** During large funerals, holding the salute make take several minutes. The salute is held until the command is given to lower the salute.
- The pipe band may play as the casket is carried to the church door. (If the chaplain performs a blessing at the rear of the apparatus, the pipe band waits until the pallbearers begin to move before playing).
- After the casket passes and the order from the Honor Guard Commander is given for **“Order Arm”**, the next command will be **“Parade Rest.”** The Funeral Detail will move to the position of **“Parade Rest”** until the next command is given.
- When the casket, family and all officials have moved into the church or funeral home, the Honor Guard Commander will given the command to the Funeral Detail, **“Attention”**, at which time all members will snap to **“Attention”** and await the next command which will be to **“Fall Out”** and a direction will be given as to where all personnel are to assemble.
- In the church, the Pallbearers escort the casket to the front of the church, and the OIC follows.
- Typically all uniformed members will sit together in a designated area.

- When the ceremony is complete, direction will be given for all uniform personnel to reassemble into the Line of Honor/Cordon. All uniformed members will reassemble at

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their designated previous spots. Highest ranking official and Fire Chiefs will begin the line with all other members in no order of rank to receive the casket as it passes.

Leaving the Church

- Fire personnel, the Color Guard, and the pipe band assemble outside the church prior to the end of the services.
- At the end of the services and at the funeral director's signal, the Pallbearers, followed by the OIC, move to the front of the church and escort the coffin to the rear.
- The assembly OIC commands, "**Detail, Attention.**"
- When the casket arrives at the front of the church, the OIC commands, "**Present , Arms.**"
- The pipe band plays.
- The Pallbearers, led by the OIC, move slowly to the rear of the hearse/caisson to load the casket.
- After loading, the Pallbearers line up facing each other; the OIC commands, "**Detail, Present Arms**", and the Pallbearers give a hand salute.
- The OIC commands, "**Order Arms**" (for all personnel).
- The Color Guard leader commands, "**Color Guard, Dismissed**".
- The OIC commands, "**Detail, Dismissed**" (to Pallbearers).
- The Pallbearers, Color Guard, bugler, and OIC enter waiting fire department vehicles for transportation to the cemetery.
- Fire personnel and officials attending the cemetery services prepare to leave
- As the funeral procession leaves, the Honor Guard OIC orders, "**Present Arms**" for a hand salute.
- After the procession leaves, the commands "**Order Arms**" and "**Detail Dismissed**" are given.

At the cemetery

- Prior to the family's assembling, the pallbearers, honor guard and fire departments assemble either in a straight line parallel to the grave or four on each side, facing each other, with the chief of department at the front end.
- The casket is carried to the site accompanied by the Honor Guard and Pipes and Drums.
- The color guard assembles at the foot of the grave.
- The bugler positions away from the grave and awaits the command from the OIC.
- The funeral director drapes an American flag (if provided) over the casket or procures a pre-folded flag in a triangular shape and places it on the coffin.
- As the family arrives, the Honor Guard OIC commands, "**Detail, Attention.**"

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- The Chaplain conducts the service or leads in the final prayer.
- When finished, the Honor Guard OIC commands **“Present Arms.”** A hand salute is rendered, and the Color Guard presents arms and dips the departmental flag.
- The bugler plays taps.
- As taps is played, the salute is held while the Pallbearers, on signal from the Honor Guard OIC, fold the American flag into a triangular shape with only the blue field showing. The Honor Guard OIC retrieves the flag and presents it to the Chief of Department (or ranking Officer), who in turn presents the flag to the family (with the fire department’s condolences).
- The Honor Guard OIC commands, **“Order Arms.”** The Pipes and Drums typically play tunes such as “Amazing Grace”.
- The funeral director gives words of thanks from the family and indicates the conclusion of the services, and advises of the location of the gathering for family and friends.
- The Honor Guard OIC commands, **“Detail, Dismissed.”**

Family Planning Checklist

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1. Mortuary (Funeral Home) to be used after coroner's autopsy (have suggestions if no preference):

Name: _____
Address: _____
Phone: _____

2. Would the family like a formal Fire Department service? Yes _____ No _____

Explain what this entails (Type of Funeral): _____

3. Burial Preference? Burial _____ Cremation _____ Other _____

4. Has a cemetery plot already been purchased? Yes _____ No _____

If yes, location:

If no, preferred location: _____

5. Vigil/Viewing (calling hours)? Yes _____ No _____

Location: _____

Date: _____ Time: _____ Date: _____ Time: _____

(Usually one to two days prior to Memorial Service)

6. Memorial Service? Yes _____ No _____ Open to Public? Yes _____ No _____

Religious Preference, if any: _____

Location (large area if open service; Church, Theatre, Arena, Stadium):

Name: _____

Address: _____

Date: _____ Time: _____

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Open or closed casket? _____

7. Is there a religious requirement for burial time frame? Yes _____ No _____

If yes, when will burial or cremation need to be completed by: _____

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8. Interment (graveside) service? Yes_____ No_____

Location: _____

Open to public? Yes_____ No_____ Department involved? Yes_____ No_____

9. Can our Department assist with any out-of-town family arrangements such as, transportation or lodging? Yes_____ No_____

If yes, in what way: _____

10. Determine if there will be a need to assist the family with childcare needs during any of the services: _____

11. Does the family have a preference of pallbearers? Yes_____ No_____

If yes, six to eight will be needed in total. If no preference is made, assure the family that the Department will select the necessary and appropriate individuals. Preferred Names:

12. Family Contacts:

Name	Relationship	Telephone
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_____	_____	_____
_____	_____	_____

13. Preferred scriptures? _____

14. Preferred music? _____

15. Preference on presenters or speakers? _____

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16. Obtain all articles of clothing to be worn by the member for burial. The family should decide on burial in uniform or civilian clothes.

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17. Obtain recent photographs of the member for the Public Information Officer.

18. Would the family like donations in lieu of flowers? Yes_____ No_____

If yes, to whom_____

19. Military/Law Enforcement Honors or others? Yes_____ No_____

VISTING AGENCY FORM

Appendix A



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Name of Organization:

Point of Contact for Organization (Fire Chief, etc)

Organization Address:

Name and Rank of Personnel Attending:

Apparatus or Vehicle:

*Visiting agency sign in Sheet – The Chief of the Department will get a copy of this Post
Funeral to send recognition to all participating Departments.*

Resource Guide

Immediately - Notify the National Fallen Firefighters Foundation via the 24-hour line-of-duty death hotline at 866-736-5868. Through a collaborative effort with the Department of Justice, the Foundation has developed resources and training to help establish state and regional Local Assistance State Teams (LAST) to assist in the event of a line-of-duty death. The Foundation can put you in touch with your state Team Coordinator for invaluable assistance with funeral planning, benefits filing, and much-needed support for the family and the department. If you would like to speak directly with another senior fire officer who has lost a firefighter in the line of duty and can offer some professional and personal support, please contact the Foundation.

U.S. Fire Administration Firefighter Autopsy Protocol March 2008

https://www.usfa.fema.gov/downloads/pdf/publications/firefighter_autopsy_protocol.pdf

FIREFIGHTER LODD SOPS & RESOURCES:

<http://www.firehero.org/resources/department-resources/sops/>

State of Florida Firefighter Line-of-Duty Death (LODD) Resources:

http://www.myfloridacfo.com/division/sfm/BFST/Safety/LODD_FF-Memorials.htm

The 2016 Florida Statutes 112.191 Firefighters; death benefits.—

http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App_mode=Display_Statute&Search_String=112.191&URL=0100-0199/0112/Sections/0112.191.html

LOCAL ASSISTANCE STATE TEAM:

<http://www.firehero.org/resources/department-resources/programs/local-assistance-state-team/>

A Fire Chief's Guide to Preparing for a Line-of-Duty Death:

<http://www.firehero.org/resources/department-resources/programs/taking-care-of-our-own/>

PSOB/PSOEA Fact Sheets IAFF Department of Occupational Health and Safety Summary of the Federal (U.S.) Benefits for Public Safety Officers PSOB and PSOEA Programs:

<http://www.iaff.org/hs/lodd/facts.html>

IAFF - Line of Duty Death Notification, Assistance and Investigation Policy:

<http://www.iaff.org/hs/lodd/policy.html>

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Contact the Department of Justice's Public Safety Officers' Benefits (PSOB) Program. When you report a firefighter death, have basic information available on the incident, your department, and the fallen firefighter and his or her immediate next-of-kin. PSOB offers a lump sum death benefit to survivors of public safety officers who die in the line of duty from a traumatic injury or heart attack. There are many procedures that need to be followed. Call PSOB even if you are not sure whether your firefighter's family will qualify for benefits under this program.

Public Safety Officers' Benefits Program

1-888-744-6513

Email: AskPSOB@usdoj.gov

www.psob.gov

**Free of charge to all LODD LE, FF or EMS personnel - Wilbert Stainless Steel Triune®
burial vault or a high-quality urn.**

<http://www.wilbert.com/commemorating-first-responders/about-the-program/>

Advanced Planning Checklist

- Notify the Department Chaplain so they can make arrangements for clergy services if needed.
- May assist the family in suggestions as to the order of the service, including:
 - ✓ Readers of the Scripture
 - ✓ Music at the service
 - ✓ Who will deliver the sermon, eulogy, etc?

- Arrange for refreshments for participants after services. Plan for a large attendance.
- Provide assistance to the family in making calls to relatives and close friends.
- Answer incoming calls for the family or get messages to them at the hospital.
- Offer to assist with day-to-day tasks such as home maintenance, arranging childcare, or bringing meals and other necessities to the family.
- Develop map to site and procession route.
- Coordinate applicable radio broadcast such as the “Last Alarm” or Moment of Silence” over Department radio system at the burial site.
- Assign personnel to check-in and assemble visiting personnel and apparatus. The Visiting Agency Form in the appendix of this document may be utilized.
- Coordinate with department representative that schedules the law enforcement motorized escort from the funeral services to the burial site including safety brief for all drivers and assistant drivers.
- Fly Over (As appropriate)

- In cooperation with the family’s request, assist in making the following arrangements available.
 - ✓ Contact the immediate family to coordinate funeral services.
 - ✓ Arrange transportation for the family to make funeral arrangements.
- Arrange transportation to and from services on the day of the funeral
 - ✓ Flag draped casket
 - ✓ Casket carried on Department apparatus
 - ✓ Department Honor Guard
 - ✓ Procession including our Department and other agencies
 - ✓ Honor Guard at the viewing
 - ✓ Bagpipers
 - ✓ Motorcycle escort
 - ✓ Last Alarm Ceremony
 - ✓ Ladder Arch

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- ✓ Bugler playing Taps
- ✓ Eulogy and speeches
- ✓ Rifle Salute (Past-Present Military/Law Enforcement as appropriate)

- With the IC - Communicate with the family to determine:
 - ✓ The name, address and phone number of the funeral home
 - ✓ The church or other location where services are to be held
 - ✓ The Chaplain or clergy member's wishes for the services
 - ✓ Which funeral home will be used
 - ✓ The route from the funeral home to the church
 - ✓ The location of the cemetery
 - ✓ The route to the cemetery
 - ✓ Whether apparatus will be used as a hearse and or flower unit
 - ✓ Type of interment
 - ✓ Will the Military also be involved
 - ✓ Which church/large assembly area will be used
 - ✓ Which clergy will be used, including the department Chaplain
 - ✓ If the deceased will be buried in uniform
 - ✓ Number of primary pallbearers and whether honorary pallbearers will be used (should be a minimum of 6)

- Determine the length of the wake (if any) and tentative schedule
- Manage any VIP arrangements such as; airport pick-up, transportation, and lodging.
- Work with the family in planning the funeral. Remember that the family's wishes should always come first. If they want a private funeral, the department can still hold a memorial service.
- Secure a uniform for the burial, if the family wants a fire service funeral.
- Provide full assistance to the family in processing widow or survivor's benefits.
- **Give the family a copy of the Line-of-Duty Death Benefits Guide A Handbook for Survivors of Fallen Firefighters. Stay in Contact with the family and aid in processing the lengthy paperwork required for benefits. This can take Months/Years.**
- Contact various agencies to determine if additional honors/tributes are available.

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Line of Duty Deaths may be eligible for specific honors from the following agencies:

- US Fire Administration
- Florida State Fire Marshal
- United States Military
- Law Enforcement

Possible additional event positions:

- I.T. Liaison
- Motorcade Liaison
- Site Coordinators – Church, Memorial Site, Gravesite
- Food Unit Liaison
- Funeral Home Liaison



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