

To ensure that we are taking care of our own, survivors want and need:

- Proper death notification
- Assistance at the hospital
- Help with the wake/funeral
- Assistance with benefits
- Continued follow-up

“In Person, In Time”

Recommended Procedures for Death Notification

The principles of death notification:

***In person
in time,
in pairs,
in plain language,
and with compassion.***

**This manual was prepared in cooperation with:
Dr. Thomas L. Bennett, State Medical Examiner,
the Iowa Organization for Victim Assistance (IOVA),
MADD/Polk County Chapter, and
Polk County Victim Services**

**Crime Victim Assistance Division
Iowa Department of Justice**

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Dedication

We dedicate this booklet to the survivors who will benefit from it, and to the men and women who will serve survivors and society by carrying out the difficult duty of death notification.

Death Notification Guidelines Committee

Suzan Brooks, MADD

Rich Conner, West Des Moines Police Dept.

John and Kay Egan, survivors of a homicide victim

Rich Joens, Polk County Victim Services

Kevin Seely, Hamilton's Funeral Services

With cooperation of the staff of Attorney General Bonnie Campbell

Forms and any portion of this manual may be reproduced for local use.

**For additional copies, please contact the Crime Victim Assistance Division,
Lucas State Office Building, Ground Floor, 321 East 12th, Des Moines, Iowa 50319.
Telephone: 515-281-5044 or 1-800-373-5044**

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Acknowledgements

The people who took the lead in proposing and drafting this manual were a committee of volunteers: Suzan Brooks then of MADD/Polk County Chapter, Rich Joens then of Polk County Victim Services, John and Kay Egan (who are the parents of a homicide victim), Rich Conner of the West Des Moines Police Department, and Kevin Seely of Hamilton's Funeral Services in Des Moines. Dr. Thomas L. Bennett, State Medical Examiner, was also a strong supporter and contributor to the project.

All these people have much first-hand experience in death notification and helping survivors. They exemplify the combination of professionalism and compassion that is so essential to the duty of death notification. We are very grateful for their service.

These people formed a volunteer Death Notification Guidelines Committee which asked my predecessor, Attorney General Bonnie Campbell, to produce the manual. Bonnie and her staff worked with the committee to design and draft the manual and distribute it throughout Iowa. Now, it also is being distributed to people all over the nation.

We believe the manual was the first of its kind. It continues to be requested by people throughout the country who face the duty of death notification: law enforcement agencies, medical examiners, college and university officials, and even businesses such as ski areas and airlines. Unfortunately, death notification duties fall to many people in many walks of life.

Iowa is honored to provide a manual that will serve both survivors and those who must do death notification.

Iowa Attorney General Tom Miller

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Recommended Procedures for Death Notification

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“A Guide to Survival for Family and Friends of Homicide Victims” (booklet)

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(The Resources are designed to be reproduced by local officials for their own use and for distribution to survivors.)

Introduction

The purpose of this booklet is to help those who must notify survivors of the death of a family member due to homicide, an automobile crash, a heart attack, drowning, or other sudden and unexpected events. We believe this is the first manual of its type in the nation, and our office is proud to cooperate in its preparation and distribution.

Death notification is acknowledged to be one of the most difficult tasks faced by law enforcement officers and other professionals, because learning of the death of a loved one often is the most traumatic event in a person's life.

The moment of notification is one that most people remember very vividly for the rest of their life -- sometimes with pain and anger.

Some survivors hear the news first through the media or a reporter calling, and then have flash-backs to that moment for years. Others tell how they were stunned to hear the person who was killed referred to as "the body" only minutes after the death.

This booklet suggests ways to notify survivors effectively and sensitively -- including tips on what not to do or say.

Notification is an exceedingly important duty. Besides being sensitive, notifiers have to be prepared in case a survivor goes into shock and requires emergency medical treatment.

Notifiers also can provide very important information to survivors, including details about how death occurred. They can volunteer to notify others and provide other invaluable support.

The principles described here are simple: Notification should be done in person, in time, in pairs whenever possible, in plain language, and with compassion.

The recommended procedures were developed by people with much experience in death notification, and with help from survivors who have been through it. As one of the survivors put it, "Please remember you are assisting innocent victims of circumstance."

If you have any suggestions about how to improve these guidelines, please contact the Attorney General's Office.

Thank you for your interest in this material, and good luck with your very important duty of death notification.

--Tom Miller, Attorney General of Iowa

Basic Death Notification Procedures

These are some of the cardinal principles of death notification. Some of the points overlap and all will be refined by the notifier's experience and judgment.

“In Person”

Always make death notification in person – not by telephone.

It is very important to provide the survivor with a human presence or “presence of compassion” during an extremely stressful time. Notifiers who are present can help if the survivor has a dangerous shock reaction – which is not at all uncommon – and they can help the survivor move through this most difficult moment.

Arrange notification in person even if the survivor lives far away.

Contact a medical examiner or law enforcement department in the survivor's home area to deliver the notification in person.

Never take death information over the police radio.

Get the information over the telephone, or it might leak out to family through the media or private parties listening to police radio. If radio dispatchers start to give information over the radio, stop them and call in.

“In Time” – and with certainty

Provide notification as soon as possible – but be absolutely sure, first, that there is positive identification of the victim. Notify next of kin and others who live in the same household, including roommates and unmarried partners.

Too many survivors are devastated by learning of the death of a loved one from the media. Mistaken death notifications also have caused enormous trauma.

Before the notification, move quickly to gather information.

Be sure of the victim's identity. Determine the deceased person's next of kin and gather critical information -- obtain as much detail as possible about the circumstances of the death, about health considerations concerning the survivors to be notified, and whether other people are likely to be present at the notification.

“In Pairs”

Always try to have two people present to make the notification.

Ideally, the persons would be a law enforcement officer, in uniform, and the medical examiner or other civilian such as a chaplain, victim service counselor, family doctor, clergy person, or close friend. A female/male team often is advantageous.

It is important to have two notifiers. Survivors may experience severe emotional or physical reactions. (Some even strike out at notifiers.) There may be several survivors present. Notifiers can also support one another before and after the notification.

Take separate vehicles if possible.

The team never knows what they will encounter at the location. One might need to take a survivor in shock to a hospital while the other remains with others. (Shock is a medical emergency.) One notifier may be able to stay longer to help contact other family or friends for support. Having two vehicles gives notifiers maximum flexibility.

Plan the notification procedure.

Before they arrive, the notifier team should decide who will speak, what will be said, how much can be said.

“In Plain Language”

Notifiers should clearly identify themselves, present their credentials and ask to come in.

Do not make the notification at the doorstep. Ask to move inside, and get the survivor seated in the privacy of the home. Be sure you are speaking to the right person. You may offer to tell children separately if that is desired by adult survivors.

Relate the message directly and in plain language.

Survivors usually are served best by telling them directly what happened. The presence of the team already has alerted them of a problem.

Inform the survivor of the death, speaking slowly and carefully giving any details that are available. Then, calmly answer any questions the survivor may have. Begin by saying, "I have some very bad news to tell you," or a similar statement. This gives the survivor an important moment to prepare for the shock.

Then, avoid vague expressions such as "Sally was lost" or "passed away." Examples of plain language include: "Your daughter was in a car crash and she was killed." "Your husband was shot today and he died." "Your father had a heart attack at his work place and he died."

Call the victim by name -- rather than "the body."

Patiently answer any questions about the cause of death, the location of the deceased's body, how the deceased's body will be released and transported to a funeral home, and whether an autopsy will be performed. If you don't know the answer to a question, don't be afraid to say so. Offer to get back to the survivor when more information is available, and be sure to follow through.

There are few consoling words that survivors find helpful -- but it is always appropriate to say, "I am sorry this happened."

"With Compassion"

Remember: Your presence and compassion are the most important resources you bring to death notification.

Accept the survivor's emotions and your own. It is better to let a tear fall than to appear cold and unfeeling. Never try to "talk survivors out of their grief" or offer false hope. Be careful not to impose your own religious beliefs.

Many survivors have reported later that statements like these were **not** helpful to them: "It was God's will," "She led a full life," and "I understand what you are going through" (unless the notifier indeed had a similar experience.)

Plan to take time to provide information, support, and direction. Never simply notify and leave.

Do not take a victim's personal items with you at the time of notification.

Survivors often need time, even days, before accepting the victim's belongings. Eventually, survivors will want all items, however. (A victim's belongings should **never** be delivered in a trash bag.) Tell survivors how to recover items if they are in the custody of law enforcement officials.

Give survivors helpful guidance and direction

Survivors bear the burden of inevitable responsibilities. You can help them begin to move through the mourning and grieving process by providing immediate direction in dealing with the death.

Offer to call a friend or family member who will come to support the survivor -- and stay until the support person arrives.

Offer to help contact others who must be notified (until a support person arrives to help with this duty.)

Survivors may have a hard time remembering what is done and said, so write down for them the names of all who are contacted.

Inform the survivor of any chance to view the deceased's body.

Be available to transport the survivor or representative for identification of the victim, if necessary. Explain the condition of the deceased's body and any restrictions on contact that may apply if there are forensic concerns. If appropriate, explain that an autopsy will be done.

Viewing the deceased's body should be the survivor's choice. Providing accurate information in advance will help a survivor make that decision. Some survivors will choose to see the body immediately, and this should be allowed if possible. ***(Denying access to see the body is not an act of kindness.)***

Provide other specific information. Take a copy of the "**Community Resource Information**" form, fill it out, and leave it with the survivor. [See copy of form at end of this booklet.]

Fill out and keep the "**Survivor Intake Form.**" [See copy of form at end of this booklet.]

This form records basic information about survivors and their wishes. Complete the form, sign it, and keep it with the report or investigation file.

Follow up.

Always leave a name and phone number with survivors.

Plan to make a follow-up contact with the survivor the next day.

If the death occurred in another county or state, leave the name and phone number of a contact person at that location.

Most survivors are confused and some might feel abandoned after the initial notification. Many will want clarifications or may need more direction on arrangements that are necessary.

Following up can be the last step in completing a “person-centered” and sensitive death notification that is truly helpful to survivors.

The notification team should be sure they are clear on any follow-up assignments they need to carry out. (See also the discussion of “debriefing” notifiers)

Death Notification in the Work Place

Survivors often must be notified at their work place. Here are several tips to help apply the basic principles described above to a work place notification.

Ask to speak to the manager or supervisor, and ask if the person to be notified is available. It is not necessary to divulge any details regarding the purpose of your visit.

Ask the manager or supervisor to arrange for a private room in which to make the notification.

Follow the basic notification procedures described above: in person, in time, in pairs, in plain language, with compassion.

Allow the survivor time to react and offer your support.

Transport the survivor to his or her home, or to identify the body, if necessary.

Let the survivor determine what he or she wishes to tell the manager or supervisor regarding the death. Offer to notify the supervisor, if that is what the survivor prefers.

Death Notification in a Hospital Setting

Law enforcement officers and medical examiners may be called on to do death notification at a hospital after an accident or a shooting, for example.

It is a very good idea for hospitals and other officials to determine general procedures and protocols in advance, so all parties are familiar with their duties and roles.

The principles of death notification described above all apply in the hospital setting.

Here are a few points to be sure to remember:

Find a quiet room for the notification and be sure survivors are seated. (Do not notify in a crowded hall or waiting room.)

Arrange for a doctor to be present or available shortly to answer medical questions. Doctors should be in *clean uniform*.

Inform simply and directly.

Provide assistance and guidance:

Ask if survivors wish to spend time with the body of the deceased.

Explain the procedure if identification of the deceased is necessary. Explain about autopsy or organ donation, if appropriate.

Volunteer to help notify others. Make a list of any calls made.

If there are media calls, refer them to the investigating officer or (if available) a victim service advocate.

Do not leave survivors alone. Be sure someone is there to accompany them.

Fill out the "Survivor Intake Form" for your records, and give survivors the "Community Resource Information" form. Be sure the survivor has your name and number.

Contact the survivor the next day.

“Debriefing” for Death Notification Volunteers and Professionals

Members of a notification team should meet as soon as possible to debrief the situation:

Double-check who is responsible for any follow-up tasks to help ease the pain and suffering of survivors.

Review the notification: what went wrong, what went right, how it could be done better in the future.

Share personal feelings and emotions of the notification team.

Death notifications are, without a doubt, stressful and difficult and sometimes very depressing.

Be frank and honest. Share your concerns with one another. Discuss any feelings team members have about the death and notification. For example, the notification experience may have triggered emotions and stress related to a notifier's own loss of a loved one.

Support one another.

General Information on How Survivors Respond to Death Notification

Physical Shock:

Persons learning of the death of a loved one may experience symptoms of shock such as tremors and a sudden decrease in blood pressure.

Shock is a medical emergency -- help should be summoned.

Some of the factors that affect stress reactions are:

- the intensity of the event (for example, violent death vs. heart attack)
- the survivor's ability to understand what's happening,
- and the survivor's equilibrium.

Whenever possible, notifiers should be aware of any available background information about the survivors, including medical or emotional history.

Other general reactions to death notification:

Even if there is no physical shock response, death notification must be considered a crisis for the survivors. They will have a need to express feelings; a need for calm and reassuring authority; a need for help in determining what happens next; and a need to begin restoring control by making some choices -- naming a support person to call, for example, or selecting a funeral home.

These needs can be met through the humane, patient, and non-judgmental approach of notifiers. Allow survivors to express their grief freely. Take the time to give them adequate information about the death and about official procedures subsequent to the death.

Many survivors, regardless of background, find themselves numb and unable to take the next step. This is where the support person helps the most. Survivors need support persons to help them through the initial crisis. Before you leave a survivor, make sure such ongoing support is available.

The suggested *Survivor Intake Form and Community Resources Form* ("What Do I Do Now?") will help with this process.

Resource Materials

for death notification

The following pages contain four resource items for local departments:

1. Survivor Intake Form. (To be reproduced locally.)

This form should be completed at the time of notification by the notifier and retained by the notifier.

The form records essential information from survivors. It will help notifiers give survivors information and comply with their wishes. Gathering the listed information will help avoid needless follow-up calls or interviews with survivors.

2. Community Resource Form for survivors. (To be reproduced locally.)

This form should be completed and left with survivors at the time of notification.

It will help notifiers provide essential information that survivors will need after a family member has died suddenly.

3 . “A Guide to Survival for Family and Friends of Homicide Victims.” (May be reproduced locally or obtained from the Attorney General’s Office.)

This brief Guide will help survivors of homicide victims cope with the tragedy. Your department can simply copy the Guide and give it to survivors.

The “Guide to Survival” is available as a free pamphlet from the Crime Victim Assistance Division of the Attorney General’s Office, Lucas State Office Building, Ground Floor, 321 East 12th , Des Moines, Iowa 50319. Phone 1-800-373-5044 or 515-281-5044.

4 . Wallet cards for notifiers.

These cards should be carried like Miranda cards by notifiers.
(Use these cards, or copy and laminate them to make more cards.).

Survivor Intake Form

Information about survivors and their wishes – to be completed by notifier.
[This form is to be filled out at the time of notification and retained by the notifier.]

Name of survivor: _____

Person providing information (if different): _____

Address of survivor: _____

Community: _____ ZIP _____

Telephone: Home _____ Work _____

Relation to the deceased: _____

Name of funeral home to which the body of the deceased should be sent:

If the survivor has no preference in funeral homes, would he
or she like the medical examiner to choose one? _____ Yes _____ No

Do any survivors wish to see the body of the person who has died?
_____ Yes _____ No _____ Will decide later.

Are there any special items that might have been in the possession of the person who
died (such as jewelry or a donor card)?

List: _____

Others to be contacted by notifier (other kin, unmarried partners, roommates, etc.):

_____ Phone _____

_____ Phone _____

Persons contacted by notifier to provide support to the survivor:

_____ Phone _____

_____ Phone _____

Signature of the notifier _____ Date _____

Community Resource Information

"What do I do now?" -- Basic information for survivors.

[This form should be completed by notifiers at the time of notification and left with the survivor.]

You may obtain copies of the *death certificate* from the funeral home.

You may obtain a copy of the *autopsy report* from the county medical examiner (name and phone): _____

You may obtain a copy of a police report from the agency investigating an accident or crime: _____

Police case number, if any: _____

You may obtain **medical records** from the hospital or clinic where the deceased was taken: _____

Note that it takes varying amounts of time to obtain death certificates, medical records and autopsy and police reports. Ask officials when you can expect them.

You may file for **social security benefits** by contacting the Social Security Administration at 1-800-772-1213.

If the person who died was a veteran, contact the **Veterans Administration** Regional Office, 210 Walnut, Des Moines, Iowa 50309. Phone 1-800-827-1000.

Notify the **insurance agent** and the **bank** of the person who has died.

If the person who died was murdered, or was killed by a drunk or reckless driver or hit-and-run driver, you may be eligible for **Crime Victim Compensation** for medical, funeral and counseling bills and for loss of wages. Contact the Crime Victim Assistance Division, Attorney General's Office, Lucas State Office Building, Ground Floor, 321 East 12th, Des Moines, Iowa 50319. Phone 1-800-373-5044 or 515-281-5044.

If there is a **criminal case** pending, contact the county attorney in the county where the crime occurred for more information: _____

Name of the person who notified you: _____

Phone _____

When making a death notification you must:

- Allow survivors to vent their emotions.
- Calm them with reassuring authority.
- Restore some sense of control.
- Assist with preparations so they can predict what will happen next.
- They need to know what will happen and when.
- Difference between injury and death notification suggested.
- Never release name until all family in the area is notified.
- Develop a team. Chief, Chaplain, close co-worker, etc.
 - Don't wait for team if delayed.
- Don't give a false sense of hope.
- Relay as much information as possible on incident.
- Ask out-of-town agencies to assist with immediate family members/knock on door and phone call from fallen officer's agency.
- Transport to hospital.
- Turn down radio, use earphone.
- If small agency, ask for help!! What is needed to help your agency?

What Not to Say

Disempowering Statement: You take control away from the survivor.

“You don’t need to know that.”

“What you don’t know won’t hurt you.”

“I can’t tell you that.”

You *can* say “I can’t tell you that” if you include a reason why and promise to get them the information.

Discounting Statements: These statements are saying “I’m not comfortable with you the way you are and I need to make it better so I feel better.”

“I know how you feel.”

“Time heals all wounds.”

“You must go on with your life.”

“He didn’t know what hit him.”

“You can always find someone worse off than yourself.”

“It is better to have loved and lost than never to have loved at all”

God clichés: May make the recipient of these messages more angry with God.

“It was God’s will.”

“It must have been his or her time.”

“It was a blessing because...”

“God doesn’t ever give anyone more than they can handle.”

“God must have needed her more than you did.”

Statements to avoid when dealing with a grieving child:

“You must be strong for your children or parents”

“You must get control or hold of yourself”

“You’re the man or adult of the house now.”

Statements that Are Acceptable to Make to People Suffering from Loss

"I'm so very sorry this has happened."

"It's harder than most people think."

"Most people who have gone through this react similarly to what you are experiencing."

"I've never had this experience. Help me understand how you feel."

"Let me know when you want to talk about it. I'll be ready to listen."

"Your reaction is a normal response to an unexpected event."

"It is understandable that you feel that way."

"Your imagination can sometimes make a horrible reality worse than it is, so ask people to be honest and open with you."

"You are not crazy."