

Family Liaison Officer (FLO) the FLO is the primary fire department connection with the family- the conduit for all information flow to/from the family. The FLO should be assigned a department vehicle for the entire funeral process and should be available to the family 24-hours a day by phone or pager. The FLO should be prepared to discuss all parameters of the funeral process and ceremonies, and to counsel the family in its decisions. These may include but are not limited to: type of internment; wake; funeral home; religious service; cemetery; burial garment (uniform or other); music; eulogy; procession; reception; child/family care. The FLO needs to know what service the Department can and cannot provide.

The Family Liaison Officer also needs to work with the family to obtain necessary documentation- autopsy reports (refer to Resources Section), birth and death certificates, marriage certificates, military records, and insurance documents.

The FLO can assist in obtaining the benefits due the family such as:

1. Public Safety Officers benefits
2. Pensions/retirement systems
3. Volunteer Fire Fighters dependents Fund
4. Local insurance benefits
5. Workers' Compensation
6. Social Security
7. Veterans benefits
8. Union or State firefighters related organizations
9. State education benefits
10. Other local or regional organizations
11. Setting up a Family Fund through a local bank