

**PHOENIX REGINAL
STANDARD OPERATING PROCEDURES**

Welfare Sector

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Activation of Welfare Sector

A Welfare Sector Officer will be established for any incident involving the serious injury or fatality of a member (or members) of the Phoenix Regional Department. This procedure will apply to both on-duty and off-duty incidents.

For on-duty incidents, the Incident Commander will be responsible for establishing the Sector. For off-duty incidents, the Appropriate Deputy Chief will establish the Sector and immediately notify the Assistant Chiefs of the Personnel Division, Operations, and the Fire Chief.

Chief Officers should be assigned Welfare Sector, Hospital Liaison, and Family Liaisons. It may be necessary for Dispatch and Deployment to “Special Call” a number of Chief Officers as needed.

Welfare Sector Duties

The Welfare Sector Officer will report to the Incident Commander and will be responsible for the following:

- Obtaining the latest information regarding injuries, circumstances, etc.
- Updating the Dispatch and Deployment
- Managing the notification of fire stations.
- Assigning a Hospital Liaison Officer(s).
- Assigning a Family Liaison Officer(s).
- Coordinate with the Public Information Officer.
- Notify and coordinate activities with Local 493.
- Notify the Fire Chief and Senior Staff.
- Provide/coordinate family transportation as needed.
- Coordinate Chaplain and other support needs.
- Securing the personal belongings of the injured member.

For major incidents, the Welfare Sector may be expanded to a Branch within the Incident Management System (i.e., multiple patients at multiple hospitals).

Reference the personnel section of Volume I for Welfare Sector functions stated in greater detail.

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Notification of Dispatch and Deployment Chief

Once a report is received that a firefighter has been seriously injured the Welfare Sector must communicate the following information to the Dispatch and Deployment Chief:

- Patient name(s)
- Receiving hospital(s)
- Nature and priority of injuries
- Hospital Liaison Officers (name, car #)
- Family Liaison Officers (name, car #)
- Other pertinent information

This information should be communicated in a confidential/secured manner. The Welfare Sector will identify persons that the Dispatch and Deployment Chief may release information to. The Dispatch Center staff will not release any names or identifying details to anyone not approved by the Welfare Sector.

Dispatch and Deployment Responsibilities

Dispatch and Deployment will be used to coordinate information and activity. The following additional Dispatch Center duties should be considered:

- Designate a Dispatch Liaison Officer (Alarm Room Chief)
- Coordinate information requests between family and the responding Family Liaison Officer and the Hospital Liaison Officer.
- Provide progress reports to the Welfare Sector.
- Do not release any names or identifying details to anyone not approved by the Welfare Sector.

Notification of Fire Stations

The Welfare Sector will initiate the notification of all fire stations of the incident involving injured Firefighters. Notification will not include names until the families are notified. This notification should include:

- A brief description of the incident.
- The number and priority of injuries.
- Receiving hospitals.

Updates should be given as more information is obtained. E-mail messages to station computer terminals should be used for this purpose, or the Dispatch Center can broadcast a message

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developed by the Welfare Sector. All updates must be approved by the Welfare Sector Officer before release.

Family Liaison Officers

The Welfare Sector officer must insure that a Family Liaison Officer is assigned to each family. It is essential that this officer make contact with the family as soon as possible. This notification should occur after all patients have arrived at hospitals. Family Liaison Officer duties include:

- Obtaining the latest information from the Welfare Sector Officer.
- Rapidly obtain the home or work address of the involved member.
- Rapidly respond to the family member (i.e., wife, husband).
- Provide appropriate, supportive notification.
- Provide/coordinate Chaplain or other support duties (i.e., CR Van).
- Provide/arrange transportation of family to the hospital or other locations.
- Provide progress reports to the Welfare Sector Officer.
- Coordinate information and activities with Hospital Liaison Officer.
- Coordinate any information needs of the family.
- Assist with any paperwork or other needs, support.
- Remain as the Family Liaison Officer until another Officer is assigned, or the incident is terminated, and the family agrees additional services are not needed.

Hospital Liaison Officer

The Welfare Sector will assign a Hospital Liaison Officer to each receiving hospital. The duties for this officer include:

- Rapid response to the assigned hospital.
- Coordinate activities and information with the hospital staff to ensure best patient care.
- Obtain the latest information regarding injuries, treatment, prognosis, etc.
- Communicate information to the Welfare Sector and the appropriate Family Liaison Officer.
- Provide on-going progress reports to the Welfare Sector Officer and Family Liaison Officer.
- The Hospital Liaison will remain in place until the Welfare Sector Officer and the family members determine it is no longer needed.

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Off-Duty/Out-of-Town Event

Should an incident occur while the member is off-duty or out of town/out of state, the Appropriate Deputy Chief will immediately be notified.

The Appropriate Deputy Chief will assume the initial Welfare Sector responsibilities or assign these responsibilities to another Chief Officer. Duties will include:

- Notify the Fire Chief and Senior Staff.
- Notify the Good and Welfare Officer.
- Assign a Family Liaison Officer.
- Assign a Hospital Liaison Officer (for Phoenix metro area hospitals).
- Implement the appropriate items listed in this procedure.

For events out of the Phoenix metro area, or out of state, it may be necessary to contact the Local Fire Department, as well as the Local Firefighters Union, to serve as the initial Hospital Liaison Officer and to provide other assistance.

Fire Department Member Responsibilities

Fire department members and co-workers will be highly concerned in these incidents. Members must understand that the Welfare Sector is designed to provide rapid, and accurate, support to the family. It is important that members not “freelance” and take self-initiated action. This kind of action in the past has often resulted in inaccurate information delivered to the family member, or the family transported to the wrong hospital. This only increases the emotional stress for the family.

Those members desiring to help should contact the Welfare Sector Officer. The system is designed to absorb the assistance to, as well as, provide the maximum support to family members.

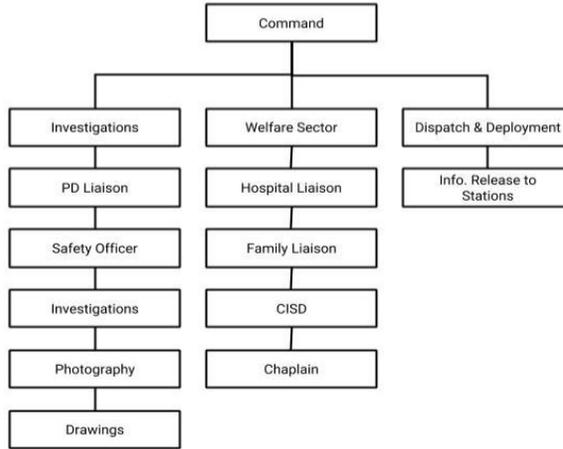
Transfer of Welfare Sector Duties

During escalating serious incidents, the Welfare Sector responsibilities may be transferred to the Assistant Chief of Personnel Division, or a designee. At some point, the “crisis” management part of the Welfare Sector will stabilize. At this stage, duties may be transferred to the Welfare Officer at the Health Clinic for ongoing monitoring and support.

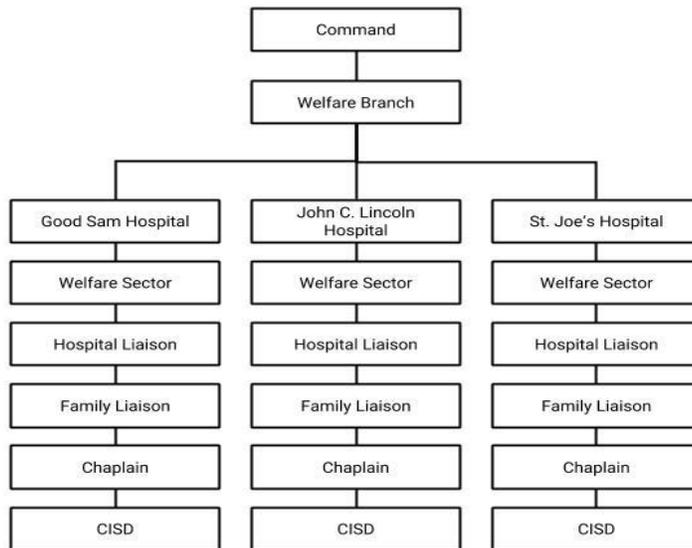
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Single Patient



Welfare Branch-Multiple Patients, Multiple Hospitals



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Command Team

