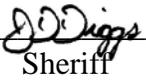


YORK-POQUOSON SHERIFF'S OFFICE	GENERAL ORDERS
SUBJECT: Victim Services	NUMBER: GO 2-28
EFFECTIVE DATE: February 19, 2019	REVIEW DATE: January 10, 2018
AMENDS/SUPERSEDES: GO 2-28, November 1, 2006	APPROVED:  Sheriff
VLEPSC: ADM.23.01, ADM.23.02, ADM.23.03, ADM.23.04	

1 **INDEX WORDS**

- 2
- 3 Assistance
- 4 Benefits coordinator
- 5 Crisis intervention
- 6 Family support advocate
- 7 Funeral liaison
- 8 Investigations,
- 9 Line-of-duty deaths
- 10 Sheriff's Office liaison
- 11 Survivors
- 12 Translator services
- 13 Victim

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15 **POLICY**

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17 The rights of suspects and defendants involved in the criminal process are unquestionably

18 important; yet it is equally important to protect the rights of the victims of crime. Victims have a

19 need and an expectation to obtain fair and humane treatment from law enforcement personnel.

20 Crime victims often suffer physical, psychological, and financial injuries. The first source of

21 protection for most victims is the law-enforcement officer. The manner in which victims are

22 treated not only affects their ability to cope with the crime, but also their willingness to prosecute.

23 A victim treated well during crisis provides the deputy with a better witness who will give a more

24 accurate account of what happened. The Sheriff recognizes the importance of adequate victim

25 services. Responsiveness to the needs of crime victims is an agency priority. Further, it is the

26 policy of the Sheriff to provide liaison assistance to the immediate survivors of an active duty

27 deputy who died in the line of duty and to provide tangible and emotional support during this

28 traumatic period of readjustment for the surviving family.

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30 **PURPOSE**

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32 To establish guidelines, responsibilities, and procedures for assisting crime victims and to prepare

33 this agency in the event of an active duty deputy's death in the line of duty and to enable the

34 agency to provide proper support for the family of the deceased deputy.

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36 **PROCEDURES**

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- General responsibilities
 - All members of the Sheriff’s Office have responsibilities for and shall support crime victim assistance procedures.
 - Sheriff’s Office personnel shall become familiar with Section [19.2-11.01](#), Code of Virginia, Crime Victim and Witness Rights which reads:
 - A. In recognition of the Commonwealth's concern for the victims and witnesses of crime, it is the purpose of this chapter to ensure that the full impact of crime is brought to the attention of the courts of the Commonwealth; that crime victims and witnesses are treated with dignity, respect and sensitivity; and that their privacy is protected to the extent permissible under law. It is the further purpose of this chapter to ensure that victims and witnesses are informed of the rights provided to them under the laws of the Commonwealth; that they receive authorized services as appropriate; and that they have the opportunity to be heard by law-enforcement agencies, attorneys for the Commonwealth, corrections agencies and the judiciary at all critical stages of the criminal justice process to the extent permissible under law. Unless otherwise stated and subject to the provisions of § [19.2-11.1](#), it shall be the responsibility of a locality's crime victim and witness assistance program to provide the information and assistance required by this chapter, including verification that the standardized form listing the specific rights afforded to crime victims has been received by the victim. As soon as practicable after identifying a victim of a crime, the investigating law enforcement agency shall provide the victim with a standardized form listing the specific rights afforded to crime victims. The form shall include a telephone number by which the victim can receive further information and assistance in securing the rights afforded crime victims, the name, address and telephone number of the office of the attorney for the Commonwealth, the name address of the investigating law-enforcement agency and a summary of the victim’s rights under § [40.1-28.7:2](#).
 - 1. Victim and witness protection.
 - a. In order that victims and witnesses receive protection from harm and threats of harm arising out of their cooperation with law-enforcement, or prosecution efforts, they shall be provided with information as to the level of protection which may be available pursuant to § [52-35](#) or to any other federal, state or local program providing protection, and shall be assisted in obtaining this protection from the appropriate authorities.
 - b. Victims and witnesses shall be provided, where available, a separate waiting area during court proceedings that affords them privacy and protection from intimidation, and that does not place the victim in close proximity to the defendant or the defendant’s family.
 - 2. Financial assistance

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- a. Victims shall be informed of financial assistance and social services available to them as victims of a crime, including information on their possible right to file a claim for compensation from the Crime Victims' Compensation Fund pursuant to Chapter 21.1 (§ [19.2-368.1](#) et seq.) of this title and on other available assistance and services.
 - b. Victims shall be assisted in having any property held by law-enforcement agencies for evidentiary purposes returned promptly in accordance with §§ [19.2-270.1](#) and [19.2-270.2](#).
 - c. Victims shall be advised that restitution is available for damages or loss resulting from an offense and shall be assisted in seeking restitution in accordance with §§ [19.2-305](#), [19.2-305.1](#), Chapter 21.1 (§ [19.2-368.1](#) et seq.) of this title, Article 21 (§ [58.1-520 et seq.](#)) of Chapter 3 of Title 58.1, and other applicable laws of the Commonwealth.
3. Notices
- a. Victims and witnesses shall be (i) provided with appropriate employer intercession services to ensure that employers of victims and witnesses will cooperate with the criminal justice process in order to minimize an employee's loss of pay and other benefits resulting from court appearances and (ii) advised that pursuant to § [18.2-465.1](#) it is unlawful for an employer to penalize an employee for appearing in court pursuant to a summons or subpoena.
 - b. Victims shall receive advance notification when practicable from the attorney for the Commonwealth of judicial proceedings relating to their case and shall be notified when practicable of any change in court dates in accordance with § [19.2-265.01](#) if they have provided their names, current addresses and telephone numbers.
 - c. Victims shall receive notification, if requested, subject to such reasonable procedures as the Attorney General may require pursuant to § [2.2-511](#), from the Attorney General of the filing and disposition of any appeal or habeas corpus proceeding involving their case.
 - d. Victims shall be notified by the Department of Corrections or a sheriff or jail superintendent (i) in whose custody an escape, change of name, transfer, release or discharge of a prisoner occurs pursuant to the provisions of §§ [53.1-133.02](#) and [53.1-160](#) or (ii) when an accused is released on bail, if they have provided their names, current addresses and telephone numbers in writing. Such notification may be provided through the Virginia Statewide VINE (Victim Information and Notification Everyday) System or other similar electronic or automated system.

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- e. Victims shall be advised that, in order to protect their right to receive notices and offer input, all agencies and persons having such duties must have current victim addresses and telephone numbers given by the victims. Victims shall also be advised that any such information given shall be confidential as provided by § [19.2-11.2](#).
- f. Victims of sexual assault, as defined in § [19.2-11.5](#), shall be advised of their rights regarding physical evidence recovery kits as provided in Chapter 1.2 (§ [19.2-11.5](#) et seq.).

4. Victim input

- a. Victims shall be given the opportunity, pursuant to § [19.2-299.1](#), to prepare a written victim impact statement prior to sentencing of a defendant and may provide information to any individual or agency charged with investigating the social history of a person or preparing a victim impact statement under the provisions of §§ [16.1-273](#) and [53.1-155](#) or any other applicable law.
- b. Victims shall have the right to remain in the courtroom during a criminal trial or proceeding pursuant to the provisions of § [19.2-265.01](#).
- c. On motion of the attorney for the Commonwealth, victims shall be given the opportunity, pursuant to §§ [19.2-264.4](#) and [19.2-295.3](#), to testify prior to sentencing of a defendant regarding the impact of the offense.
- d. In a felony case, the attorney for the Commonwealth, upon the victim's written request, shall consult with the victim either verbally or in writing (i) to inform the victim of the contents of a proposed plea agreement and (ii) to obtain the victim's views concerning plea negotiations. However, nothing in this section shall limit the ability of the attorney for the Commonwealth to exercise his discretion on behalf of the citizens of the Commonwealth in the disposition of any criminal case. The court shall not accept the plea agreement unless it finds that, except for good cause shown, the Commonwealth has complied with clauses (i) and (ii). Good cause shown shall include, but not be limited to, the unavailability of the victim due to incarceration, hospitalization, failure to appear at trial when subpoenaed, or change of address without notice.

Upon the victim's written request, the victim shall be notified in accordance with subdivision A 3 b of any proceeding in which the plea agreement will be tendered to the court.

The responsibility to consult with the victim under this subdivision shall not confer upon the defendant any substantive or procedural rights and shall not affect the validity of any plea entered by the defendant.

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5. Courtroom assistance.
 - a. Victims and witnesses shall be informed that their addresses, telephone numbers and email addresses may not be disclosed, pursuant to the provisions of §§ [19.2-11.2](#) and [19.2-269.2](#), except when necessary for the conduct of the criminal proceeding.
 - b. Victims and witnesses shall be advised that they have the right to the services of an interpreter in accordance with §§ [19.2-164](#) and [19.2-164.1](#).
 - c. Victims and witnesses of certain sexual offenses shall be advised that there may be a closed preliminary hearing in accordance with § [18.2-67.8](#) and, if a victim was 14 years of age or younger on the date of the offense and is 16 or under at the time of the trial, or a witness to the offense is 14 years of age or younger at the time of the trial, that two-way closed-circuit television may be used in the taking of testimony in accordance with § [18.2-67.9](#).
6. Post-trial assistance
 - a. Within 30 days of receipt of a victim's written request after the final trial court proceeding in the case, the attorney for the Commonwealth shall notify the victim in writing, of (i) the disposition of the case, (ii) the crimes of which the defendant was convicted, (iii) the defendant's right to appeal, if known, and (iv) the telephone number of offices to contact in the event of nonpayment of restitution by the defendant.
 - b. If the defendant has been released on bail pending the outcome of an appeal, the agency that had custody of the defendant immediately prior to his release shall notify the victim as soon as practicable that the defendant has been released.
 - c. If the defendant's conviction is overturned, and the attorney for the Commonwealth decides to retry the case or the case is remanded for a new trial, the victim shall be entitled to the same rights as if the first trial did not take place.
- B. For purposes of this chapter, "victim" means (i) a person who has suffered physical, psychological, or economic harm as a direct result of the commission of (a) a felony, (b) assault and battery in violation of § [18.2-57](#) or [18.2-57.2](#), stalking in violation of § [18.2-60.3](#), a violation of a protective order in violation of § [16.1-253.2](#) or [18.2-60.4](#), sexual battery in violation of § [18.2-67.4](#), attempted sexual battery in violation of § [18.2-67.5](#), or maiming or driving while intoxicated in violation of § [18.2-51.4](#) or [18.2-266](#), or (c) a delinquent act that would be a felony or a misdemeanor violation of any offense enumerated in clause (b) if committed by an adult; (ii) a spouse or

216 child of such a person; (iii) a parent or legal guardian of such a person who is
217 a minor; (iv) for the purposes of subdivision A 4 only, a current or former
218 foster parent or other person who has or has had physical custody of such a
219 person who is a minor, for six months or more or for the majority of the
220 minor's life; or (v) a spouse, parent, sibling, or legal guardian of such a person
221 who is physically or mentally incapacitated or was the victim of a homicide;
222 however, "victim" does not mean a parent, child, spouse, sibling, or legal
223 guardian who commits a felony or other enumerated criminal offense against a
224 victim as defined in clause (i).

225 C. Officials and employees of the judiciary, including court services units, law-
226 enforcement agencies, the Department of Corrections, attorneys for the
227 Commonwealth and public defenders, shall be provided with copies of this
228 chapter by the Department of Criminal Justice Services or a crime victim and
229 witness assistance program. Each agency, officer or employee who has a
230 responsibility or responsibilities to victims under this chapter or other
231 applicable law shall make reasonable efforts to become informed about these
232 responsibilities and to ensure that victims and witnesses receive such
233 information and services to which they may be entitled under applicable law,
234 provided that no liability or cause of action shall arise from the failure to make
235 such efforts or from the failure of such victims or witnesses to receive any
236 such information or services.

237 **PRELIMINARY INVESTIGATION**

- 238
- 239 • Responsibilities
 - 240 ○ During the preliminary investigation, deputies are required to render assistance to
 - 241 victims unless they refuse it.
 - 242 ○ For violent crimes or sexual assaults the Victim Witness Program office should be
 - 243 contacted and provided with the name and contact information for the victim as soon
 - 244 as possible.
 - 245 ○ The following services shall be provided:
 - 246 ■ Assess medical/psychological needs of victim,
 - 247 ■ Arrange for appropriate treatment as soon as possible.
 - 248 ❖ The victim may want or need to be examined and reassured of his or her
 - 249 physical condition.
 - 250 ❖ Similarly, the victim may want or need to speak to someone for psychological
 - 251 support (relative, friend, or counselor).
 - 252 ❖ The victim may be confused or unable to express his or her needs.
 - 253
 - 254 ■ Use good judgment and, if appropriate, refer victim to other agencies that provide:
 - 255 ❖ Legal services, or
 - 256 ❖ Compensation programs, or
 - 257 ❖ Counseling
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 - 259 ○ Further protection of the victim

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- Notify the victim/witness of the agency's interest in protection from intimidation or threats by defendant, his family, or friends.
 - Inform the victim/witness of his or her options concerning protection through emergency protective orders.
 - See [GO 2-32, Domestic Violence](#).
- Information provided to victims
 - Inform victim/witness about the case number and subsequent steps in completing the case.
 - Provide the victim/witness with the phone number to report additional information or obtain information about the status of the case.
 - Advise the victim/witness how to obtain an emergency protective order or how to request a deputy to do the same.
 - Explain to the victim the process for obtaining a copy of the police report.
 - ❖ The victim should be notified to contact the Sheriff's Office employee responsible for reports during normal working hours, Monday through Friday.
 - ❖ The current main telephone number for the Sheriff's Office shall be provided.
 - Transportation of crime victims
 - Upon request, victims shall be transported in Sheriff's Office vehicles:
 - ❖ To a medical facility,
 - ❖ To a criminal justice or community agency,
 - ❖ To a safe shelter or other location as deemed necessary by the deputy.
 - Once the victim is taken to the necessary destination, a deputy shall escort the victim inside, if requested.
 - When transporting crime victims to community shelters or medical facilities the deputy should notify the emergency communications center and have them call prior to the deputy's arrival.
 - Distribute informational brochures
 - Deputies shall give brochures to the victim/witness (or representative) that explain the next steps to be taken in the case.
 - Information to be given to victims include:
 - ❖ Victim compensation information card (for violent offenses).
 - ❖ Victim and witness information brochures including information (in Virginia's Crime Victim and Witness Rights Act);
 - ❖ Telephone number for local Victim Witness Assistance Program.
 - ✓ Victim and Witness information brochures, containing the above information, are available from the Victim and Witness Program office within the Commonwealth's Attorney office.
 - Cultural/language differences
 - Cultural/language differences may exist.
 - Personnel are encouraged to use interpreters and translator services, if needed.

- 305 ▪ Deputies needing translator services shall notify the 911Emergency
- 306 Communications Center who shall:
- 307 ❖ Connect the deputy with Language Line Services Inc.
- 308 ❖ This service is available (7) seven days a week, (24) hours a day.
- 309 ❖ In most cases, an interpreter is available within a short period of time.

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311 **FOLLOW-UP INVESTIGATION**

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- 313 • Responsibilities
- 314 ○ If required, upon arrival of an investigator, the patrol deputy shall report all facts, and
- 315 occurrences that are known and everything that has been done prior to his or her arrival.
- 316 ○ Immediate assignment of an investigator may occur following personal violent crimes.
- 317 ○ The on-duty shift supervisor shall be contacted to evaluate the need for an investigator
- 318 to respond.
- 319 ○ The investigator's purpose is to:
 - 320 ▪ Follow up the preliminary investigation,
 - 321 ▪ Provide additional investigation to affect an arrest, and
 - 322 ▪ Prepare the case for prosecution.
- 323
- 324 ○ For violent crimes or sexual assaults the Victim Witness Program office should be
- 325 contacted and provided with the name and contact information for the victim as soon
- 326 as possible.
- 327 ○ If not detrimental to the successful prosecution of the case, the investigator should
- 328 explain to the victim/witness the procedures involving the case and their role in those
- 329 procedures.
- 330 ○ The investigator should determine where the victim/witness will be over the next
- 331 several months.
- 332 ○ Obtain addresses for any temporary or permanent residence, place of business, or other
- 333 place for victim/witness contact.
- 334 ○ If feasible, the investigator should schedule line-ups, interviews, and other required
- 335 appearances at the convenience of the victim/witness, and, provide transportation if
- 336 available.
- 337 ○ If a deputy/investigator takes property from the victim/witness for purposes of an
- 338 investigation, the deputy shall provide a written receipt for the property to the
- 339 victim/witness and shall explain why it is required as evidence.
- 340 ○ The victim/witness's property shall be returned as soon as practicable, as permitted by
- 341 law or rules of evidence. (See [GO 2-15, Evidence Procedures.](#))

- 342 ○ Use discretion with media personnel. Do not give reporters specific information about
- 343 the case that might impede its investigation and prosecution.
- 344 ○ Protect the victim/witness identity by not releasing the victim's name or address.
- 345 ○ Advise reporters to contact the Sheriff's Office PIO for information. See [RR 1-13,](#)
- 346 [Media Relations.](#)
- 347 ○ The victim/witness shall be notified as soon as possible about the arrest, custody
- 348 status, and charges filed.

349 **TRAINING**

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- 352 ● All personnel shall receive periodic in-service training on the nature and impact of
- 353 victimization.
- 354 ● The Sheriff's Office shall provide periodic in-service training concerning victim/witness
- 355 assistance. Training shall include:
- 356 ○ Recognition of symptoms of crisis (shock, disbelief, denial, anger, fear, guilt,
- 357 frustration); and
- 358 ○ Suggested approaches to interviewing victim/witnesses; and resources available to
- 359 deputies.
- 360
- 361 ● The Sheriff will ensure that agency personnel are trained periodically about current
- 362 procedures used locally in the processing of victim/witness cases and the victim's role in
- 363 each stage.
- 364

365 **SERVICES TO FAMILITES OF AGENCY MEMBERS FOLLOWING LINE-OF-DUTY**

366 **DEATH OR SERIOUS INJURY**

- 367
- 368 ● Definitions
- 369 ○ Line-of-Duty Death
- 370 ■ The death of an active deputy by felonious or accidental means during the course
- 371 of performing law enforcement functions while on or off-duty.
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- 373 ○ Survivors: Immediate family members of the deceased deputy to include spouse,
- 374 children, parents, siblings, fiancée and/or significant others.
- 375
- 376 ● Line of Duty Death Training
- 377 ○ All sworn personnel shall receive "Line of Duty Death Benefits" training in
- 378 accordance with Section [9.1-407](#), Code of Virginia:
- 379 ■ Within 30 days of commencement of employment,
- 380 ■ Every 2 years thereafter.
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- 382 ● Procedures
- 383 ○ Death notification
- 384 ■ The following procedures should be adhered to in cases of line-of-duty deaths and
- 385 in cases of critically injured deputies with poor prognosis of survival.

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- These procedures should be followed whenever possible with the understanding that the wishes of the family take precedence over the desires of the Sheriff's Office.
 - Deputies providing services and assistance to family members and survivors shall take all possible measures to accommodate their needs, wishes and desires, but should not make promises to family members, which cannot be met.
 - ❖ The name of the deceased deputy shall not be released to the media or other parties before immediate survivors living in the area are notified.
 - ❖ The Sheriff or Chief Deputy will designate an agency member to inform the immediate family of the deputy's condition or death.
 - ❖ Notification of the immediate family should be made as soon as practical and, if possible, coincidental with command notifications.
 - ❖ Notification of survivors in the immediate area shall be made in person and, whenever appropriate, with another person such as the agency chaplain.
 - ❖ Whenever the health of immediate survivors is a concern, emergency medical services personnel shall be requested to stand by.
 - ❖ If the opportunity to get the family to the hospital exists prior to the deputy's death, notification deputies shall inform the hospital liaison officer that the family is on its way.
 - ❖ In such cases, immediate transportation should be provided for survivors rather than waiting for any other members of the agency delegation to arrive.
 - ❖ If the deputy has died, notification should be made to the survivors in as forthright and empathetic a manner as possible.
 - ❖ Communication of information concerning the deputy and the incident shall, whenever possible, be restricted to in person communication or the telephone to avoid interception by the media or others.
 - Should the media obtain the deputy's name prematurely, the ranking deputy should request that the information be withheld until proper notification of survivors can be made.
 - ❖ The notification deputy shall be responsible for identification of additional survivors outside the area and shall make any notifications as desired by the immediate family.
 - Such notifications shall be made by contacting the law enforcement agency in that jurisdiction and requesting that a personal notification be made.
 - ❖ The notification deputy shall submit a written report to the Sheriff specifying the identity, time and place of survivor notification.
 - Assisting survivors at the hospital
 - Whenever possible, the Sheriff will join the family at the hospital in order to emphasize the office's support.
 - The next highest ranking officer to arrive at the hospital shall serve as or designate a hospital liaison officer who shall be responsible for coordinating the arrival of

- 431 immediate survivors, Sheriff's Office personnel, the media and others, and
432 assume the following responsibilities:
- 433 ❖ Arrange for waiting facilities for immediate survivors and a press staging area.
434 The desires of the surviving family members should be followed with regard
435 to their accessibility to other deputies and friends.
 - 436 ❖ Ensure that medical personnel provide pertinent medical information on the
437 deputy's condition to the family before any other parties.
 - 438 ❖ Assist family members, in accordance with their desires, in gaining access to
439 the injured or deceased deputy.
 - 440 ❖ Provide hospital personnel with all necessary information on billing for
441 medical services.
 - 442 ❖ The liaison officer should ensure that all appropriate medical bills are directed
443 to the appropriate agency authority and that they are not forwarded to the
444 deputy's family or other survivors.
 - 445 ❖ Arrange transportation for the family and other survivors upon their departure
446 from the hospital.
 - 447 ❖ Ensure that immediate family members are provided with appropriate
448 assistance at the hospital.
- 449
- 450 • Appointment of Sheriff's Office coordination personnel
 - 451 ○ Following a line of duty death the Sheriff may appoint individuals to serve in one or
452 more of the following roles:
 - 453 ▪ Sheriff's Office Liaison Officer,
 - 454 ▪ Funeral Liaison Officer,
 - 455 ▪ Benefits Coordinator, and
 - 456 ▪ Family Support Advocate.
 - 457
 - 458 ○ After these assignments are made, the surviving family members will be notified of
459 those persons designated.
 - 460 ○ In addition, the Sheriff of his designee will:
 - 461 ▪ Make additional personnel assignments to assist in handling incoming phone calls
462 and inquiries and to direct the public to appropriate personnel;
 - 463 ▪ Ensure that the employee assistance program is implemented to assist Sheriff's
464 surviving family members, if applicable;
 - 465 ▪ Ensure that other deputies are provided the opportunity to participate in critical
466 incident stress debriefings.
 - 467
 - 468 • Sheriff's Office Liaison Officer
 - 469 ○ The Sheriff's Office Liaison Officer will serve as a facilitator between the family and
470 the Sheriff's Office.
 - 471 ○ This individual will normally be a command officer in order to expedite the tasks of
472 employing office resources and the delegation of assignments.
 - 473 ○ This officer will work closely with the Funeral Liaison Officer to ensure that the
474 needs and requests of the family are fulfilled.
 - 475 ○ This includes, but is not necessarily limited to, the following:

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- Arranging overnight travel and lodging arrangements for out-of-town family members.
 - Identifying churches or other facilities that can and will accommodate the law enforcement funeral.
 - ❖ These alternatives will be presented to the family, who will make the final determination.
 - Coordinating all official law enforcement notifications and arrangements to include:
 - ❖ The honor guard,
 - ❖ Pallbearers,
 - ❖ Traffic control, and
 - ❖ Liaison with visiting law enforcement agencies.
 - Relaying any information to the family concerning the circumstances of the decedent deputy's death and appropriate information regarding any investigation;
 - Assisting family members in dealing with general media inquiries and informing them of limitations on what they can say to the media specifically.
 - Providing liaison with the media to include coordination through the Sheriff's Office PIO for any statements and press conferences.
 - The Sheriff's Office Liaison Officer shall also ensure that members of the Sheriff's Office are aware of restrictions regarding release of any information that might undermine future legal proceedings.
 - Ensuring that security checks of the survivor's residence, if requested, are initiated immediately following the incident and for as long as necessary thereafter.
- Funeral Liaison Officer
 - The Funeral Liaison Officer acts as facilitator between the decedent deputy's family and the Sheriff's Office during the wake and funeral.
 - The Funeral Liaison Officer is responsible for:
 - Meeting with family members and explaining his responsibilities to them;
 - Being available to the family prior to and throughout the wake and funeral;
 - Ensuring that the needs and wishes of the family come before those of the Sheriff's Office;
 - Assisting the family in working with the funeral director regarding funeral arrangements;
 - Determining the need for travel arrangements for out-of-town family members and any other special needs of the family during the funeral and reporting this information to the Sheriff's Office Liaison; and
 - Briefing the family members on the procedures involved in the law enforcement funeral.
 - Benefits Coordinator
 - The Benefits Coordinator is responsible for:
 - Filing worker's compensation claims and related paperwork;

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- Presenting information on all benefits available to the family;
 - Documenting inquiries and interest in public donations to the family and establishing a mechanism for receipt of such contributions, as appropriate;
 - Working with York County Human Resources benefits coordinator in:
 - ❖ Preparing all documentation of benefits and payments due survivors to include:
 - The nature and amount of benefits to be received by each beneficiary,
 - The schedule of payments and the name of a contact person or facilitator at each benefit payment office;
 - Filing all benefits paperwork and maintaining contact with the family in order to ensure that benefits are being received.
 - ✓ A copy of benefits documentation should be provided to all survivors affected and explained to each of them; and
 - Advising the surviving family of the role of the law enforcement associations and organizations and the nature of support programs that they sponsor for law enforcement survivors.
- Family Support Advocate
 - The Family Support Advocate serves in a long-term liaison and support capacity for the surviving family.
 - The duties of this individual include:
 - Providing contact with surviving family members in order to keep them abreast of criminal proceedings relating to the death of their family member;
 - Accompanying surviving family members to criminal proceedings, explaining the nature of the proceedings and introducing them to prosecutors and other persons as required;
 - Identifying all support services available to family members and working on their behalf to secure any services necessary.
 - Maintaining routine contact with family members to provide companionship and emotional support and maintain an ongoing relationship between the Sheriff's Office and the immediate family; and
 - Relaying the concerns and needs of the family to those individuals or organizations that may provide assistance, and encouraging others to visit and help as necessary.