



ROLES FOR FAMILY LIAISONS

The family liaison is a facilitator for exchanging information between the family and the agency. It is her/his priority to ensure that all possible assistance is considered and utilized as resources become available.

The family liaison should be aware that the position is not one of a decision maker, but rather a facilitator.

RESPONSIBILITIES COULD INCLUDE:

- Accompany the Representative for the notification, if possible
- Transport family to hospital, if appropriate
- Notify the hospital that the family is coming in
- Make sure all family members have been notified
- Arrange for childcare in the case of small children being involved at home
- Communicate directly with the Representative appointed contact for all requests/actions
- Ensure that needs of the family come before the wishes of the agency or company and that they are met, if at all possible
- Provide for family welfare with food availability and adequate lodging for family members
- Provide assistance with lodging/travel for out of town relatives, child care/transportation when possible, be a force if needed
- Be available by phone/pager at all times so there is an immediate line of communication between the company or agency and the family. Specify contact times “I’ll call you at 10:00 whether I have information or not.” Be sure to follow through on the call back time.
- Arrange for the family to have clergy support, if requested
- Arrange for the family to have mental health/counseling support, if requested
- Assist the family with funeral arrangements (i.e. travel caskets, etc.) and make them aware of what the company or agency can provide if they choose to have a ‘Fire Service’ memorial – brief the family on that process.
- Keep the family informed of information regarding the death and continuing investigations
- Be available to screen media requests
- Arrange for the delivery of employee’s personal belongings to the family, preferably in a red pack
- Ensure parents receive recognition and that proper placement is arranged for them during the memorial service
- Make sure families are included in invitations for agency/company functions in the future
- If the continuing investigation results in criminal or other allegations, inform the family of all new developments prior to press release and keep the family apprised of legal proceedings.



- Arrange for investigators to meet with the family at the earliest opportunity and before the initial report is released
- Follow up with family throughout the year: anniversaries of death/birthdays, send cards, invite family to company/agency functions.

KNOWLEDGE OF BENEFITS

- Gather information on benefits and funeral payments available to the family
- Help the family compile miscellaneous information in order to complete various forms and arrangements
- Act as liaison to personnel to receive all appropriate paperwork
- Make sure appropriate paperwork is filled out thoroughly
- Follow up with family to make sure benefits are being received

MISCELLANEOUS CONSIDERATIONS

- It may be helpful for the family to identify a “spokesperson”. This will help facilitate consistent information sharing
- A single point of contact for liaisons at the agency/company provides tremendous assistance. The coordinator takes on the role of gathering information, responding to questions, and sometimes fighting the battles for the families.