

# IS A FOUR LETTER WORD



# Let's Start From the End



# A Little About Me



## Barry Furey

- APCO Life and Senior Member
- Began Career in 1970
- PSAP Manager
- Fire Officer
- Author
- [Firefighterclosecalls.com](http://Firefighterclosecalls.com)

# Managing Line of Duty Deaths



**Before  
During  
After**

# More Than Just Numbers



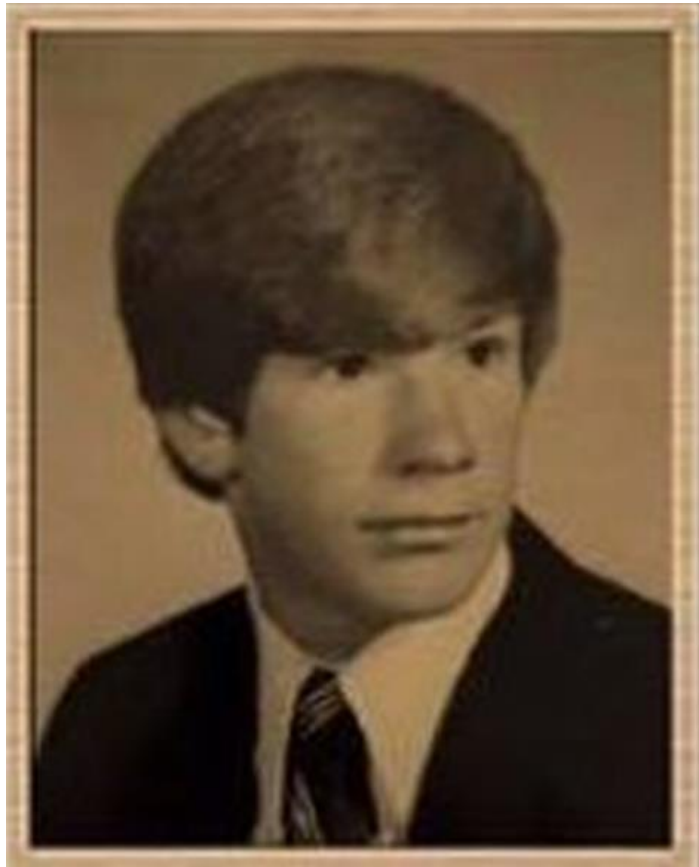
- LODDs have names and faces, not just badge or radio ID numbers.
- Their loss on our watch affect us accordingly.

# A Personal Testimony – My First LODD



Officers  
Kennedy and  
Reedy. Killed by a  
DUI while working  
an accident.

# I Lost a Friend on a Call I Dispatched



## Firefighter Kevin Landau

Run over by aerial ladder on  
ramp of fire station while  
responding to a house fire.

# Murder at the Mall



Officer Brown and Sgt. O'Grady were killed by terrorists at a roadblock after a bank robbery/homicide at a local mall.

# Continued Connections



Ten years prior to his murder, 2<sup>nd</sup> Lt. Eddie O'Grady and I fighting a fire in downtown Nyack.

# How BIG is the problem?

6



82



144

# Collateral Damage



322 feet separate  
the Furey and  
Mulkeen  
residences in  
Valley Cottage,  
New York

# Reality Check

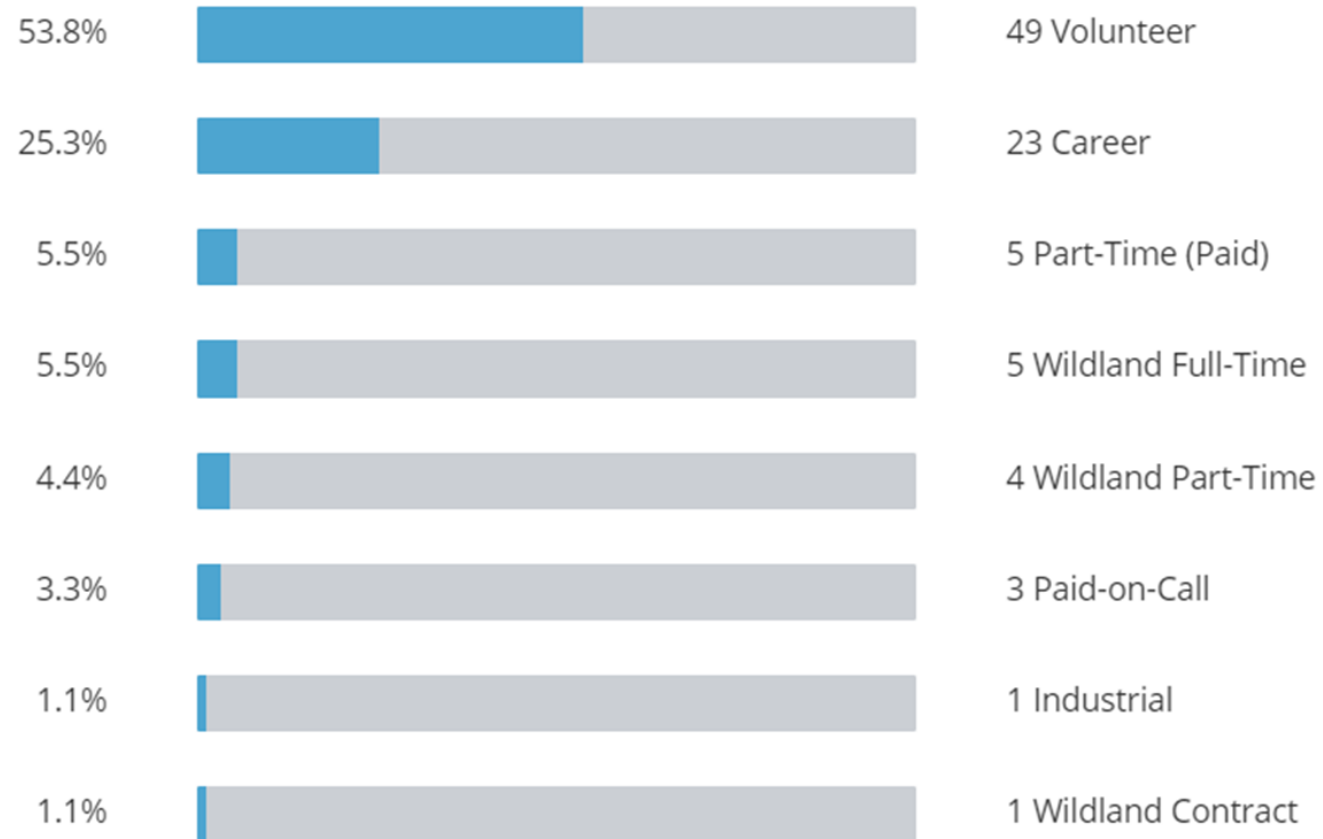


- Don't think because you work in a small town/center it can't happen to you.
- It can and does, and likely increases the odds of you knowing the person(s) involved.

# Highest Rate of Officer Fatalities

- South Dakota
- Alabama
- Montana
- Mississippi
- North Dakota
- Oklahoma
- Georgia
- Arkansas
- Louisiana
- Maine

# Firefighter LODDs By Department Type



# Reducing the Risk – Remember the Basics

## Call Processing

- Listen to warning signs
- Check premise alerts
- Check premise history
- Ask all the right questions
- Get the correct address
- Escalate call type, if needed

## Dispatching

- Send the right resources
- Validate response
- Warn of hazards
- Monitor channel for keywords
- Conduct status checks

# During Critical Events



- YOU are the IC's "second set of ears."
- Relay ALL critical information – especially that coming from other agencies in a multi- jurisdictional center.
- Be PROACTIVE not reactive!

# When The Unreal Becomes Real

- Medic Down
- Officer Needs Assist
- Firefighter Mayday
- Wildland Crew Overrun
- Medic Helicopter Crash
- Enroute Accident



# How Will You Learn of the LODD?



- From other units on the scene
- Citizen callers
- From another ECC

## DCSO Community Response to Deputy Involved Shooting



0:00 / 8:28

Scroll for details



# Advisory

*Advisory*

The role played by the ECC in LODD after action is largely defined by community size and local policy.

Understand the SOPs in place at your agency, and refer to them for final guidance.

# The Phone Is Going to Ring – Have a Plan!



- Offers of assistance from agencies/units
- Inquiries from the public
- The media
- Concerned family
- Inquiries from internal stakeholders
- Crackpots

# Get Assistance With the Phones ASAP



As soon as possible,  
secure Public Information  
Officer assistance,  
preferably INSIDE the ECC.

# And You're Going to Make Calls



- Response resources
- Administrative resources
- Extra-territorial resources
- Support resources
- Processing resources

*And then coordinate continuing communications.*

# Know What Calls to Make



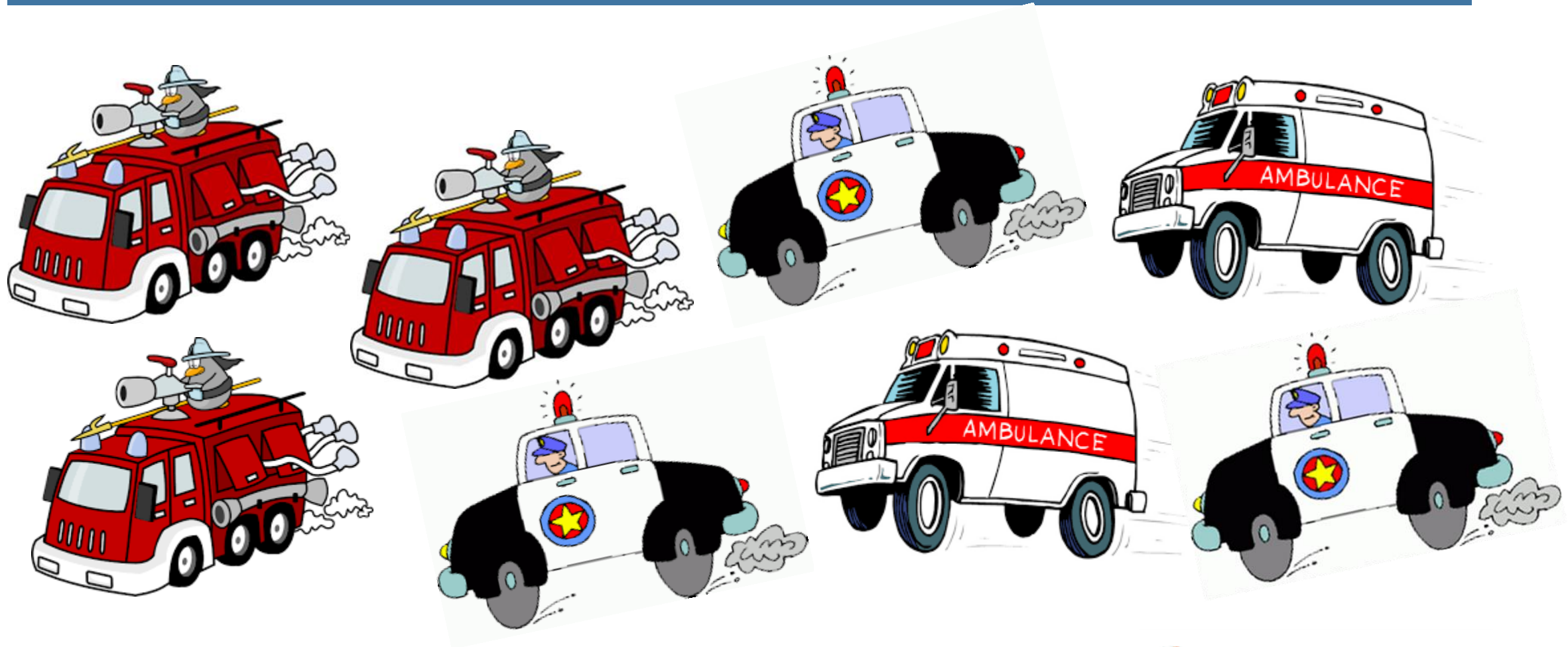
- Know what to say
- Who to say it to, and
- When to say it.

# Most Importantly, Know What NOT to Say



LODD information has been posted on social media by dispatch prior to notification of the next of kin.

# The Biggest Single Problem During LODDs



# The World Doesn't Stop for a LODD



- If it occurred at a call, then additional resources will have to be sent to manage the incident.
- If it occurred enroute, then a replacement response must be assigned.
- Other emergencies occur.

# Coverage Required



- Immediate coverage will be needed for the unit(s) involved.
- This coverage may continue for several days.
- An entire department may stand-down.

# All in the Family



- When the deceased is related to an ECC employee.
- When the deceased is a part or full time ECC employee.

# Things To Consider



- Immediate removal from duty.
- Secure relief.
- Secure counseling.
- Transportation.
- Shift coverage.
- Internal notifications.
- Other family focused assistance

# Get Invited to the Party



- Debriefing
- Funeral logistics
- Follow-up care

# Broadcast Messages



- Information message to units/agencies announcing/confirming LODD.
- Message during day of funeral.
- May use local format, or online examples of “Last Call.”

# LODD Funerals Place Demands



- While most of the planning demands fall outside the ECC, the impact does not.
- You will be faced with completing a number of tasks outside the scope and volume of normal daily routines.

# On The Day of the Services



- 100s if not 10,000s of outside agency personnel in area.
- Directions.
- Logistics.
- Communications/coordination.
- Traffic.
- Media.
- Day to day operations.

# Expect These Calls, As Well ...



- In the wake of tragedy, a number of “charity” events and causes quickly develop.
- It is almost impossible to keep track of them all, and to identify real from scam.

# The Aftershock



- Even after the funerals are complete, things are not back to “normal.”
- Expect emotions to run high both in the public, and in public safety.

# What are the *Personal* Costs to TCs?

- ▶ *“I know I wouldn't be able to do my job knowing someone didn't go home!”*

A seasoned telecommunicator after  
having handled a **MAYDAY!**

# The Most Commonly ID'd “Worst Calls”



- Injury or death of a child
- Suicidal callers
- Shootings involving officers
- Death of an adult

# Keeping it in Perspective



- Many, if not most, LODD causes are out of your control.
- Reduce the ones that are.
- Don't blame yourself for the ones that aren't.

# LODD is a Four Letter Word!

*But one that must be spoken.*

*Line of duty deaths have long been a predictable but regrettable part of public safety, and will continue to be so as long as people choose to put the safety of others above their own.*

*The best way to honor these brave souls is to do our best to reduce the actors that contribute to their demise, and to prepare to faithfully complete those tasks required to provide continued service to the communities they served.*

# Want A Copy or More Info?



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