



TOWN OF MACEDON POLICE DEPARTMENT

General Order: 345	Effective Date: April 10, 2019
Subject: Next of Kin Notification	
Reference Standards: 43.7	
Rescinds:	
Page 1 of 3	Attachments: None

I. POLICY

It is the policy of the Town of Macedon Police Department to notify the next of kin of deceased, seriously injured or seriously ill persons in a compassionate and empathetic manner, providing all pertinent information available as outlined in this general order.

II. PREPARATION

- A. Once assigned a notification, gather all the essential details surrounding the deceased, seriously injured or ill person. The officer should record such details as:
 1. The nature of death, injury or illness.
 2. Date and time of death, injury or illness.
 3. Location of the body, or victim.
 4. The source of the information.
 5. People to be contacted for further information.
 6. Any and all pertinent details surrounding the death, injury or illness.
- B. Every attempt must be made to verify that the information regarding the deceased, injured or ill person is correct and that the correct person is being notified.
- C. The officer should take time to review these details and prepare for the notification.

- D. The Department Chaplin should be contacted to check his/her availability to assist the officer with the notification. The determination to utilize the services of the Department Chaplin should be made by the officer and/or the Road Patrol Supervisor.

III. PERSONAL NOTIFICATION

- A. It is important that the officer be permitted inside the house before a notification is made.
 - 1. A death or serious injury notification conveys very personal and private information that should not be initially shared by others, nor should the survivor(s) need for personal privacy be compromised at this traumatic moment.
 - 2. If notification is made at the door, should the survivor suffer serious medical or psychological problems, the officer would not be able to assist
- B. Notifying the next of kin where there is a death, serious injury or serious illness, can place the officer in a delicate and uncomfortable situation. The following procedure should be used whenever possible and practical:
 - 1. Notification should be made as promptly as possible.
 - 2. If at all possible, notification should be made in person, not over the telephone.
 - 3. Supervisors should consider making such notifications and/or assist the assigned officer with the notification.
 - 4. The officer should offer to assist the next of kin in contacting a minister, relative, close friend, neighbor, etc.
 - 5. The officer must be as tactful and diplomatic as possible. Give the information a little at a time. Let the recipient set the pace for the delivery of the information. Express sympathy and desire to assist.
 - 6. The pace of your delivery will be dictated by the actions of the survivor. If permitted, it is best to deliver your message in a gradual but direct manner. Proceed directly with the notification, speaking in a slow, calm manner, and continue until all information is given.
 - 7. Details regarding the cause of death, particularly in cases of violence, accidents, or murder, should not be discussed at this time.
 - 8. Using such words as "decapitated" or "killed" detracts from a competent and compassionate notification and are best left to a physician or medical examiner

to discuss with the survivor at a later time.

9. Being too graphic at this stage can create an emotional overload that can complicate an already difficult situation.

10. If necessary, assist the next of kin by providing a ride to the hospital, etc.

IV. REQUESTS FROM OTHER AGENCIES

A. When requested by another agency to make a notification, officer should obtain all available and pertinent information about the situation in order to assist the relative in receiving the message.

B. Prior to making the notification, the information must be authenticated.

1. The officer must obtain the caller's telephone number and make a call back to ascertain the legitimacy of the request.

2. Officers delivering emergency notifications will tell the next of kin the source of information and whom to contact for further assistance.

V. REQUESTS TO OTHER AGENCIES

A. Should you need to contact another agency outside your jurisdiction in order to perform the notification provide the agency with all the pertinent details at your disposal.

B. Request that they make the notification in person as quickly as possible and that you receive immediate verification after this has been accomplished.

By Order of the Chief of Police


John P. Colella (Apr 22, 2019)

John P. Colella
Chief of Police
Dated this 20th day of April, 2019