



## DO NOT USE

“You’ve got to be strong.”

“He’s with God now.”

“Cherish the years you had.”

“I know how you are feeling.”



**AVOID**

**EMS/FIRE ‘JARGON’**

**DEBRIEF THE NOTIFICATION CREW**

**SUPPORT THE FAMILY AND YOUR DEPARTMENT**



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Email: [cism79frontiernet.net](mailto:cism79frontiernet.net)  
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## Line of Duty Death Notification

**REMEMBER: You have one chance to deliver this information**

At the house Before you go

1. Verify all information, ID, prepare before you go
2. Send two uniformed individuals (chief, chaplain, CISM, etc.)
3. Stage an EMS unit nearby, but out of sight.
4. Any children/language barriers present?
5. Be prepared for intense emotions and reactions
6. Prepare for many questions, "How?", "Where?", "When?"

1. Identify yourself, ask to go inside and sit down, (**Never at the door!**)
2. Ask, "Are you the wife of ...", "Parents of..." etc.
3. Begin with "I have some tragic news.."
4. Be direct, "Your son Steve died at a house fire", "Sue was killed at the scene of an accident..."
5. Avoid "Passed away...", "Is in heaven now..."
6. Allow for their emotions and pain
7. Offer to make needed phone calls
8. Offer transportation, **DO NOT LET THEM DRIVE**
9. DO NOT speculate on any answers, perfectly OK to say "I don't know, but I will try to find out."

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