



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 915 – Family Assistance Program

Office with Primary Responsibility:	SSO	Effective Date:	November 23, 2011
		Prior Revision Date:	July 31, 2010
Office(s) with Secondary Responsibilities:	PSC, PNC, TSC, FTC, IDC	Number of Pages:	2
Forms Referenced in Procedure:	None	Related Procedures:	None

.01 INTRODUCTION

This procedure informs officers of the existence of the Family Assistance Program and identifies the services that the Program provides to officers and their families.

.02 PURPOSE

- A. The Family Assistance Program is designed to provide support and assistance to the families of active duty officers who die, receive serious bodily injuries, or suffer catastrophic illnesses.
- B. The Program also provides support and advice to family members upon the death of a retiree.

.03 TERMINOLOGY (For specific use within this procedure, see Glossary)

Catastrophic Illness Serious Bodily Injury

.04 FAMILY ASSISTANCE OFFICERS

- A. Family Assistance Officers are a group of officers appointed by the Chief of Police to administer the Family Assistance Program.
- B. Family Assistance Officers are volunteers and their duties with the program are in addition to their regular duties.
- C. Upon notification of an officer's death, serious bodily injury, or catastrophic illness a Family Assistance Officer shall initiate the Family Assistance Program and provide the level of assistance that is prescribed in this procedure.
- D. All aspects of San Antonio Police Department funerals are coordinated by the lead Family Assistance Officer assigned to the family by the Office of the Chief.

.05 SERVICES PROVIDED

- A. Death of Active Duty Officer
 - 1. Notification of next of kin, if death occurs on-duty;
 - 2. Transportation to hospital for family members;
 - 3. Notification of the SAPD chaplain;
 - 4. Assistance in making funeral arrangements;
 - 5. Assistance in arranging immediate financial aid;
 - 6. Assistance in preparing necessary paperwork to apply for all eligible benefits; and
 - 7. Counseling for family members of officers killed in the line of duty.



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B. Death of Retired Officer

1. Assistance with contacting the Honor Guard to request the services provided for retirees; and
2. Family counseling and advice, if requested.

C. Serious Bodily Injury (to include any incident in which an officer suffers a gunshot wound, regardless of severity), or Catastrophic Illness to Active Duty Officer

1. Notification of next of kin;
2. Transportation to hospital, if requested;
3. Advise on benefits and workman's compensation, if injured on-duty;
4. Assistance with filing necessary paperwork to apply for eligible benefits; and
5. Notification of the SAPD Chaplain.

.06 NOTIFICATION PROCESS

A. The Communications Unit supervisor shall notify the Family Assistance Program supervisor when:

1. An on-duty officer is killed;
2. Receives serious bodily injuries (to include any incident in which an officer suffers a gunshot wound, regardless of severity); or.
3. Notified by any member that an off-duty officer has died, received serious bodily injuries, or suffers a catastrophic illness.

B. Any member learning of the death of a retired officer is asked to notify the Office of the Chief, who will notify the Family Assistance Program supervisor.

C. Any member having a need to contact a Family Assistance Officer should contact the Office of the Chief.