

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

COMMUNICATING SERIOUS ILLNESS OR INJURY OF FIRE DEPARTMENT MEMBERS

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PURPOSE

The purpose of this procedure is to outline the responsibilities for communicating serious illnesses or on duty injuries of Fire Department Members to their families and other Members of the Department.

This procedure will be managed by the Chief of Personnel Services or the Shift Commander.

DISPATCH AND DEPLOYMENT RESPONSIBILITIES

1. Notify Assistant Chief of Emergency Services, the Assistant Chief of Personnel, and the South Deputy of serious injury or illness.
2. Notify Local 493 member services and the Department Good and Welfare Officer for all on or off-duty serious injury or illness.

SHIFT COMMANDER RESPONSIBILITIES

1. Provide follow-up at the hospital in cases of on-duty injuries.
2. Insure the Assistant Chief of Personnel Services has been notified of serious illness or injury.
3. Insure Local 493 Member Services and the Department Good and Welfare Officer have been notified.
4. Follow-up with the Case Manager at the Department health Center to estimate time the member will be off and begin coordination of leave management for the injured/ill member.

GOOD AND WELFARE OFFICER RESPONSIBILITIES

1. Obtain information about the incident from the Shift Commander.
2. Insure that any on-duty relatives have been notified.
3. Obtain information from personnel records regarding emergency notification; i.e., party to be notified.

4. Initial contacts will be made in Fire Department uniform and in a marked Fire Department vehicle whenever possible.
5. Whenever possible, contacts should be made in person. Out-of-town contacts will be made by phone.
6. Once contact has been made, provide transportation to the hospital for the responsible family member. It may be necessary to assist in arranging care for young children if this is a consideration.
7. While at the hospital, seek assistance from hospital personnel to unite the injured member and the responsible family member and have the doctor explain the member's condition.
8. Provide ongoing assistance/information to the family regarding payroll, sick leave, insurance, etc.
9. Maintain family contact (unless the family specifies otherwise) to provide information to the Department as to the patient's progress.

PROVIDING PATIENT PROGRESS REPORTS

The Good and Welfare Officer/Local 493 Member Services should obtain permission from the family or the member involved to provide information to the Department concerning the patient's condition/progress. Notification should be made via E-mail through the Fire/Help Desk and include an indication as to whether visitors are appropriate.

Initial patient information shall include the name of the Good and Welfare Officer and the Local 493 Member Services Representative. The Good and Welfare Officer and the Local 493 Member Services Representative will provide contact for further information concerning the member's progress.

Subsequent patient updates should be sent via E-mail through the Fire/Help Desk every shift that the ill or injured member would have been on duty. If the patient's condition changes significantly, updates may be required more often.

As patient's condition stabilizes, reports may be made on a more infrequent basis.